

## ePayment and ERA Services

We understand healthcare practitioners are under many pressures, such as higher overall administrative costs and claim payments taking long to be paid or mailed, thus delaying providers' access to their funds. One way to provide some relief is to transform check-based payments into ePayments.

HWMG, third-party administrator for HMAA and self-funded clients, uses Zelis Payments to provide you with the latest in secure electronic payment technology, which will significantly accelerate and improve efficiency of the claim payment process.

Zelis Payments delivers dramatic savings of time and money by replacing traditional paper checks with secure electronic payment services including Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). With their secure online portal, providers have quick and easy access to payment history by claim or patient, and may print or download data in various formats (835, CSV, XLS, or PDF).

### Benefits of Zelis Payments

#### **Improve Cash Flow**

Get paid an average of 11 days faster than traditional check-based payment. Zelis Payments will help you gain greater control over the destination and delivery of claim payments for your practice.

#### **Aggregation of Multiple Payer's Payments**

Zelis Membership eliminates frustrations associated with receiving multiple data feeds from healthcare payers in varying formats. Zelis consolidates claim payments daily from various payers into a single payment and single data feed.

#### **Pursue Secondary Billings Faster**

Secondary billings to other insurers or patients happens more quickly, further improving cash flow.

#### **Save Time**

Fast and secure payments are pushed directly into your designated bank account or through your credit card terminal.

#### **Reduce Administrative Costs**

Overhead costs to maintain and reconcile check-based payments are increasing. Zelis can help you reduce these costs, allowing you and your staff to focus more time on patient care.

#### **Eliminate Re-Keying of Remittance Data**

Electronic remittance advice and data may be imported into practice management or health information systems, eliminating the need for manual re-keying and reducing the risk of keying errors.

LEARN MORE 

## Easy to Use and Get Started

There are two ways you may take advantage of Zelis Payments, both of which provide 24-hour access to payment data via their secure online provider portal. For ePayment inquiries, contact the Zelis Support Center at [customerservice@zelis.com](mailto:customerservice@zelis.com) or call (877) 828-8770 Monday through Friday, 8 am to 7 pm EST.

### SELECT Virtual Payment Card

Receive MasterCard-branded virtual payment cards and Explanations of Payment (EOP) through your fax machine or via their online portal. Using a MasterCard Merchant Account, electronic payment is made via credit card. As a Zelis Payments Member, a daily consolidated payment from multiple payers is automatically “pushed” to your Merchant Account. You’ll receive a notification when a payment has been made and the claim information is available on the portal.

### Virtual Reimbursement Account (VRA)

VRA is the most efficient way to maximize the payment process for your organization and offers a choice of Automated Clearinghouse (ACH) or MasterCard-backed payments. It combines Zelis’ exclusive direct deposit network with the electronic presentment of matching EOPs and related information via their online portal – eliminating the need for manual entry.

- **Direct ACH** – As a Zelis Member, a consolidated claim payment is deposited directly to your corporate bank account. Electronic presentment of matching EOPs and payment data is delivered via their online portal. Future payments will be directly deposited to your account by their FDIC-insured depository partner. Payments settle within 24 to 48 hours. You’ll receive a notification when a payment has been made and the claim data is available on the online portal.
- **MasterCard Delivered** – Eliminates the need to manually key payments into a card terminal.

## EFT Enrollment Instructions

### Providers Who Have Received a Zelis Payment

- Register online at [www.zelispayments.com](http://www.zelispayments.com) by choosing “Get Started” and following the steps as a verified user with a registration code; or
- Register by calling the Zelis Support Center at **(877) 828-8770** Monday through Friday, 8 am to 7 pm EST.

Be sure to have your **registration code** handy, which is found on the cover page of your fax payment.

### Providers Who Have Not Received a Zelis Payment

- Submit a registration request online at [www.zelispayments.com](http://www.zelispayments.com) by choosing “Get Started.” Follow the steps to request a user registration; or
- Submit a registration request by emailing [customerservice@zelis.com](mailto:customerservice@zelis.com) or calling the Zelis Support Center at **(877) 828-8770** Monday through Friday, 8 am to 7 pm EST.

### Helpful Hints for a Seamless EFT Enrollment

- Be sure to have the TIN (Tax ID Number) associated with the account you are registering.
- Ensure you are an authorized representative of the designated Provider.
- Have your contact, organization, and financial account information available.
- Review all terms, pricing, and authorization forms prior to submitting them to Zelis Payments.