

Paper EOB's/EOP's Coming To A Halt!

October 19, 2016

Insurance carriers have increasingly started moving away from remitting paper EOB's/EOP's to practices and are switching to electronic EOB's/EOP's. If you're currently receiving electronic EOB's/EOP's and face no issues, this will not affect you. If you are experiencing problems receiving EOB's/EOP's from any carrier, the following can serve as a guide, using WellCare as the example:

As of 10/01/15, WellCare stopped mailing paper Explanations of Payment (EOPs)/Explanations of Benefits (EOBs) to providers through Payspan. As of 10/01/16, WellCare implemented that providers will need to obtain the electronic versions of their EOB's/EOP's on the Payspan website:

www.payspanhealth.com

New to Payspan? Click this link to begin your enrollment. Registration is fast, free and does not require a registration code:
<https://www.payspanhealth.com/providerportal/registration>

Already registered with Payspan? Contact Payspan to obtain your unique registration code and PIN to add WellCare to your Payspan account.

Email: providersupport@payspanhealth.com

Web: <https://www.payspanhealth.com/RequestRegCode>

Phone: 1-877-331-7154 Option 1

In addition, 835 Remits are received from Payspan. The provider must complete the Electronic Remittance Advice (ERA) enrollment on-line through the Payspan system.

Once your account is established, you will select your EDI/Clearinghouse to receive your ERA's. Please contact Payspan directly at 877-331-7154, if you have any questions.