



**RE: Payspan**

**Effective: January 1<sup>st</sup>, 2024**

**Dear Valued ATRIO Providers,**

As of January 1<sup>st</sup>, 2024, ATRIO Health Plans will be transitioning from Zelis to Payspan for electronic funds transfer (EFT) and electronic remittance advice (ERA) processes. Please use the below instructions to complete registration for Payspan in a timely manner to ensure there is no interruption in payments. If you have any questions regarding this registration process, please contact Payspan using the contact information below or reach out to ATRIO at [providerrelations@atriohp.com](mailto:providerrelations@atriohp.com).

***\*Please note that this will only affect 2024 claims. Claims with a date of service 2023 and earlier will be available on the Zelis Portal.***

**Step 1 – Request Your EFT Registration Codes**

- To request your registration code, send an email to [PayspanProviderSupport@zelis.com](mailto:PayspanProviderSupport@zelis.com) or visit this web page: <https://www.payspanhealth.com/RequestRegCode/>
  - If you choose to email Provider Support, please indicate that you are requesting registration codes for **ATRIO Health Plans**. Also, please be sure to include your TIN.
- Your registration codes will be sent to you via email, along with enrollment instructions, within 24 – 48 hours of your request.

**Step 2 – Activate Your EFT Registration Codes**

- Look for an email from Payspan within 24 – 48 hours after your request.
- Follow the instructions included to activate your EFT registration codes.

For additional assistance, please access the Payspan website at <https://www.payspanhealth.com/nps/Support/Index> or contact Payspan via email at [PayspanProviderSupport@zelis.com](mailto:PayspanProviderSupport@zelis.com).

Thank you,

ATRIO Health Plans