Provider - Frequently Asked Questions about PaySpan Health

Where do I go to login?
Please go directly to the provider login at www.payspanhealth.com/nps/login.aspx, or you can go to www.payspanhealth.com and select secure login located on the right hand side of the page. Your username is the email address that you used to register with our system.

How do I login?
To login, your user name should be the email address that was used when your account was established. If you are unable to remember your password, click on the 'forgot password' to reset it.

It says that my account is locked.
Usually this happens because the wrong deposit amount has been entered numerous times. The amount was less than $1.00 and made by Payformance. If your account is locked, please contact the PaySpan Health Client Support Center at 1-877-331-7154 for further assistance.

How do I change my bank account information?
If you need to make any changes to your bank information, a new receiving account will have to be created. Once you are logged in to your account; follow these steps:

1. Go to Payments
2. Go to Account Management
3. Click on the New Account button and complete the required information
4. Click Next
5. Click Confirm

After you have created the new receiving account successfully there are a few additional steps, you must assign your registration code to that new account. If these steps aren't completed payments will be not be sent to the new account. Follow these steps:

1. Go to Payments
2. Go to Payer Management
3. Click on the + to the left of the Payer (Insurance Co) name to expand
4. Click on Edit to the right of the Provider name
5. In the Assign to Receiving Account section choose the account that you want your payments to go to
6. Click Save

I want to receive email notifications at another email address.
Unfortunately we are unable to make any changes to your account, if you have another email address that you would like to receive notifications at please follow these steps once you have logged onto your account:
1. Go to Administration
2. Go to User Administration
3. Click on Add User button to the right
4. When creating the additional user keep in mind:
   a. *Your password must be at least 8 characters long and must include at least 3 of the following 4 types of characters: lowercase letters, uppercase letters, numbers, and non-alphanumeric characters.*
   b. *Be sure to select what access rights you want the user to have, to receive the notification emails you have to select Notifications under Features.*

I would like to remove a user; can you do that for me?

Unfortunately we are unable to make any changes to your account, please follow these steps once the administrator has logged onto your account:

To de-activate a user:
1. Go to Administration
2. Go to User Administration
3. Click on the Full Name of the User Name
4. Un-select the Active box under User Activation
5. Save

How will I know when money has been posted to this account?

You will be sent a Payment Notification email stating the amount of the payment that you are receiving; depending on your financial institution it is possible that it may take a few days for the funds to be reflected in your account. You will be able to view your online presentment, EOB or ERA, as soon as you receive the notification.

How do I find my remits?

To view your online presentment you will:

From the home page:
1. Click on the link that states the number of payments and the amount
2. Click on 'view' next to the payment and your EOB will load; it may take a few moments. If there are no payments here it is because someone has already viewed them and they have been moved into the document archive.

1. Click on Reports
2. Click on Document Archive Search
3. Click Search (you don't have to enter any search criteria)
4. Click on View next to the payment and your EOB will load; it may take a few moments

My account is still pending, what else do I have to do?

Our records indicate that your office began the registration process but did not complete the final stage. In order to complete this process, there are a few additional steps that will need to be completed.

Please follow the steps listed below to complete your registration process:
1. Locate the registration deposit amount from your financial institution and return to www.payspanhealth.com/nps/login.aspx
2. Log-in to your PaySpanHealth.com account
3. Go to the Home page
4. Select the account number
5. Enter the deposit amount in the Deposit Amount field using the 0.00 format.
6. Click Confirm

Once you have completed the above mentioned steps and a pop up acknowledgement has been received, you are set up to receive the EFT's and ERA's.

What account did you send the deposit to?

For security purposes we cannot release the account number associated with the deposit via email, however, you may contact the PaySpan Health Client Support Center to verify the information we have on file is correct.

If you have any further questions please contact the PaySpan Health Client Support Center at 1-877-331-7154.

Thank you for using PaySpan Health!