



PaySpan Health: Health Care Payment and Remittance Advice

A free service available to WellCare Medicaid
Providers in Georgia for EFT and ERA receipt



PaySpan Health

PaySpan Health breaks down the barriers to electronic claim settlement with an innovative solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs). Using this free service, Providers can take advantage of EFTs and ERAs to settle claims electronically, without making an investment in expensive EDI software. Following a fast online enrollment, you will be able to receive ERAs and import the information directly into your practice management or patient accounting system, eliminating the need to re-key remittance data from paper advices.

PaySpan Health Offers a Practical Solution to Electronic Settlement

As a health care provider, the time your staff spends on payment issues and reconciliation is time taken away from patient needs. PaySpan Health can rapidly transition you into the world of electronic payments and automated reconciliation, greatly reducing the paperwork and time spent on claims issues and collections.

WellCare understands the value of moving to electronic settlement of claims, but we also know that the transition must deliver advantages to you as well. While we are making the service available to you at no charge, the solution is designed to ensure significant improvements to provider settlement processes.

PaySpan Health offers providers a complete solution for claims payment management. Using PaySpan Health, you route EFTs to the bank account(s) of your choice, manage multiple payers, choose from among common and proprietary formats for ERAs, easily reconcile payments with claims and take advantage of claim and remittance retrieval and reporting.

Getting Started is Easy!

The process starts with an invitation from WellCare that includes a registration code. Using this code, you can enroll online in only 5-10 minutes. During this enrollment process, you will set up a brief profile of your practice, specify bank accounts (multiple accounts if you desire) and specify other preferences for management of checks, EFTs, ERAs or online presentation of claim payment information.

PaySpan Health Benefits to Providers:

- ✔ It's Free! – Providers are not charged any fees to use the service.
- ✔ Reduces accounting expenses – Electronic remittance advices are imported directly into practice management or patient accounting systems, eliminating the need for manual re-keying.
- ✔ Maintains control over bank accounts – Providers keep TOTAL control over the destination of claim payment funds. Multiple practices and accounts are supported.
- ✔ Matches payments to advices quickly – Providers can associate electronic payments with electronic remittance advices quickly and easily.
- ✔ Maintains control over remittance formats – Providers may choose from a large library of formats for remittance advices they will receive.
- ✔ Manages multiple payers – Reuse enrollment information to connect with multiple payers. Assign different payers to different bank accounts, as desired.
- ✔ Improves cash flow – Electronic payments mean faster payments, leading to improvements in cash flow.

Complete Reports Available

PaySpan makes tracking and reconciling payments quick and easy with flexible payment reports. Providers are able to design their own reports and run them at any time. Common examples include Automated Clearing House (ACH) summary reports, monthly payment reports and payment reports sorted by date. PaySpan's report capability takes the mystery out of matching claims to payments!

Options for Remittance Viewing and Receipt

With PaySpan Health, you have a number of options for viewing and receiving remittance details. PaySpan will match your preference for remittance information, with the following options:

- ✔ HIPAA-compliant data file that can be downloaded directly to your practice management or patient accounting system
- ✔ Electronic remittance advice presented online and printed in your location
- ✔ Continued receipt of paper remittance advices, while gaining the benefits of EFT

For additional information on these and other topics, please refer to WellCare's Provider Handbook. This handbook should be used as a reference source as it describes requirements and processes for administering our plan as outlined in our provider agreement. For a copy, log on to <http://georgia.wellcare.com> or contact a Provider Relations Representative.

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