Welcome to *e*Payment Center

WHAT IS *e*PAYMENT CENTER?

*e*Payment Center is an online portal which allows healthcare providers to enroll for electronic delivery of payments and electronic remittance advice (ERA) .

WHAT BENEFITS DOES *e*PAYMENT CENTER PROVIDE TO OUR HEALTHCARE ORGANIZATION?

The benefits of enrollment in *e*Payment Center for your organization include:

- Improved cash flow: faster primary payments speeds up secondary filing/patient collections
- Elimination of bank fees for depositing paper checks or lockbox processing
- Minimizes the need to re-key remittance data
- Reduction of administrative costs required to process, track, and deposit checks
- 24/7 secure, online access to your electronic remittance advice (ERA)
- Automated payment posting capabilities that streamline reconciliation

GETTING STARTED

To get you started, this guide contains:

- An *e*Payment Center Quick Reference Guide to:
    - Registering and Enrolling
    - Searching and downloading files with *e*Payment Center
- Frequently asked questions about *e*Payment Center

*e*PAYMENT CENTER QUICK REFERENCE GUIDE

This basic guide is designed to help you get started with your account. Detailed enrollment instructions are available on the *e*Payment Center enrollment page. Once you have registered and logged into the portal, a detailed user's manual is available for download on the Help & Support page.

Registering and Enrolling

You should have received a letter or an email from your payer which invited you to enroll in *e*Payment Center. Please refer to that communication prior to registration and enrollment, as it contains information you will need to complete the process.

1. Visit the *e*Payment Center URL, which was included in your invitation to enroll. (Please contact your payer if you do not have access to this information.)
2. Follow the instructions to obtain a registration code.
3. Your registration will be reviewed by a customer service representative and a link will be sent to your email once confirmed.
4. Follow the link to complete your registration and set up your account.
5. Once logged in to the portal,
   - Enter your bank account information
   - Select remittance data delivery options
   - Review and accept the ACH Agreement.
   - Click "Submit"
6. After enrollment, you will receive a confirmation email from *e*Payment Center, which will inform you of what to expect next.

Post-Enrollment

Logging In:

- When you receive your enrollment confirmation email, click the "login to *e*Payment Center" link
- Enter your User Name
- Enter your Password
- Click "Log In"

Forgot your User Name or Password?

Follow the user prompts located on the right of the screen to recover this information.

Searching Claim Payments:

- Go to the Payments tab
- Use the search fields to find claim payment information by:
  - Payment ID

Downloading Remittance Data

- Go to the Payments tab
  - Any data batches which have yet to be downloaded will be indicated in bold text
- To download data in your previously elected format:
  - Select the items you wish to download or select "All"
  - Click the "Download" button to start the download to your computer

FREQUENTLY ASKED QUESTIONS ABOUT *e*PAYMENT CENTER

Will we need to switch banks to take advantage of *e*Payment Center?

No. You can direct electronic claims payments to the bank of your choice.

How will we receive remittance data for posting receipts and reconciling patient accounts?

You can receive payment and remittance information via *e*Payment Center. You can search, view, download and print your payments and ERA information online. You have a choice of three remittance file formats 5010 835, CSV or PDF. The 835 file can be used to auto-post into your claims system. This is standard functionality and negates the need to enroll with a clearinghouse.

Getting Started Questions

How do we enroll in *e*Payment Center?

Enrolling in *e*Payment Center is simple. You can quickly register online. We've outlined the enrollment instructions below, for your convenience.

To enroll, you'll need to have the following information available.

- 9 -digit Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)
- Corporate name and principal information
- Bank account routing transit number (RTN) or ABA Routing Number

What is the Routing Transit Number (RTN) and where do I find it?

Your Routing Transit Number (RTN) is a 9-digit number that identifies the financial institution where the account is located. The RTN is usually located in the bottom lower left-hand corner of your check and usually precedes your account number. It is strongly recommended that you confirm the appropriate RTN and account number with your financial institution. Incorrect entries will delay your payments. Please note that the Routing Transit Number cannot be sourced from a deposit slip.

We don't have checks for this account. Is it ok to use the information from the deposit slip instead?

No, the deposit slip contains a different RTN that will cause the payment to be rejected by your financial institution. It is strongly recommended that you confirm the appropriate RTN and account numbers with your financial institution

Can you provide access to *e*Payment Center for our organization's outside billing service?

*e*Payment Center accounts allow for one user per account. We strongly advise against sharing your login information with anyone. We suggest that you contact your billing agency to determine the best way for you to securely share downloaded remittance files with your billing service.

What does *e*Payment Center cost?

There is no cost for you to enroll or to receive electronic claims payments and remittance information through *e*Payment Center.

After we complete enrollment, when can we expect our first payment to be sent electronically?

Payments will be sent after the pre-note process is successfully completed, which typically occurs six business days after the enrollment.

Does enrollment in ePayment Center affect the way we submit claims?

No. Please continue to use your current process for all claims submissions.

If we want to begin receiving the 835 from a clearinghouse what must we do to initiate the process?

You will be able to designate the clearinghouse to which you'd like your 835 files directed during the enrollment process on *e*Payment Center. By enrolling in *e*PaymentCenter, you will also be able to search, view, and download remittance data via the website.

Post Enrollment Questions

Where can we get detailed information about how to use *e*Payment Center?

The Help & Support tab within the *e*Payment Center website includes a detailed user's manual which you may download for your convenience.

How do I access payment and remittance information?

You will need to login to your *e*Payment Center account. A quick reference guide is available on page 3, and a detailed manual is also available in the *e*Payment Center, located on the Help & Support page.

Do we need any software to utilize the Download 835 solution?

No special software is required to download the 835. However, you may need additional software to adjust the 835 into a format that is compatible with your particular practice management system. Contact your practice management system vendor for more information about what you may need.

Can our clearinghouse download a consolidated 835 from *e*Payment Center?

*e*Payment Center does not offer this capability at this time. However, you may elect clearinghouse delivery of 835s within your *e*Payment Center account.

How long will I be able to access my remittance and payment information on *e*Payment Center?

*e*Payment Center stores historical payment data for 7 years.

Will *e*Payment Center remove funds from my depository bank account in the event there is an error?

No, adjustments will appear on the 835 file or electronic ERA and future payments will be adjusted accordingly. Funds cannot be debited from your checking account for claim overpayments and/or refund requests. *e*Payment Center can make adjusting/correction entries to correct deposit errors.

Can we search for the payment and/or remittance data we need?

Yes, *e*Payment Center offers the ability to search for claims paid electronically for up to 7 years. Our easy-to-use search function allows you to quickly and easily investigate payment history by claim or patient and print or download data in various formats (835, CSV, or PDF). **If you are searching for claims you know have not been paid, please contact the payer directly.**

How do I match my EFT (electronic deposit) to the correct ERA?

The TRN segment of the ERA will match the Payment Related Information in the data provided by your financial institution. The provider is responsible for contacting their financial institution to arrange for the timing and delivery of the CAQH CORE®-required minimum CCD+ data elements necessary for re-association.

The minimum data elements that the financial institution must share with the provider organization are:

1. Effective Entry Date - Date of deposit

2. Amount – Total actual provider payment amount/amount of the deposit

2. Payment Related Information:
    - Trace Type Code = 1
    - EFT Trace Number = EFT Payment Number
    - Payer Identifier = Payer TIN preceded by a 1
    - Originating Company Supplemental Code = ePayment Center sends the 5-digit Payer ID preceded by 4 zeros

Our 835/ERA is missing or late. Who do we contact?

If an 835 or ERA is missing or late, please contact the payer. Contact your clearinghouse or vendor to report missing or late 835/ERA files.

Our EFT is missing or late. Who do we contact?

Please contact the payer to inquire about missing or delayed EFTs.

How will I be notified when my enrollment is complete?

You will receive a confirmation email once your enrollment information has been submitted to *e*Payment Center. Another confirmation email will be sent to you after the pre-note process has been successfully completed.

Can I add new users of *e*Payment Center?

That functionality is not yet available.

Our organization includes multiple TINs. Can I associate multiple TINs with a single account?

That functionality is not yet available.

How do I update my personal information associated with my account?

All account information may be updated via the "Provider Settings" tab.

If we change our *e*Payment Center enrollment data (i.e., banking information, mailing address, etc.), when will it be effective?

Most changes to your enrollment record are effective immediately. Changes to your bank account will require an account verification period which may take up to three business days. Please see the users manual located in the portal under the Help & Support tab for detailed instructions.