

Oct. 4, 2018

**Subject: Presbyterian Extended the Enrollment Period for the New Electronic Payment Platform**

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to keeping providers informed of any changes that may affect their business. We recently sent providers a letter that said providers should enroll in our new electronic payment (ePayment) platform, the ePayment Center, by Oct. 1 to prepare to receive ePayments from Presbyterian. Due to high demand, we anticipate the enrollment period will run through Thursday, Oct. 18.

Presbyterian providers may enroll with the Presbyterian ePayment Center at any time. Providers who enroll by Oct. 18 can expect to begin receiving ePayments from our ePayment Center in November. Providers who do not enroll by this date will receive paper checks until they complete the enrollment process.

In addition to receiving electronic remittance advice (ERA) and electronic funds transfer (EFT) services, the Presbyterian ePayment Center allows contracted providers to download remittance files, receive automated clearinghouse (ACH) claim payments at no cost and coordinate the delivery of 835 files from a selection of clearinghouses.

**How do I enroll with the ePayment Center?**

1. Visit [Presbyterian.epayment.center/registration](http://Presbyterian.epayment.center/registration).
2. Follow the instructions to register for an enrollment code.
3. Click “Sign In.”
4. Enter your group’s/practice’s designated bank account information.
5. Select “Date Delivery.”
6. Review and accept ACH Agreement.
7. Click “Submit.”

Upon completion of the registration process, the group’s/practice’s designated bank account will undergo a pre-notification process to validate the account prior to commencing the EFT payment. This process may take up to six business days to complete.

**What will I need to enroll with the ePayment Center?**

To register with ePayment Center, you will need the following:

- The group’s/practice’s nine-digit federal Tax Identification Number (TIN) or Employer Identification Number (EIN)

- The group's/practice's corporate name and principal information
- The group's/practice's designated bank account and routing transit number (RTN) or the American Bankers Association (ABA) routing transit number

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

Providers who already have an account with Zelis still need to enroll with Presbyterian's ePayment Center to receive ERA/EFT services from Presbyterian. Please refer to the enrollment instructions listed on the front of this page.

### **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](http://Presbyterian.epayment.center). Should you require further assistance, please email [Help@ePayment.Center](mailto:Help@ePayment.Center) or call 1-855-774-4392. If you are connected with an automated answering system, please leave a message and an ePayment Center representative will return your call shortly.

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](http://www.phs.org/ContactGuide)



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