

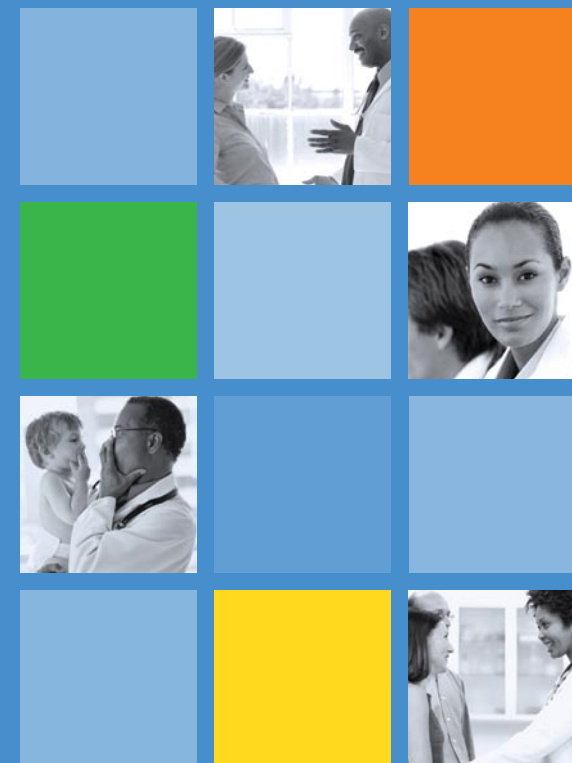


## Options for Remittance Viewing and Receipt

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 at your location
- Continued receipt of paper remittance advices, while gaining the benefits of EFT

For additional information on the claims process and other topics, please refer to the WellCare of Ohio Provider or Hospital Manuals. Each manual should be used as a reference source as it describes requirements and processes for the administration of our plan as outlined in our provider agreement. For a copy, log in to <http://ohio.wellcare.com> or contact a Provider Relations Representative.



# PaySpan Health: Health Care Payment and Remittance Advice





PaySpan Health breaks down the barriers to electronic claim payment 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 Payment

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 payment 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 payment processes.

PaySpan Health offers providers a complete solution for claim payment management. Using

PaySpan Health, you can route EFTs to the bank account(s) of your choice, manage multiple payers, choose from among common and proprietary formats for ERAs, easily re-associate 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. With this code, you may pursue an online enrollment process that will only take 5-10 minutes to complete. During this enrollment process, you will set up a brief profile of your practice, specify bank accounts (multiple accounts if you desire), and add other preferences for the 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 can be 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 may 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 can 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!

