

PROVIDER MEMO

To: All Santa Clara Family Health Plan Providers
From: Provider Network Operations
Date: November 10, 2021
Subject: Action Required for Next Week's Payment System Transition

Dear Provider,

Santa Clara Family Health Plan will be transitioning to **Payspan**, a new payment system at no cost to our providers. This change will occur during the claims payment cycle of November 15, 2021 and has no effect on any relationship you have with claims clearinghouse partners. Providers who register for **Payspan** will have access to payment details and be able to initiate or resume receipt of electronic payments from the plan in place of hard copy checks. If you have not completed **Payspan** registration, we ask that you take the following actions:

- Check your email account(s) for any emails recently received from **Payspan**. These emails contain details specific to the receiving provider, with instructions to follow.
- Providers who have not received a **Payspan** email should request a registration code by emailing providersupport@payspanhealth.com or by visiting <https://www.payspanhealth.com/RequestRegCode>. The submitting provider would then receive their registration code along with instructions to complete registration within 24 to 48 hours from the time of the submitted request.

Payspan registration can be completed at any time. Registration instructions will be included with hard copy checks. Questions specific to registration and related steps should be directed to the Payspan Customer Service by writing providersupport@payspanhealth.com.

Thank you very much for the high quality care you provide to our members.