

Oct. 26, 2018

Subject: URGENT: Enroll in the New Presbyterian ePayment Center or Risk Payment Delays

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 would like to take this opportunity to notify providers that Presbyterian extended the deadline to enroll in the new Presbyterian ePayment Center to Thursday, Nov. 8 to help prevent provider payment delays.

Providers who do not enroll by Nov. 8 will receive paper checks and experience at least a 14-business day delay in receiving payment until the enrollment process is completed. Even providers who utilize a clearinghouse still need to enroll with the Presbyterian ePayment Center. To prevent payment delays, Presbyterian strongly urges providers to enroll with the Presbyterian ePayment Center by Nov. 8.

How do I enroll with the Presbyterian 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 group’s/practice’s designated bank account information.
5. Select “Date Delivery.”
6. Review and accept automated clearinghouse (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 electronic funds transfer (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 electronic remittance advice (ERA) and 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**. Should you require further assistance, please email **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



Mailing address: P.O. Box 27489, Albuquerque, NM 87125

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