

PROVIDER MEMO

To: All Santa Clara Family Health Plan Providers
From: Provider Network Operations
Date: Friday, December 17, 2021
Subject: New payment system Payspan FAQ

Dear Provider,

To assist with transitioning to Payspan, SCFHP's new remittance advice and payment system, we have put together frequently asked questions (FAQ):

- 1) **How can I see my electronic remittance advice (eRA)?**
Providers may access their eRA by logging into their Payspan account. SCFHP is no longer providing hard copy remittance advice.
- 2) **How do I register for Payspan?**
 - a. Follow the instructions listed on a check received since November 15, 2021; or
 - b. Visit <https://www.payspanhealth.com/RequestRegCode>; or
 - c. Email Payspan Provider Support at providersupport@payspanhealth.com.
- 3) **What do I need to complete registration?**
 - a. The registration code that appears on the upper portion of the check page;
 - b. The PIN that also appears on the upper portion of the check page;
 - c. Tax identification number (TIN); and
 - d. Bank account details, to receive SCFHP payments electronically (EFT)
- 4) **Someone else has registered for my organization. How can I get access?**
Please contact your billing administrator to enable access or contact Payspan Provider Support to be directed to your organization's account administrator:
 - a. Call 1-877-331-7154, Option 1 and wait in queue to be connected to a live agent; or
 - b. Email providersupport@payspanhealth.com.
- 5) **How can I get paid faster?**
Register with Payspan to get SCFHP payments electronically at no cost to you. Please have your bank account details ready to enable EFT.

- 6) **How can I learn more about Payspan?** A provider wishing to learn more about Payspan is welcome to register for and attend a Payspan-hosted webinar. Three such dates and times are:
- a. 10:30 a.m. to 12 p.m. on Wednesday, January 19, 2022
(<https://fuze.me/webinars/register/1162134>)
 - b. 10:30 a.m. to 12 p.m. on Wednesday, February 16, 2022
(<https://fuze.me/webinars/register/1162154>)
 - c. 10:30 a.m. to 12 p.m. on Wednesday, March 16, 2022
(<https://fuze.me/webinars/register/1162158>)

Questions specific to registration and related steps should be directed to Payspan Provider Support by writing providersupport@payspanhealth.com. Thank you very much for the high quality care you provide to our members.