

PROVIDER Bulletin



KERN HEALTH SYSTEMS

May 15, 2024

Zelis Maintenance for Payspan Portal May 16, 2024

Dear Provider,

On Thursday, May 16, 2024, Zelis will be performing maintenance for the Payspan Portal from 5:00 PM – 7:00 PM. During this time the following services will be affected:

- Payspan Provider Portal
- Payspan Payer Admin Portal
- Receiving Files (SFTP)
- Delivering Files (Payspan SFTP)
- Provider Mail boxing (Provider SFTP)
- File Processing

KHS posts all bulletins on the KHS website, www.kernfamilyhealthcare.com, choose Provider, then Bulletins.

If you have any additional questions, please contact your Provider Relations Representative at 1-800-391-2000.

Sincerely,

Kristie Onaindia
Provider Relations Manager
Kern Health Systems