



## How to Register as a Provider in PaySpan Health

To Register:

- Select the Orange Secure Registration button on [www.payspanhealth.com](http://www.payspanhealth.com) registration page
- The **Registration Code** screen will appear

The screenshot shows a web page titled "Welcome!" with the PaySpan Health logo. Below the logo, there is a message: "Welcome to PaySpan Health! PaySpan Health is used nationwide by Healthcare Payers for electronic payment and remittance delivery. You may already be registered with PaySpan Health. If so, please login with the secured login option and enter your new registration code on the home screen." Below this message is a form with a label "Registration Code:" followed by a text input field and an "OK" button. At the bottom, there is a lock icon and the text: "Your information will be sent using our secure server."

- Type in the **Registration Code** From the Registration Letter
- Select the OK button

## The Welcome Page Appears:

The screenshot shows the "Welcome to PaySpan Health!" page. It features the PaySpan Health logo at the top left. Below the logo, there is a message: "Welcome to PaySpan Health! Thank you for accepting our invitation to register with PaySpan! This strategic payment system will allow us to pay you faster and more efficiently using electronic payments and online data delivery. Your accounts receivables process will be simplified dramatically using PaySpan's automatic download into standard accounting system formats." To the right of this message, there is a box titled "We currently send your payments to:" containing the address: "Collinsville Memorial, 7800 Livingstone Avenue, Collinsville, AL 12345". Below the main message, there are two registration options: "New to PaySpan?" and "Already Registered?". The "New to PaySpan?" section includes instructions: "For authentication purposes, please enter your Legacy Number (PIN) or National Provider Identifier (NPI) and Tax Identification Number (TIN)." and a note: "\*\* Please note that entries are case sensitive". It has input fields for "NPI/Legacy Number (PIN):" and "TIN:", and a "Click begin to start the registration process..." instruction with "Cancel" and "Begin" buttons. The "Already Registered?" section includes instructions: "If you have already registered with PaySpan, please login below to complete the sign-up process." and a "User Information" section with input fields for "Login" and "Password", and a "GO" button. At the bottom of the page, there is a footer: "Copyright 2004, Payformance Corporation | Privacy Statement | Terms of Use".

- Type in your National Provider Identifier (NPI) or Legacy Number and Tax Identification Number (TIN). If you do not have an NPI, please use the Legacy Number assigned to you by Payer. \*Please note, if your NPI number has not been supplied to Payformance by the Payer, you will need to use your Legacy Number.
- Select the Begin button to start the registration process

The Following **Step 1 of 3 Registration Information** screen will appear:

The screenshot shows the 'Step 1 of 3' registration screen. The 'Registration Information' section contains the following fields: 'Your Name', 'Phone' (with area and extension boxes), 'Email', 'Confirm Email', 'Select Password', 'Confirm Password', 'Challenge Question' (with a dropdown menu), and 'Challenge Answer'. A 'Next' button is located at the bottom of the form. To the right, the 'Step 1' instructions state: 'Please provide us with your basic contact information that will be used to create an account for you on the PaySpan system. Note that the email address that you provide will be used as your username for accessing PaySpan once your account has been created. EFT transaction notifications will be sent to the email provided.' Below this, the 'What You'll Need to Enroll' section lists: '- Your name, phone number and e-mail address as the designated administrator.', '- Bank account information including routing and account numbers.', and '- Authorization to accept PaySpan's Terms of Use for your company.'

### Registration Information Step 1 of 3

- Complete the required Registration Information questions
- The Email address will become the user name when logging into PaySpan
- Select the Next button for Step 2 of 3

### STEP 2: Accounting Information Screen will appear:

The screenshot shows the 'Step 2 of 3' registration screen. The 'Account Information' section contains the following fields: 'Account Name', 'Account Description', 'Routing Number', 'Account Number', 'Verify Account Number', 'Account Type' (dropdown menu), 'Accounting System' (dropdown menu), and 'Download Format' (dropdown menu). There is a checkbox for 'Enable Electronic Payment (EFT)' which is checked. A 'Next' button is located at the bottom of the form. To the right, the 'Step 2' instructions state: 'PaySpan organizes your incoming payments into Receiving Accounts. The account that you enter will first be verified by our customer service representatives and will then be activated. In the next and final step in the registration process you will be asked to review and confirm all of the information that you have entered. If anything is incorrect, you will be able to edit and correct the information.' Below this, the 'Remittance Options' section states: 'Select your Practice Management System from the drop-down list. If your system is not listed or you don't have one, select 'Other'. If 'Other' is selected, please contact our Client Support Center at 1-877-331-7154 to discuss your specific formats.' A note at the bottom says: 'Some payers allow providers to request paper remittances. If you would like paper remittances and your Payer supports this option, select the paper remittance check box. This check box will not appear if the Payer does not allow this option.'

### Accounting Information Step 2 of 3

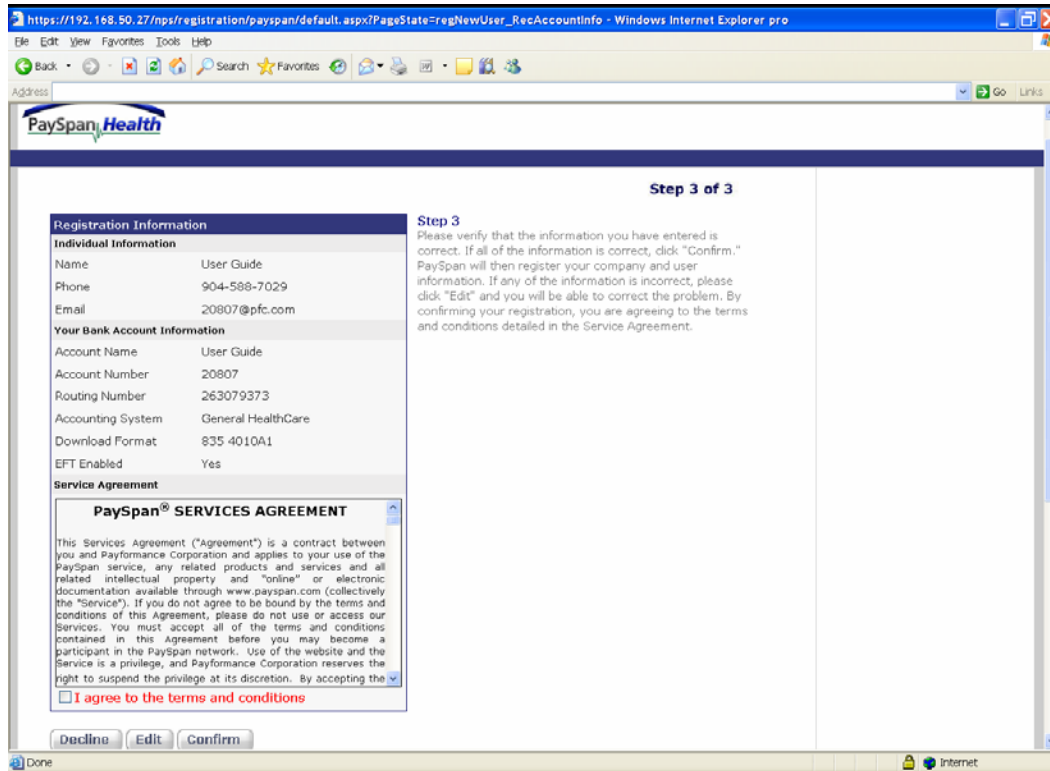
- Type in an Account Name to identify the receiving account.

**Note:** Providers typically use the Account Name to specify the payee designation. (i.e. General Hospital may be paid by Community Health

Plan to separate payee accounts such as: General Hospital ER and General Hospital Labs). Each payee will have a separate registration code and can therefore have a separate receiving account established. The same routing and account number can be used for multiple receiving accounts.

- Enter the routing number and account number in the specified fields
- Select the Next Button for step 3 of 3

### STEP 3: Terms & Conditions Screen will appear:



### Terms & Conditions Step 3 of 3

- Review the **Registration Information**
- Click the Edit button for any corrections
- Read the Service Agreement then check the terms and conditions box if in agreement
- Select the Submit button. This will complete the registration process

You will receive an email that your registration is complete. In a few days you will need to verify with your bank that a minimal deposit has been made by Payformance. This deposit amount will be used to confirm your electronic payments are set up appropriately through PaySpan and your bank. You will see this confirmation page the next time you login to [www.payspanhealth.com](http://www.payspanhealth.com) using your User Id (your email address) and your password.

If you have any questions about the registration process or the website, please contact our **Provider Support Team at 877.331.7154 Monday – Friday 7am – 9 pm.**