August 23, 2018

Subject: Enroll in Presbyterian's New Electronic Payment Platform

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to offering providers online resources that accelerate payment and increase payment accuracy. We recently sent a communication about our new partnership with Zelis Payments, which will replace InstaMed for electronic remittance advice (ERA) and electronic funds transfer (EFT) services. We would like to take this opportunity to provide an additional service for our network providers.

In order for providers to take advantage of Presbyterian's ERA/EFT services, they must enroll in our new electronic payment (ePayment) platform, the ePayment Center. The ePayment Center is a robust platform that improves Presbyterian's claims payment process. Not only will providers be able to receive payment through this platform, but they will also be able to download remittance files. In addition, the ePayment Center offers providers a selection of clearinghouses to coordinate the delivery of 835 files.

To help prevent payment delays, please enroll with the ePayment Center by Oct. 1 to receive automated clearinghouse (ACH) claim payments at no cost. **Beginning Sept. 15**, providers can self-enroll with ePayment Center by visiting Presbyterian.epayment.center/registration.

How do I enroll with the ePayment Center?

1. Visit Presbyterian.epayment.center/registration.
2. Follow the instructions to register for an enrollment code.
3. Click "Sign In."
4. Enter your bank account information.
5. Select "Date Delivery."
6. Review and accept ACH Agreement.
7. Click "Submit."

Upon completion of the registration process, your bank account will undergo a pre-notification process to validate the account prior to commencing the electronic funds transfer (EFT) delivery. This process may take up to six business days to complete.

What will I need to enroll for the ePayment Center?

In order to register with ePayment Center, you will need the following:

- Your nine-digit federal Tax Identification Number (TIN) or Employer Identification Number (EIN)

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Presbyterian exists to improve the health of the patients, members and communities we serve.

- The practice's corporate name and principal information

- Your bank account and routing transit number (RTN) or the American Bankers Association (ABA) routing transit number

What if I have questions or require assistance with the registration process?

Comprehensive enrollment instructions and a detailed question and answer guide are available for download at Presbyterian.epayment.center. Should you require further assistance, please call 1-855-774-4392 or email Help@ePayment.Center.

As always, thank you for partnering with us to improve the health of the patients, members and communities we serve. If you have any questions, please use the information below to contact your Provider Network Management relationship executive.

Provider Network Management

Hours: Monday through Friday, 8 a.m. to 5 p.m.

Phone: (505) 923-5141
Contact Guide: www.phs.org/ContactGuide

Mailing address: P.O. Box 27489, Albuquerque, NM 87125
Location: 9521 San Mateo Blvd NE, Albuquerque, NM 87113