



## How to Register as a Provider in PaySpan Health

### To Register:

- Select the Orange Secure Registration button on [www.payspanhealth.com](http://www.payspanhealth.com) registration page
- The **Registration Code** screen will appear

The screenshot shows a web page titled "Welcome!" with the PaySpan Health logo. Below the logo, there is a message: "Welcome to PaySpan Health! PaySpan Health is used nationwide by Healthcare Payers for electronic payment and remittance delivery. You may already be registered with PaySpan Health. If so, please login with the secured login option and enter your new registration code on the home screen." Below this message is a form with a label "Registration Code:" followed by a text input field and an "OK" button. At the bottom, there is a lock icon and the text: "Your information will be sent using our secure server."

- Type in the **Registration Code** From the Registration Letter
- Select the OK button

### The Welcome Page Appears:

The screenshot shows the "Welcome to PaySpan Health!" page. It features the PaySpan Health logo at the top left. Below the logo, there is a message: "Welcome to PaySpan Health! Thank you for accepting our invitation to register with PaySpan! This strategic payment system will allow us to pay you faster and more efficiently using electronic payments and online data delivery. Your accounts receivables process will be simplified dramatically using PaySpan's automatic download into standard accounting system formats." To the right of this message, there is a box titled "We currently send your payments to:" containing the address: "Collinsville Memorial, 7800 Livingstone Avenue, Collinsville, AL 12345". Below the main message, there are two registration options: "New to PaySpan?" and "Already Registered?". The "New to PaySpan?" section includes instructions: "For authentication purposes, please enter your Legacy Number (PIN) or National Provider Identifier (NPI) and Tax Identification Number (TIN)." and a note: "\*\* Please note that entries are case sensitive". It has input fields for "NPI/Legacy Number (PIN):" and "TIN:", and a "Begin" button. The "Already Registered?" section includes instructions: "If you have already registered with PaySpan, please login below to complete the sign-up process." and a "User Information" section with input fields for "Login" and "Password", and a "GO" button. At the bottom of the page, there is a footer: "Copyright 2004, Payformance Corporation | Privacy Statement | Terms of Use".

- Type in your National Provider Identifier (NPI) or Legacy Number and Tax Identification Number (TIN). If you do not have an NPI, please use the Legacy Number assigned to you by Payer. \*Please note, if your NPI number has not been supplied to Payformance by the Payer, you will need to use your Legacy Number.
- Select the Begin button to start the registration process

The Following **Step 1 of 3 Registration Information** screen will appear:

**Step 1 of 3**

**Registration Information**  
**Individual Information**

Your Name \*

Phone \*

Email \*

Confirm Email \*

Select Password \*

Confirm Password \*

Challenge Question

Challenge Answer \*

\* indicates required field  
\*\*Please Note\*\* User Name is the individual's email address

Cancel Back Next

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### Registration Information Step 1 of 3

- Complete the required Registration Information questions
- The Email address will become the user name when logging into PaySpan
- Select the Next button for Step 2 of 3

**STEP 2: Accounting Information Screen will appear:**

**Step 2 of 3**

**Accounting Information**

Account Name \*

Account Description

Routing Number \*

Account Number \*

Verify Account Number \*

Account Type

Accounting System

Download Format

Enable Electronic Payment (EFT)

\* indicates required field

Cancel Back Next

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### Accounting Information Step 2 of 3

- Type in an Account Name to identify the receiving account.

**Note:** Providers typically use the Account Name to specify the payee designation. (i.e. General Hospital may be paid by Community Health

Plan to separate payee accounts such as: General Hospital ER and General Hospital Labs). Each payee will have a separate registration code and can therefore have a separate receiving account established. The same routing and account number can be used for multiple receiving accounts.

- Enter the routing number and account number in the specified fields
- Select the Next Button for step 3 of 3

### STEP 3: Terms & Conditions Screen will appear:

The screenshot shows a web browser window with the URL [https://192.168.50.27/nps/registration/payspan/default.aspx?PageState=regNewUser\\_RecAccountInfo](https://192.168.50.27/nps/registration/payspan/default.aspx?PageState=regNewUser_RecAccountInfo). The page title is "Step 3 of 3". The main content area is divided into two columns. The left column contains a form with the following sections: "Registration Information" (Name: User Guide, Phone: 904-588-7029, Email: 20807@pfc.com), "Your Bank Account Information" (Account Name: User Guide, Account Number: 20807, Routing Number: 263079373, Accounting System: General HealthCare, Download Format: 835 4010A1, EFT Enabled: Yes), and "Service Agreement" (PaySpan® SERVICES AGREEMENT). The right column contains the text: "Step 3 Please verify that the information you have entered is correct. If all of the information is correct, click \"Confirm.\" PaySpan will then register your company and user information. If any of the information is incorrect, please click \"Edit\" and you will be able to correct the problem. By confirming your registration, you are agreeing to the terms and conditions detailed in the Service Agreement." At the bottom of the form, there is a checkbox labeled "I agree to the terms and conditions" and three buttons: "Decline", "Edit", and "Confirm".

### Terms & Conditions Step 3 of 3

- Review the **Registration Information**
- Click the Edit button for any corrections
- Read the Service Agreement then check the terms and conditions box if in agreement
- Select the Submit button. This will complete the registration process

You will receive an email that your registration is complete. In a few days you will need to verify with your bank that a minimal deposit has been made by Payformance. This deposit amount will be used to confirm your electronic payments are set up appropriately through PaySpan and your bank. You will see this confirmation page the next time you login to [www.payspanhealth.com](http://www.payspanhealth.com) using your User Id (your email address) and your password.

If you have any questions about the registration process or the website, please contact our **Provider Support Team at 877.331.7154 Monday – Friday 7am – 9 pm.**