

Payspan > Zelis Customer Service Provider FAQs

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General Questions

1. What is happening?

- a. Ayin Health Solutions payment partner Payspan has been acquired by Zelis. As a result, all of Ayin's payments are transitioning to the Zelis platform. This is happening in stages so if you receive payments from multiple Ayin Customers this transition might not all happen at the same time.

Once the transition occurs, your payments will begin being sent by Zelis. If the provider has previously registered with Zelis, their payment preferences will be applied to Ayin's payments moving forward. If the provider has not previously been registered with Zelis, they will receive a check or ACH based on their historical Payspan preferences.

2. Who is Zelis Payments?

- a. Ayin Health Solutions has partnered with Zelis as they are a leading healthcare payments technology company and dedicated to delivering value through the highest levels of service and technology. For more information, please call Zelis at 877-828-8770.
- b. Additional Information About Zelis:
 - i. Ayin Health Solutions trusted partner
 - ii. Complete healthcare payments solutions
 - iii. Leader in healthcare electronic payments
 - iv. HITRUST CSF® Certified
 - v. CAQH Core Certified
 - vi. Contracted with more than 450+ payers
 - vii. Delivers payments to over 700,000 provider's
 - viii. Payment and data delivery choices
 - ix. Faster payments
 - x. Secure and easy to use provider web portal

3. Are there two different payment portals?

- a. Yes. Zelis offers payments through the Zelis Payments Network for providers who have elected to use these solutions. Additionally, Ayin is offering a free ACH or free check option to all providers through the ePayment Center.

To register for the Zelis Payments contact 877-828-8770.

To register for the ePayment Center contact 855-774-4392.

4. How are the Zelis Payments and ePayment Center different?

- a. These are two different solutions Ayin uses to pay providers via check or ACH based on the provider's preference.

The ePayment Center is a free option allowing providers to register to receive their payment and access payment details via the ePayment Center portal.

Similarly, providers can register for the Zelis Payments Network to receive their payments and access the Zelis Payment Network portal. Providers who choose to register for this solution may be charged by Zelis for additional features not available in the ePayment Center.

If you are interested in learning more about Zelis Payment Network or registering for this service, contact Zelis at 877-828-8770.

5. How do I know if I'm enrolled to receive for the Zelis Payments or the ePayment Center?

- a. Providers must proactively enroll in the Zelis Payment Network. This could have been done prior to Ayin's transition to Zelis if the provider was getting paid from another payer through Zelis previously.

Many providers who were not previously enrolled in the Zelis Payment Network, were automatically transitioned to the ePayment Center during Ayin's transition in 2025.

Providers who have not proactively registered for either portal or were not automatically transitioned to receive payments through the ePayment Center should contact Zelis at 877-828-8770 for more information.

6. How do I make a change from Zelis Payments to ePayment Center? Or from ePayment Center to Zelis Payments?

- a. To enroll with Zelis Payments at 877-828-8770.
- b. To enroll with ePayment Center at 855-774-4392.

7. Can I stay on Payspan for my payments from Ayin?

- a. No. All payments will transition to Zelis during 2025.
8. **Are my vouchers still visible within CIM?**
- a. Vouchers will still be visible in CIM. However, there may be some delays in the availability of vouchers within CIM during the transition. For the most up to date details on your payment, Ayin recommends accessing the information using the ePayment Center and Zelis Payments Portals.

ePayment Center Info

ePayment Center Client Services is available Monday through Thursday 9a-7p EST and Friday 9a-5:30p EST by calling (855) 774-4392 or emailing help@epayment.center.

They are able to help providers with:

- Registering and using the ePayment Center portal
- Updating account information
- Updating data delivery preferences
- Assisting with 835 set-up
- Payment research items

ePayment Center FAQs

- 1. How can I get access to the ePayment Center Provider Portal or more information on how to navigate and use the ePayment Center Provider Portal?**
 - a. The ePayment Center customer service team is available to help! For more information, please call ePayment Center at (855) 774-4392 or email help@epayment.center.
- 2. When will I receive my payment? / Why is my ACH payment delayed?**
 - a. Detailed information about your payments can be obtained by calling ePayment Center at (855) 774-4392 or email help@epayment.center.
 - i. Important Note: If a Provider states that ePayment Center cannot identify their payment or there is an issue or delay by the payer do not redirect the caller back to ePayment Center. Instead collect the details regarding the payment and inquire with the Ayin Claims Department.
- 3. I don't remember signing up for ePayment Center.**
 - a. Many providers were automatically enrolled in ePayment Center when Ayin transitioned from Payspan to Zelis. I would recommend you speak to ePayment Center regarding who and when you were enrolled in Ayin Health Solutions ePayment Center. For more information, please call ePayment Center at (855) 774-4392 or email help@epayment.center.
- 4. How do I cancel ePayment Center?**
 - a. Providers should speak to ePayment Center before making a decision. I would recommend you speak to ePayment Center about their services prior to making that decision. For more information, please call ePayment Center at (855) 774-4392 or email help@epayment.center.

5. How can I get access to the ePayment Center, navigate the ePayment Center Provider Portal or understand payment statuses?

- a. For more information please call ePayment Center at 855-774-4392 or email help@epayment.center

Zelis Payments Info

Zelis Client Services is available Monday through Friday 8a-7p EST by calling 877-828-8770.

Portal Link: <https://provider.zelispayments.com>

They are able to help providers with:

- 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

Zelis Provider Enrollment is available Monday through Friday 8:30a-5:30p EST by calling 855-496-1571.

They are able to help providers with:

- Enrolling
- Resolving Enrollment Issues
- Resolving Disputes and Delays
- Product Inquiries/Product Features

Zelis Payment FAQs

1. How do I enroll in the Zelis Payments Network?

- a. Zelis Provider Enrollment is available Monday through Friday 8:30a-5:30p EST by calling 855-496-1571.

2. When will I receive my payment? / Why is my ACH payment delayed?

- a. Detailed information about your payments can be obtained by calling Zelis at 877-828-8770.
 - i. Important Note: If a Provider states that Zelis cannot identify their payment or there is an issue or delay by the payer do not redirect the caller back to Zelis. Instead collect the details regarding the payment and

inquire with the Ayin Claims Department.

3. What is my elected payment method?

- a. Zelis Payments offers both ACH and Virtual Card options. To find out which payment method you are enrolled in, please call 877-828-8770.

4. Why can't I process my virtual card?

- a. I am sorry to hear your virtual card is not working. Please call Zelis Payments at 877-828-8770 and they will assist you.

5. Is there a fee for Zelis Payment Network service?

- a. Providers electing to use Zelis Payments Network may incur additional fees. Please call Zelis Payments at 877-828-8770 to inquire.
- b. Ayin offers free payment options through ePayment Center. See the prior section for information on enrolling in ePayment Center.

6. How can I change my method of payment with Zelis Payments?

- a. Please call Zelis Payments at 877-828-8770 to change your payment method.

7. I don't remember signing up for Zelis Payments

- a. Zelis Payments works with over +450 payers
- b. Enrollment occurred prior to the Ayin Health Solutions partnership
- c. To find out how you enrolled, please call 877-828-8770

8. How do I cancel Zelis Payments?

- a. I would recommend you speak to Zelis Payments about their products and services prior to making that decision. They offer choices on payment and data delivery that may benefit your office. For more information, please call Zelis Payments at 877-828-8770.

9. How can I change my data/ERA/EOP delivery method with Zelis Payments?

- a. "Please call Zelis Payments at 877-828-8770."

10. How can I get access to the Zelis Payment Provider Portal, navigate the portal or understand payment statuses?

- a. Please call Zelis Payments at 877-828-8770 for assistance gaining access to the provider portal and for more information on how to use it.