To register for the first time, access the site at https://www.payspanhealth.com. An existing user can log in with a username and password. A new user will select Register to create a new account.

A new provider will click Register to create a new account. The enrollment process consists of 4 steps - the following screen is presented:

The user must enter a valid registration code. If an invalid code is entered, an error message is displayed. If the code has already been registered an error message will be displayed advising the code has already been registered. If the user enters a valid registration code, the following screen is presented:

payspan.

EMPOWERING THE HEALTHC

New Enrollment

Get Started | Personal Info | Account Setup | Verify Your Info

Get Started

Welcome to PaySpan, where we are empowering the healthcare economy. PaySpan offers a solution that delivers electronic payments (ACH), electronic remittance advices (ERA much more. This solution gives Providers access to remittance and claim details online, and straightforward reconciliation of payments to reduce costs and improve cash flow.

Reg Code
6ZYB5DA7

Provider Identification Number (PIN)

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

OPTIONAL - National Provider Identifier (NPI)

☐ Atypical Service Provider

- Enter your Tax Identification Number (TIN) and National Provider Ident
- An Atypical Service Provider is one that does not furnish healthcare se are taxi drivers, auto mechanics and carpenters.
- Support
- How to Register
- Step by step video
- Already Registered?
- Need a registration code? Click here to request one.

The user must complete the remaining fields:

New Enrollment

Get Started | Personal Info | Account Setup | Verify Your Info

Get Started

Welcome to PaySpan, where we are empowering the healthcare economy. PaySpan offers a solution that delivers electronic payments (ACH), electronic remittance advices (ERA much more. This solution gives Providers access to remittance and claim details online, and straightforward reconciliation of payments to reduce costs and improve cash flow.

Reg Code
6ZYB5DA7

Provider Identification Number (PIN)
PIN147256

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)
789357421

OPTIONAL - National Provider Identifier (NPI)

☑ Atypical Service Provider

Start Registration

- Enter your Tax Identification Number (TIN) and National Provider Ident
- An Atypical Service Provider is one that does not furnish healthcare se are taxi drivers, auto mechanics and carpenters.
- Support
- How to Register
- Step by step video
- Already Registered?
- Need a registration code? Click here to request one.

The registration code, PIN and TIN are validated. An error message is displayed if the user enters the wrong TIN#. The same applies if the user enters the wrong PIN. Once all correct information is entered, the following screen is presented:

New Enrollment

✓ Get Started | Personal Info | Account Setup | Verify Your Info

Tell Us About Yourself

Please provide us with your basic contact information to enable us to create a user account for you on the PaySpan Health system.

Provider Name: DrBarbaraSmith
Provider Tax Identification Number: 789357421
National Provider Identifier:

Provider Contact Name

Administrators full name

Email Address

Notifications will be sent to this address.

Confirm Email Address

Telephone Number

Please use the 000-000-0000 format.

Title
Office Manager ▼

Username

Minimum 8 characters and may include: letters (a-z), numbers (0-9), dashes (-), underscores (_), ampersats (@), periods (.)

Password

Confirm Password

Challenge Question
In what city was your first job? ▼

Challenge Answer

Next
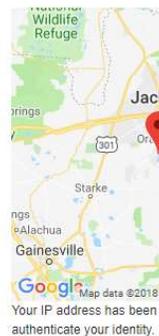
Your IP address has been b authenticate your identity.

The user must complete all fields on this screen. This information will be associated with the individual user.

Note: The 1st person to register the practice/facility is considered an account Administrator. The user name will automatically default to the e-mail address entered. If the e-mail address entered is already being used as a username, the username will be highlighted in red:

Updated screen with valid Username entered:

The user is then presented with the following screen:

Note: The name of the Financial Institution is displayed once the routing # is entered:

Once all information is entered, the user should click Next:

Once all steps have been completed, the following screen is displayed. The user can view all information previously entered.

payspan.

EMPOWERING THE HEALTHCARE ECONOMY

New Enrollment

✓ Get Started   ✓ Personal Info   ✓ Account Setup   Verify Your Info

Verify Your Info

Provider Name: DrBarbaraSmith
Provider Tax Identification Number: 789357421
National Provider Identifier:

Individual Information	Your Bank Account Information	
Provider Contact Name: Mr. Test Provider	**Account Name:** July Test Account	• Please verify the information you have entered is correct. Select Confirm to complete registration or Back to edit your information.
Telephone Number: 904-588-7027	**Financial Institution Name:** VYSTAR CREDIT UNION	• By confirming your registration, you are agreeing to the terms and conditions detailed in the Service Agreement.
Email Address: Sakia.Robertson@Payspan.com	**Financial Institution Routing Number:** 263079276	• Access to view remittance details online is available the day after you complete registration and your account is activated (no longer in Pending status.)
Username: Testprovider71618	**Provider's Account Number with Financial Institution:** 789456	• Payments from all current and future payers will be assigned to this receiving account unless you designate a separate account.
	EFT Enabled: Yes	

Electronic Signature of Person Submitting Enrollment:
☐ I agree to the Services Agreement.
☐ I accept the Business Associate Agreement

[Back] [Confirm]

The provider must agree to the Services Agreement and Business Associate Agreement, then select Confirm to proceed.

Electronic Signature of Person Submitting Enrollment:
☑ I agree to the Services Agreement.
☑ I accept the Business Associate Agreement

[Back] [Confirm]

The following screen is displayed that confirms a successful registration. The user is advised of the minimal test deposit process to complete the final step of the activation process.

The user will also receive the following confirmation e-mail which reminds them of the Penny Drop process.

The user should check their bank account in 2-3 days to obtain the minimal test deposit amount.

The user will be prompted for the MFA validation upon logging in for the first time after creating their new account. User will be prompted with the following MFA validation screen after attempting to log in with new credentials:
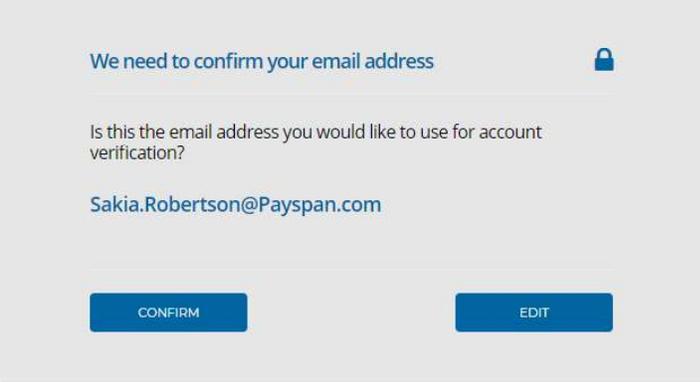
After selecting Confirm, user is presented with the following screen:

The user will receive the code via e-mail. The user will enter the code and select Verify.

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Empowering the healthcare economy®
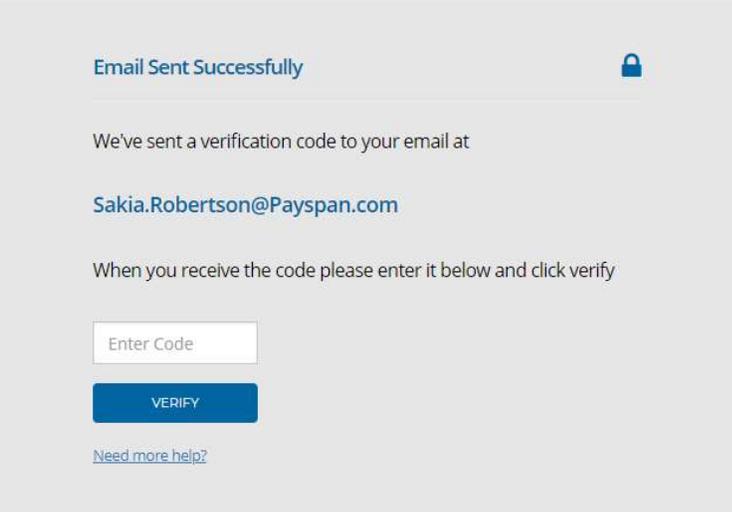
Email Sent Successfully 🔒

We've sent a verification code to your email at

Sakia.Robertson@Payspan.com

When you receive the code please enter it below and click verify

675814

VERIFY

Need more help?

If the code is correct, the user is granted access to the Payspan provider portal – home landing page:

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EMPOWERING THE HEALTHCARE ECONOMY™

🏠 Home   Testprovider71618   Admin   Help   Log Out

Patient Reimbursement	last 30 days
Payers who paid	0
Amount received	$0.00

Your Payments
Your Payments

Pending Payments
Pending Payments

Payment Invitations
Payment Invitations

Provider Profile
Provider Profile

IS ICD-10 DISRUPTING YOUR CASH FLOW?
The financing you need is here.

Get Started

PROVIDER WEB CAPITAL

Notices and Alerts

100

Communicator
Communicator

Enhancements

Denial Detector
Detect and manage your denials in one

Output 4010
Output 4010

To enter the minimal test deposit (Penny Drop), the user will select Your Payments.

The user will see an Alerts section at the bottom left of the screen. The user will click Account Verification.

The following screen is displayed. The user will select "Verify Account".

The minimal test deposit is entered here:

The user will select Save and close the account verification screen.

An existing provider can add a registration code to their existing account. The user will login to their Payspan account and select Your Payments.
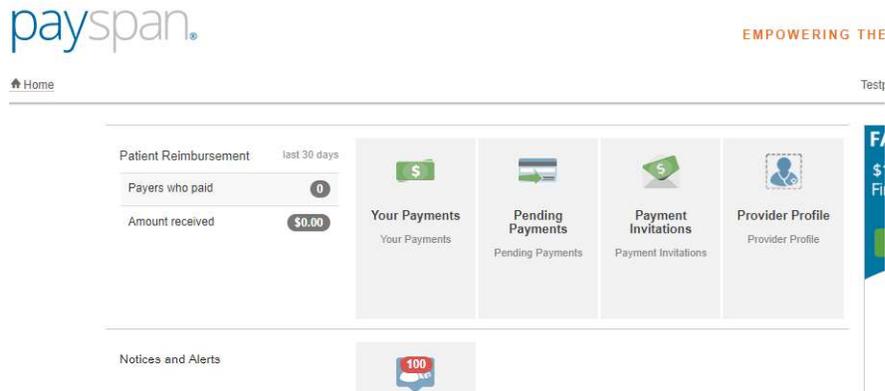
The user will select Add New Reg Code on the far right of the screen:
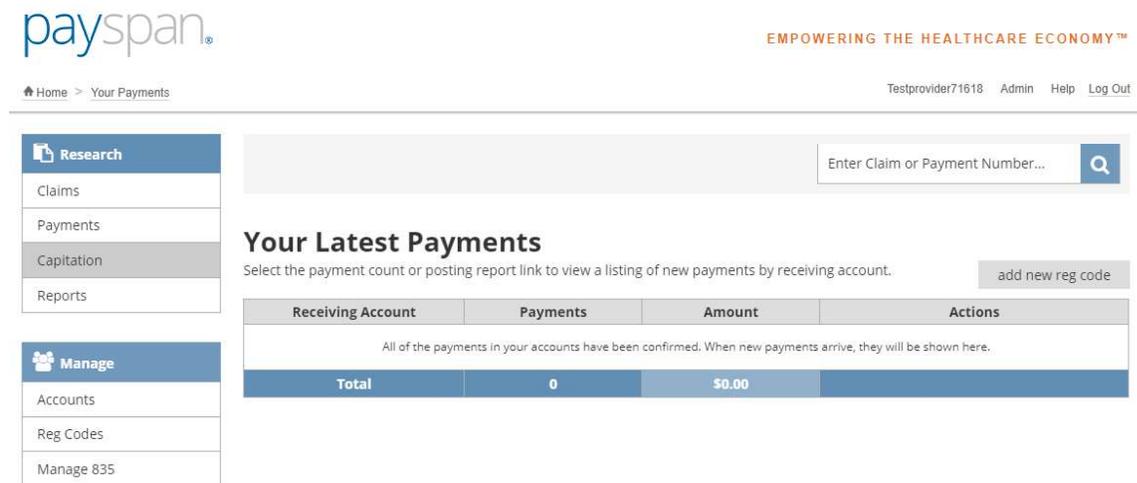
After selecting Add New Reg Code, the following screen is displayed:
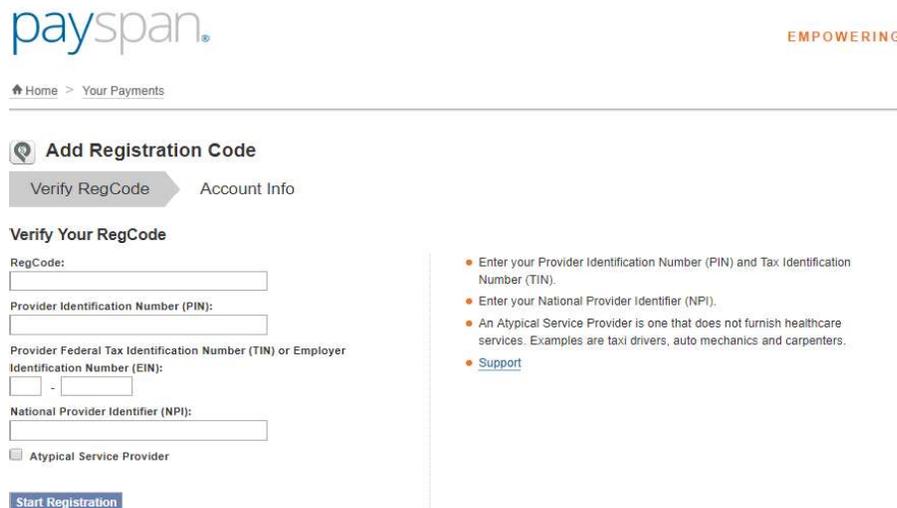
The user will be prompted to complete all fields to start the registration process for the new code. Once all fields are complete, the user will select Start Registration.

If all information entered is valid, the following screen is displayed. The user can select from an existing account, or add a new one:

If the user chooses to add a new receiving account, the following screen is displayed:

Create New Receiving Account

About Account Settings...

You can update your receiving account details and Electronic Mailbox options can be managed on this page. Check the Confirm Delivered Payments checkbox if payments should be confirmed when delivered to your electronic mailbox. Enveloping format is also managed here.

For additional security you may add an account access code to your account. Once you create an account access code, the code must be entered whenever there is an attempt to make changes to your account.

You must create your receiving account before you can manage your mailbox or delivery settings. After you have set up your account, the additional actions will be available to you.

Account Name:

Account Description:

Enable EFT: ✔
Type of Account at Financial Institution:
Business Checking ▼
Financial Institution Routing Number:

Provider's Account Number with Financial Institution:

Confirm Provider's Account Number with Financial Institution:

☐ Confirm Delivered Payments
Enveloping Format: [?]
Payer Plan ID ▼

Save Close

The user must complete all fields and select Save.

Create New Receiving Account

About Account Settings...

You can update your receiving account details and Electronic Mailbox options can be managed on this page. Check the Confirm Delivered Payments checkbox if payments should be confirmed when delivered to your electronic mailbox. Enveloping format is also managed here.

For additional security you may add an account access code to your account. Once you create an account access code, the code must be entered whenever there is an attempt to make changes to your account.

You must create your receiving account before you can manage your mailbox or delivery settings. After you have set up your account, the additional actions will be available to you.

Account Name:
July Test Account 2
Account Description:
South Location

Enable EFT: ✔
Type of Account at Financial Institution:
Business Checking ▼
Financial Institution Routing Number:
263079276
VYSTAR CREDIT UNION
The name shown above is correct: ✔
Provider's Account Number with Financial Institution:
54321
Confirm Provider's Account Number with Financial Institution:
54321

☐ Confirm Delivered Payments
Enveloping Format: [?]
Payer Plan ID ▼

Save Close

The following confirmation screen is presented after the new receiving account is created. The user will clock Close. The user can also choose to set up Mailbox routing for the new Receiving Account from this screen.

Create New Receiving Account

🔵 Account Details

Congratulations! You have successfully created a new account. You can now **edit this account** to set up a mailbox.

About Account Settings...

You can update your receiving account details and Electronic Mailbox options can be managed on this page. Check the Confirm Delivered Payments checkbox if payments should be confirmed when delivered to your electronic mailbox. Enveloping format is also managed here.

For additional security you may add an account access code to your account. Once you create an account access code, the code must be entered whenever there is an attempt to make changes to your account.

Electronic mailbox configuration options appear in a pop up window when the Mailbox Settings and Delivery Setting option is selected.

Mailbox Settings: Displays FTP address and password generation, as well as file names.
Delivery Settings: Displays a list of all payers associated with this receiving account and file routing options.

Account Name:	Enable EFT:	Confirm Delivered Payments:
July Test Account 2	Yes	☐
Account Description:	**Type of Account at Financial Institution:**	**Enveloping Format:**
South Location	Business Checking	Payer Plan ID
Receiving Account Locked:	**Financial Institution Routing Number:**	
☐	263079276	**Close**
	Provider's Account Number with Financial Institution:	
	*4321	

After selecting Close, the user is returned to the following screen. The user must agree to the Services Agreement.

🔵 Add Registration Code

✅ Verify RegCode | Account Info

Select an Account

Provider Name: DrBarbaraSmith
Provider Tax Identification Number: 78-9357421
National Provider Identifier:

Existing Receiving Account(s):
[July Test Account ▼]

OR: **Create New Receiving Account**

Request Paper Remittance ☐

Confirm

Registration code:
9PSN56VV

Payer:
Fabrikam Insurance Company

⚠️ **Viewing Payment Data**

Access to view remittance details online is available the day after you complete registration and your account is activated (no longer in Pending status).

Electronic Signature of Person Submitting Enrollment:

☑ I agree to the **Services Agreement.**

The user will then select Confirm.

User is routed to the Manage Reg Codes screen.

The user receives the following e-mail:

Below is a list of Security Tokens that can be granted to Administrators and/or Users: