



## **MVP Partnering with Zelis for EFT/ERA**

### **Provider Frequently Asked Questions**

#### **Overview**

\*MVP has contracted with *Zelis Payments* to oversee the payment process for Providers. Zelis is a prominent entity in electronic health care payments. Zelis holds contracts with more than 450 payers and facilitates payments to over 700,000 providers. On the same date, MVP will transition its relationship away from Payspan.

*\* MVP is dedicated to ensuring that the transition to Zelis proceeds smoothly, avoiding any delays or interruptions in Provider payments. Accordingly, we are undertaking all necessary measures prior to finalizing this transition.*

---

#### **Why is MVP ending its contract with Payspan?**

Zelis acquired Payspan on November 9, 2022. As part of this transition, the Payspan portal will be sunset 18 months after go-live.

#### **If we were enrolled in Payspan, do we need to enroll in the MVP ePayment Center?**

Yes, if you are not enrolled with Zelis, it is necessary to register for the ePayment Center to ensure that your electronic payments and statements continue seamlessly without any interruptions.

#### **What if I already have an account with Zelis?**

MVP payments and remittances will be processed according to the Zelis election you have on record. If you need to modify or update your Zelis election for MVP business, please contact Zelis at **877-828-8770** to ensure proper processing.

#### **What if I am not currently enrolled with Zelis?**

To continue receiving your claim payment data and remittances electronically at no fee to you, please register through **MVP.epayment.center** or call **855-774-4392**

#### **What if I'm not sure if I'm enrolled with Zelis?**

If you are not sure if you are enrolled with Zelis, call **877-828-8770** or email **ClientService@zelispayments.com**, 8 a.m. to 7 p.m. ET Monday-Friday

#### **What information do I need to have to enroll in ePayment Center?**

The following information is required before enrolling:

- 9-digit federal tax identification number (TIN) or employer identification number (EIN)
- Corporate name and primary details
- Bank routing transit number (RTN) and your organization's checking account number

### **Does enrolling in the ePayment Center change the process for submitting claims?**

No. Please continue to use your existing process for all claim submissions.

### **What are the payment options?**

**Zelis Payments offers both Automated Clearinghouse (ACH) and Virtual Card options:**

**Zelis ACH+:** This solution simplifies payments for Providers by combining payments, 835s delivery, and customer service into one streamlined system. Providers contract with Zelis and pay a small fee to reduce reconciliation efforts and improve efficiency.

**Virtual Credit Card (VCC):** The VCC solution offers a streamlined experience for Providers needing less customization than ACH+. Providers can choose to receive VCCs via fax, mail, or secure web portal, with corresponding remittance advice. Zelis enrolls Providers proactively based on their preferences, unlike most industry opt-in models. Through a self-service portal, Providers have access to customer service, payment support, and timely notifications to ensure efficient transactions. The VCC program is flexible, supports provider satisfaction and retention, and allows Providers to negotiate merchant fees.

**Paper Check:** For Provider payments needing mailed paper checks and remittances, Zelis uses Delivery Channel Management (DCM) and cross-client consolidation to lower materials and postage costs.

**MVP ePayment Center (Free Provider ACH):** The ePayment Center (EPC) is a payer-sponsored, web-based platform for distributing electronic payments at no cost to Providers. Providers must be enrolled by payer request. Through EPC, providers and vendors can sign up for standard ACH with MVP only, and access ACH transactions and downloadable EOPs. EPC supports Any associated fees are incurred by MVP.

### **Will I still need to use Registration Codes?**

No, Providers will no longer need Registration codes. Provider will register with MVP [mvp.epayment.center/register](https://mvp.epayment.center/register)

### **What if I still want a paper remit?**

Provider must call Zelis Customer support to request a paper remit.

### **What methods do clearinghouses use to retrieve their electronic remittances? How does this process function with Zelis?**

Zelis will manage the distribution of 835s according to Providers stated preferences. After registration, Providers may select their preferred clearinghouse for receiving these documents. Providers enrolled in either the ZPN or ePC platforms can choose to have their 835s automatically delivered to any clearinghouse that has an established relationship with Zelis.

### **Which clearinghouses partner with Zelis?**

- Ability Networks
- Administep
- Akamai
- ALVEO
- Anise Technologies
- APEX
- Availity
- Cerner HDX

- Change Healthcare (Cigna Only)
- Change Healthcare Medical
- Claim Remedi
- CLAIM.MD
- ClaimLynx
- Cortex EDI
- CureMD
- Custom Data Processing, Inc
- DentalXChange
- Electronic Dental Services
- Eligible
- Emedix
- Encoda
- eProvider Solutions
- Etactics
- Experian/Passport Health
- HCRnet
- Healthcare IP
- HealthCarePays
- HEW
- HHAeXchange
- InfinEDI
- Inmar
- Inovalon Claims Management
- Inovalon Claims Management Pro
- InstaMed
- Med Assets
- Navicure
- NextGen Healthcare, Inc
- Office Ally
- Optum iEDI
- Optum/ENS/Ingenix
- OptumInsight
- OSINC
- Payer Connection
- PHICure
- PNC
- PNT
- Practice Insight
- Quadax
- Relay Health/Mckesson
- RETRACE
- Revenue Performance Advisor
- Rycan
- Smart Data Solutions
- SSI Group
- The Cirius Group
- TK Software
- TriZetto Provider Solutions
- TruBridge
- VVC Holding
- VYNE

- WayStar
- XIFIN
- ZirMed

**When will we receive our first electronic payment after enrolling?**

After enrollment, ePayment Center will check the financial institution's RTN and your account number during a prenotification process. You will receive electronic payments once this process is complete, which generally takes 6 days.

**Will Providers have access to historical EOBs?**

Yes, you will have access to historical data up to 18 months after go-live through the Payspan Portal.

## Who do I call if I have questions?

For ePayment Center, please call ePayment Center at **(855) 774-4392** or email **help@epayment.center**.

Escalations				
Scenario	Solution			
Payment Inquiry Escalation Matrix	Client Services			
	Client Services	Hours	Supports	Scenario
	Primary: (877) 828- 8770  Escalation 1: Client Services Supervisor  Escalation 2: Client Service Manager	Monday- Friday  8:00 AM- 7:00 PM (EST)	Providers	Updating Payment Method
				Updating Account Information
				Updating Data Delivery Preferences
				Assistance with Zelis Payments Portal
				Requesting Additional Copies of EOR's
				Assistance with 835 Set-Up
				Payment Reversals
				Payment Research Items
				Refaxing Payments
				Reissuing Checks
Provider Enrollment Escalation Matrix	Provider Enrollment			
	Provider Enrollment	Hours	Supports	Scenario
	Primary: (855) 496-1571 Escalation 1: Provider Enrollment Manager	Monday- Friday 8:30 AM- 5:30 PM	Providers	Disputes and Delays
				Enrollment Issues
				Product Inquiries/Product Feature
Escalation 2: Director of Provider Enrollment				