

To complete the EFT registration process through Zelis (Payspan) you need to request a registration code (Reg Code) to complete the process:

How to get a Reg Code (3 options)

Link: <https://www.payspanhealth.com/RequestRegCode/>

1. **Online:** Request a Code
 - a. Complete a “Web Registration Code Request”
 - b. You’ll receive a code via e-mail
2. **Email:** Send a request to payspanprovidersupport@zelis.com
 - a. Request available codes
 - b. Include: TIN, Health Plan name, and your contact information (name, title, phone number)
3. **Phone:** Call **877-331-7154 (Option 1)**
 - a. Hours: Mon-Fri, 8:00 am-8:00 pm ET

Note: New Reg Codes are issued when the health plan updates “pay to” information. The individual set up as the “administrator” for your Zelis (Payspan) account will receive an email notification when this happens.

Please follow the steps below to register new Reg Codes to your existing Payspan account and activate EFT for them:

1. Go to www.payspanhealth.com and login into your account
2. Click Your Payments

The screenshot shows the Payspan dashboard. On the left, there is a 'Patient Reimbursement' section for the 'last 30 days' with two rows: 'Payers who paid' showing '0' and 'Amount received' showing '\$0.00'. To the right are four main navigation cards: 'Your Payments' (Research and View your Payments and Remits), 'View Cards' (Redeem your claim payments today), 'Payment Invitations' (Signup for electronic payments from new payers), and 'Provider Profile' (Manage practice info, payer preferences and manage accounts).

3. Once on the ‘Your Payments and Remits’ page, to the left of the page select the ‘Reg Codes’ button under the ‘Manage’ section.

The screenshot shows the 'Your Payments And Remits' page. On the left is a navigation menu with 'Research' and 'Manage' sections. Under 'Manage', the 'Reg Codes' button is highlighted with a red arrow. The main content area has a search bar and a table with columns for 'Receiving Account', 'Confirmed 'Historical' Payments and Remits', and 'Unconfirmed 'New' Payments and Remits'. The table shows a total of 0 payments and \$0.00 received.

4. On the right select 'Add New Reg. Code.'



5. Enter the Registration Code, Provider Identification Number (PIN), Tax Identification Number (TIN).

< Add Registration Code

Get Started Payment Preference Account Info Verify Your Information

Enter your Provider Identification Number (PIN) and Tax Identification Number (TIN)

Reg Code [Support](#)
[Need a registration code?](#)

Provider Identification Number (PIN)

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

Continue

6. Please select your preferred payment method

Get Started **Payment Preference** Account Info Verify Your Information

Please select your preferred payment method below. Payment options are based on payer preferences.

ACH

- Fast payment within 1-3 days
- Funds directly deposited into my bank account
- Secure payment method
- Less administrative burden compared to checks
- Access to EOPs available 24-hours a day online via our secure web portal

Back **Continue**

7. Continue to **Account Info** to select your receiving account, then Verify your information

Get Started Payment Preference **Account Info** Verify Your Information

You've chosen ACH (EFT) as your payment preference. Please choose an existing account or setup a new account for receiving reimbursement payments.

Receiving Account

Select an Existing Account Nothing selected

OR: Create New Receiving Account

Back Continue

Note: Once your Reg Codes are activated, please allow up to 24 hours to access EOPs on the Payspan Portal.

For additional assistance, please click the following link to access a list of commonly asked questions at <https://www.payspanhealth.com/nps/Support/Index> or contact Zelis (Payspan) via email at providersupport@payspanhealth.com or by phone at (877) 331-7154, Option 1.

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

NOTE: The Zelis (Payspan) portal should be used with Google Chrome, Mozilla Firefox, or Microsoft Edge. Other browsers may have compatibility issues, and certain features may not work correctly.