

This document is designed to provide information for some of the most frequently asked questions regarding registering with Payspan:

How do I register with Payspan?

Access the Payspan portal at www.Payspanhealth.com. Click on register to create a new account.

What information do I need to register?

A new user must have an available registration code and PIN# which can be obtained from Payspan. The user should also have information regarding their facility available including the Tax Identification Number and bank account information.

What is a registration code?

A registration code is Payspan's way of tracking each specific payer-provider payee relationship.

How do I obtain a registration code?

- Web Registration Request: <https://www.payspanhealth.com/RequestRegCode/>
- Inbound Phone Call: 877-331-7154, Option#1
- E-mail request to: Providersupport@Payspanhealth.com

Do I need to activate all available Registration Codes?

Yes, all registration codes should be activated to ensure your claim reimbursements are paid in the proper manner and directed to the appropriate receiving account.

Why do I have multiple registration codes for the same payer?

If a payer pays a Provider under different payee names and/or NPIs, or through different lines of business, the Provider may have more than one registration code. Every payment will be associated with one of the registration codes assigned to your firm.

I already have an account with Payspan. Do I need to create a new account?

The Payspan system is designed for a practice to use a single administrator account for payments from all payers, regardless of how many individual users your administrator sets up with their own usernames and passwords. This allows all Payspan system users at the facility to see all payments and remittance advice within their account, rather than having to log out and then log in again with a different account to see payments from a different Payer. Payspan's system allows providers to have multiple receiving accounts to receive payments, enabling segregation of funds if desired. Providers set up as Payspan Administrators may also customize their team members' Payspan access by user ID.

How soon can I view a remit after activating registration codes?

Providers should allow up to 24 hours after registration codes have been activated to view remits.