

UMPQUA HEALTH ALLIANCE

1813 W. HARVARD AVENUE, STE 206
ROSEBURG, OREGON 97471

MEMORANDUM

To: Contracted UHA Providers
From: Sue Goldberg, Vice President, Network & Business Development
Date: October 23, 2017
Re: New Claims Processing Administrator, Clearinghouses and PaySpan

Umpqua Health Alliance (UHA) is excited to announce PH TECH as its new third party administrator (TPA), effective January 1, 2018!

What does this mean for you? A smooth transition to a better solution for claims payments!

PH TECH has provided claims processing for other CCOs and ATRIO Health Plans for nearly a decade! Over the next few months, UHA will provide clear and timely communication to help make your transition to our new TPA as seamless as possible.

Effective December 16, 2017, claims can be submitted electronically to PH TECH through one of the six clearinghouses. The clearinghouse names and their IDs are listed below:

- Availity (77503)
- Change Healthcare/Emdeon/MCPS (77502)
- Gateway EDI/Trizetto (77504)
- GE Healthcare/Centricity (Search for payer Umpqua Health Alliance, 77500)
- Office Ally (77501)
- Relay Health (77505)

If you don't see your preferred clearinghouse listed above, please contact Lorianne Heard for further clarification.

You also have the option to submit claims directly through PH TECH via an SFTP connection by contacting the PH TECH EDI Support (503) 584-2169, option 1, or by mail or walk-in at:

Mail: PO Box 5308
Salem, OR 97304

Walk-in: 1813 W Harvard Ave, Ste 110
Roseburg, OR 97471

As a first step, we would like to introduce "Payspan" as the new electronic funds transfer (EFT) system. If your practice is already registered with Payspan, you should receive a letter directly from them closer to the transition date. The letter will contain your unique registration code and Payee ID Number (PIN). A draft copy of the letter containing instructions for activating your registration code for claims payments from UHA is attached as "(A)" for your reference.

If you are not already registered, the second attachment “(B)” provides directions on “How to Register for Payspan.” If you are not already registered, we encourage you to do so at your earliest convenience!

Please note, ABCT will continue to accept your claims through December 15, 2017. Effective December 16, 2017, please submit your claims through PH TECH or your preferred clearinghouse. Check runs will continue to be processed on a bi-weekly basis. Again, we will be communicating with you on a regular basis throughout the transition.

If you have any questions, please contact Lorianne Heard, Provider Relations & Contracting Representative, at (541) 957-3094 or email lheard@umpquahealth.com.

ATTACHMENT A.

Thank you for being a valued Payspan healthcare payments customer!

Payspan is happy to announce the addition of a new payer, Umpqua Health Alliance in partnership with PH TECH. We expect to begin processing payments for Umpqua Health Alliance soon and are encouraging providers to add registration codes to their existing accounts.

Our records indicate **your practice is already registered within Payspanhealth.com** and is receiving electronic payments and remittance advice through Payspan for one or more other payers. As you know from experience, Payspan is free to providers and conveniently reduces costs, speeds secondary billings, improves cash flow, and reduces paper usage. Please take advantage of this convenient and free service for **Umpqua Health Alliance** by activating your new EFT registration codes.

Your unique registration code:

«REG CODE»

Payee ID Number (PIN):

Activate Payspan service for your Umpqua Health Alliance Plan payments:

- Access your current Payspan account at www.payspanhealth.com
- Login and select 'Your Payments'
- Select 'Add New Reg Code' (far right of screen)
- Enter required fields on the 'Add Registration Code' screen

Additional Information:

- *The Payspan system is designed for your practice to use a single administrator account for payments from all payers, regardless of how many individual users your administrator sets up with their own usernames and passwords*
- *You can select a bank account already in use with Payspan as the receiving account for this payer's reimbursement payments or you can set up a new bank account. If you set up a new bank account, Payspan will make a test deposit of less than \$1.00 and will email you in a few days asking that you visit www.payspanhealth.com to confirm the amount deposited and thus validate that the account has been properly set up. The deposit does not need to be returned to Payspan.*

For additional assistance, please access the Payspan website at <https://www.payspanhealth.com/nps/Support/Index> or contact Payspan via email at providersupport@payspanhealth.com.

Thank you for depending upon Payspan for all your healthcare payment needs. We are proud to serve you!

Payspan: Empowering the Healthcare Economy®

How to Register for Payspan

- Go to www.payspanhealth.com and click the **Register Now** button.
- If you are registering for the very first time on Payspan, and you don't have a Registration Code, simply enter your NPI, TIN and Billing Zip Code and click **Submit**. (This feature is only available for first-time provider registration).
- If you do have a Registration Code enter it in the box on the right and click **Submit**.

New Enrollment

Get Started
Personal Info
Account Setup
Verify Your Info

Get Started

Welcome to PaySpan, where we are empowering the healthcare economy. PaySpan offers a solution that delivers even more. This solution gives Providers access to remittance and claim details online, and straightforward reconciliation of

Choose one of the following options to begin your registration:

[Already Registered?](#)

National Provider Identifier (NPI)

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)

Billing Zip Code (5 digits)

Reg Code

[What is a Reg Code?](#)

Submit
Submit

Get Started

- Providers that register with a Registration Code will also need to enter their PIN and TIN then click **Start Registration**. **Please note** if the Payspan registration code has an NPI associated to it, NPI will also be requested on the Get Started screen. Providers can click the "Atypical Service Provider" box to bypass entering the NPI to complete registration.



New Enrollment

[Get Started](#)[Personal Info](#)[Account Set Up](#)[Verify Your Info](#)

Get Started

Welcome to PaySpan, where we are empowering the health care economy. PaySpan offers a solution that delivers electronic payments (ACH), Providers access to remittance and claim details online, and straightforward reconciliation of payments to reduce costs and improve cash flow.

RegCode:

Provider Identification Number (PIN):

**Provider Federal Tax Identification Number (TIN)
or Employer Identification Number (EIN)**

 -

National Provider Identifier (NPI):

☐ Atypical Service Provider

[Start Registration](#)

- Enter your Tax Identification Number (TIN) and Provider Identification Number (PIN)
- PIN errors? Try using all capital letters. PINs are case sensitive.
- An Atypical Service Provider is one that does not furnish health care services. Examples are taxi drivers, auto mechanics, and carpenters.
- [Support](#)
- [How to Register](#)
- [Already Registered?](#)

Personal Info

- Enter your personal contact information and designate a user name and password.

Get Started

Personal Info

Account Setup

Verify Your Info

Tell Us About Yourself

Please provide us with your basic contact information to enable us to create a user account for you on the PaySpan Health system.

Provider Name: General Anesthesia
Provider Tax Identification Number: 88-8888888
National Provider Identifier: 9999999999

Provider Contact Name:

Administrators full name

Email Address:

Notifications will be sent to this address.

Confirm Email Address:

Telephone Number:

Please use the 000-000-0000 format.

Title:

Username:

Minimum 8 characters and may include:
 letters (a-z), numbers (0-9), dashes (-),
 underscores (_), ampersats (@), periods (.)

Password:

Confirm Password:

Challenge Question:

Challenge Answer:

Next

Account Setup

- Designate the bank account you wish to have funds deposited into and click the **Next** button to continue

New Enrollment

✔ Get Started
✔ Personal Info
Account Setup
Verify Your Info

Set Up Your Account

Provider Name: DrBarbaraSmith
Provider Tax Identification Number: 789357421
National Provider Identifier: 1234567890

Account Name

This is the name that will be used to identify this receiving account throughout the PaySpan system.

Financial Institution Routing Number

Provider's Account Number with Financial Institution

Confirm Provider's Account Number with Financial Institution

Type of Account at Financial Institution

Business Checking ▼

☒ Enable Electronic Payment
☐ Request Paper Remittance
☒ Assign new or additional Payers to this receiving account

Back
Next

Payer:
Fabrikam Insurance Company

PaySpan Health organizes your incoming payments into Receiving Accounts. The account that you enter will remain in a pending status until you obtain the small deposit made by PaySpan, Inc from your financial institution and enter the amount on your Home Screen.

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 or appear grayed out if this option is not allowed upon EFT registration.

Verify Your Info

- Review the information you entered and if correct, check the box to agree to the Services Agreement, Business Associate Agreement and click **Confirm**.

New Enrollment

✔ Get Started

✔ Personal Info

✔ Account Setup

Verify Your Info

Verify Your Info

Provider Name: DrBarbaraSmith

Provider Tax Identification Number: 789357421

National Provider Identifier: 1234567890

Individual Information

Provider Contact Name:

Me Me

Telephone Number:

9048888888

Email Address:

meme@pfcdeemo.com

Username:

meme@pfcdeemo.com

Electronic Signature of Person Submitting Enrollment:

☐ I agree to the [Services Agreement](#).

☐ I accept the [Business Associate Agreement](#)

Back

Confirm

Your Bank Account Information

Account Name:

My Account

Financial Institution Name:

SPACE COAST CREDIT UNION

Financial Institution Routing Number:

263079373

Provider's Account Number with Financial Institution:

12345

EFT Enabled:

Yes

- Please v
Confirm t
- By confir
condition
- Access t
complete
Pending :
- Payment
receiving

Confirm Your Payspan Account for Electronic Payments

If you registered for electronic payments, you will:

- Receive a deposit of less than one dollar from Payspan within a few business days
- Contact your financial institution to obtain the amount
- Log into Payspan
- Click Your Payments
- Click the Account Verification link to activate your account
- The deposit does not need to be returned to Payspan

(Note: If you are registering to view EOPs online only, not electronic payments, the above steps do not apply).

For assistance:


- Call 1-877-331-7154 option 1
- Email providersupport@payspanhealth.com

Our Provider Services Team is available Monday through Friday, 8am to 8pm, Eastern Time.

To Add Additional Registration Codes to your Payspan Account

From the Your Payment screen xxx

[Home](#) > [Your Payments](#)



Add Registration Code

Verify RegCode

Account Info

Verify Your RegCode

Reg Code:

Provider Identification Number (PIN):

Tax Identification Number (TIN):

-

National Provider Identifier (NPI):


☐ **Atypical Service Provider**

Start Registration


- Enter your Reg Code, PIN, and TIN
- PIN errors? Try using all capital letters
- An Atypical Service Provider is one who does not furnish health care services. Examples include car washes, drivers, auto mechanics, and car washes.
- [Support](#)


Account Info

Select an existing Payspan Receiving Account for the additional registration code, or click the Create New Receiving Account button to add a new receiving account.



[Home](#) > [Your Payments](#)

 **Add Registration Code**

 Verify RegCode

Account Info

Select an Account
Provider Name: Pediatric Associates of Argyle
Provider Tax Identification Number: 123456789
National Provider Identifier: 9876543213

Existing Receiving Account(s):

Account Test

*List is limited to EFT enabled accounts only for this RegCode.

OR: [Create New Receiving Account](#)


☐ **Assign future payments paid to your TII to the receiving account selected above.**

Back

Confirm

Registration code:
 Q4YX3SDX

Payer:
 Northwind Insurance Company

 **Viewing Payment Data**
 Access to view remittance details online is available the day after you complete registration and your account is activated (no longer in Pending status).

Electronic Signature of Person Submitting Enrollment:
☐ I agree to the [Services Agreement](#).

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