

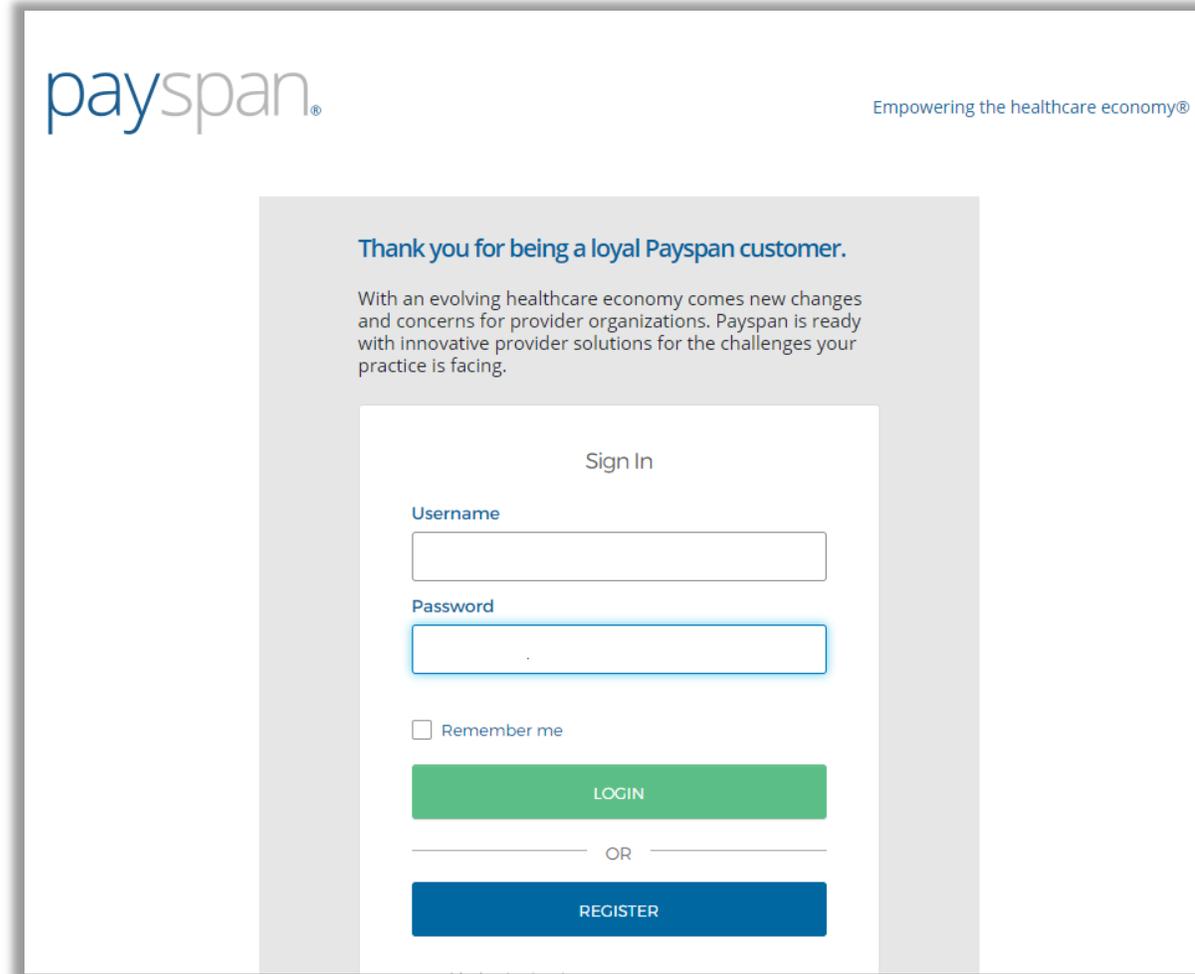
# Navigate PaySpan

January 2024



# Signing In

- Visit [payspanhealth.com](https://payspanhealth.com)
- Enter your username and password to sign in



The screenshot shows the Payspan website's sign-in interface. At the top left is the "payspan." logo, and at the top right is the tagline "Empowering the healthcare economy®". The main content area features a grey box with a white background containing the following elements:

- A blue heading: "Thank you for being a loyal Payspan customer."
- A paragraph of text: "With an evolving healthcare economy comes new changes and concerns for provider organizations. Payspan is ready with innovative provider solutions for the challenges your practice is facing."
- A "Sign In" section with the following fields and options:
  - A "Username" label above a white text input field.
  - A "Password" label above a white text input field.
  - A checkbox labeled "Remember me".
  - A green button labeled "LOGIN".
  - A horizontal line with "OR" centered below it.
  - A blue button labeled "REGISTER".

# Payspan Dashboard Features

The screenshot shows the Payspan dashboard with the following elements:

- Header:** The Payspan logo on the left and the tagline "EMPOWERING THE HEALTHCARE ECONOMY™" on the right.
- Navigation:** A "Home" link with a house icon on the left, and "Reporting", "Help", and "Log Out" links on the right.
- Main Content:** A section titled "Your HPX Apps" containing a grid of application tiles:
  - Research Payments:** Includes a magnifying glass and dollar sign icon. Description: "Manage ACH, Check and Virtual Card currency".
  - ACH:** Includes a magnifying glass and ACH icon. Description: "ACH payment amount processed over the past 90 days".
  - Virtual Card:** Includes a magnifying glass and card icon. Description: "Card payment amount processed over the past 90 days".
  - Check:** Includes a magnifying glass and check icon. Description: "Check payment amount processed over the past 90 days".
  - Payees:** Includes a person icon. Description: "Find payees and manage override options".
- Footer:** Copyright notice: "Copyright ©2000-2023 Payspan, Inc. All Rights Reserved." followed by links for "Privacy Notice", "Terms & Conditions", and "Contact Us".

- Select the “Research Payments” tile
- You can also click the “Reporting” tab and choose “Research Payments” or “Research Claims” from the drop-down box.
- You will not use the remaining items.

# Payspan Dashboard: Research Payments

- Selecting “Research Payments” will give you a wider search ability. It is recommended to search by NPI or TIN to be sure you are pulling the correct provider. If you use Payee Name to search this will bring up all the Payees with the same name, but they may have different TINs so when choosing from this search be sure to check the TIN.
- You can search by Payment Number as the provider may provide this from their EFT/bank.
- **Please note:** You can select a Date Range or Date Period. The default date range is for the past 90 days.

The screenshot shows the Payspan Research Payments dashboard. The page header includes the Payspan logo and the tagline "EMPOWERING THE HEALTHCARE ECONOMY™". Navigation links for Home, Reporting, Help, and Log Out are visible. The main content area is titled "Research Payments" and includes a sub-header "Default date range is for the past 90 days." The search form contains the following fields:

- Payment Number: [Text Input]
- Payment Date: [Radio Button] Date Range [Radio Button] Date Period [Date Range Selector: MM-DD-YYYY to or Past 90 Days]
- Payment Amount: [Text Input]
- Payment Method: [Dropdown Menu: All]
- Payment Status: [Dropdown Menu: All]
- Payment Code: [Dropdown Menu: 1 selected]
- Job ID: [Text Input]
- Disbursement Method: [Dropdown Menu: All]
- Payee Name: [Text Input]
- Reg Code: [Text Input]
- PIN: [Text Input]
- NPI: [Text Input]**
- TIN: [Text Input]**
- RIN: [Text Input]
- Group Name: [Text Input]
- Line Of Business: [Text Input]
- Mailed Date: [Date Range Selector: MM-DD-YYYY to MM-DD-YYYY]
- Application: [Dropdown Menu: All]
- Payment Cleared Date: [Radio Button] Date Range [Radio Button] Date Period [Date Range Selector: MM-DD-YYYY to or Past 90 Days]

Search and Clear buttons are located at the bottom right of the form.

# Searching by TIN: Results

**Research Payments:**  
Default date range is for the past 90 days.

Payment Date: Past 90 Days | TIN: [ ]

Sort Remits by: Payment #, Payment Date, PIN (Provider # that begins with a "P"), etc.

Registration Code to access Payspan

Items Per Page: 100 | Sort by: Payment Date

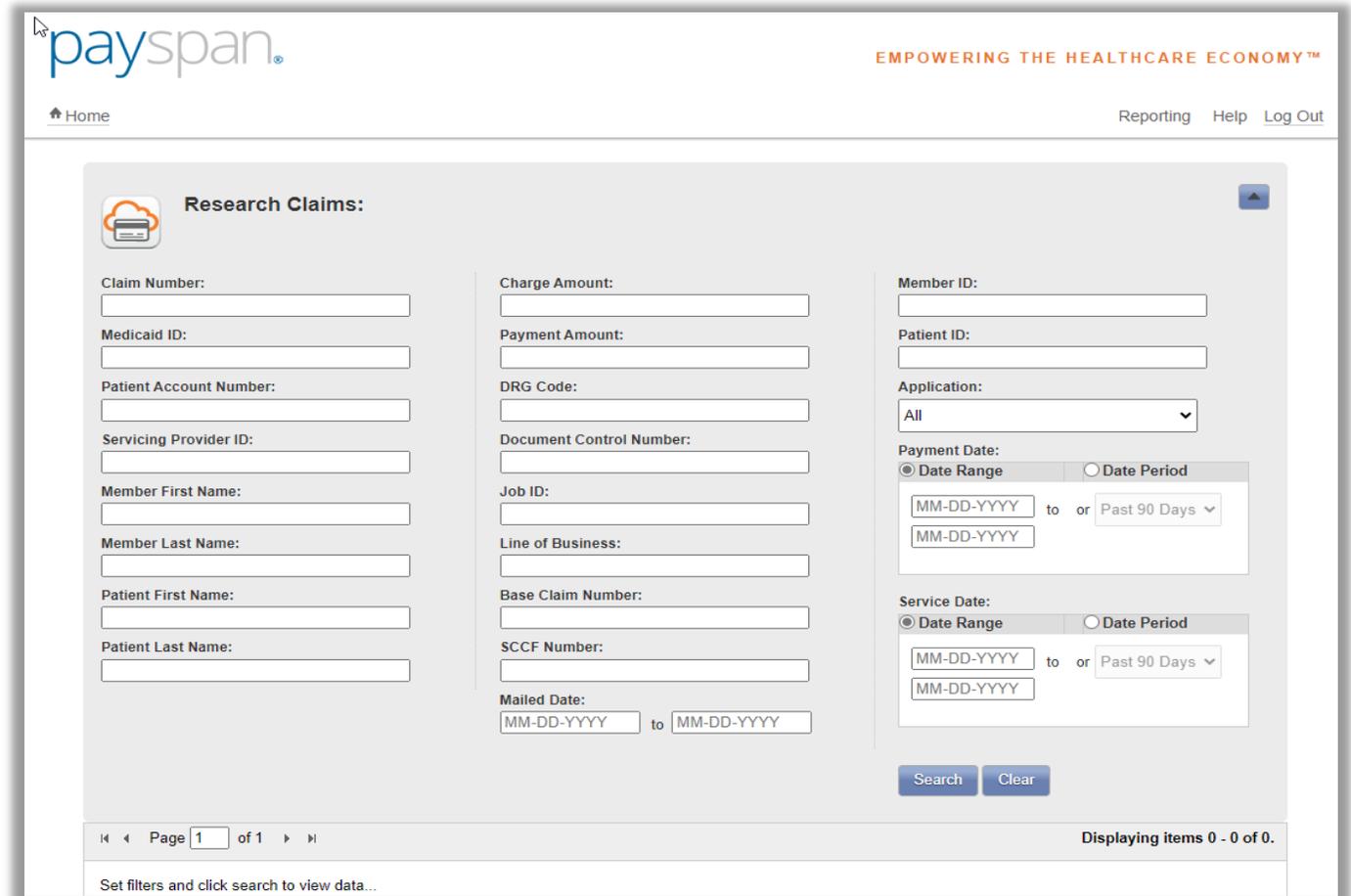
Page 1 of 1 | Displaying items 1 - 24 of 24.

	View	Payment #	Payment Method	Job ID	Registration Code	RIN	Payment Cleared Date
<input type="checkbox"/>	<a href="#">Download and create a PDF.</a>	Payment Date 05/09/2023 Effective Date 05/09/2023 Availability Date 05/09/2023 Mailed Date	ACH Payment Amount Disbursed Payment Status Disbursed Payment Code Disbursement Method Disbursed	Payee Name Line of Business	PIN NPI TIN	Group Name Application Optima Claim Payments	
<input type="checkbox"/>	<a href="#">View</a>	Payment # Payment Date 05/16/2023 Effective Date 05/16/2023 Availability Date 05/16/2023 Mailed Date	ACH Payment Amount Disbursed Payment Status Disbursed Payment Code Disbursement Method Disbursed	Payee Name Line of Business	PIN NPI TIN	Group Name Application Optima Claim Payments	

- New providers will first receive a paper remit with a registration code on the first page. In order to receive electronic remits, the provider will need to register through Payspan.
- You will be able to view the remits to download and create a PDF.
- The Registration Code is what the provider will use to access remits for that provider. Each PIN # will have its own code.
- Each payee will have a separate registration code, provider will have to register each code.
- \$0 remits are similar to a Negative Balance Statement.

# Research Claims

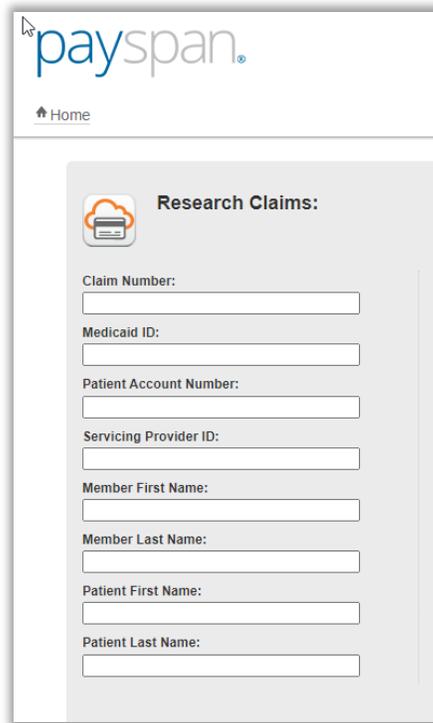
- This feature will allow you to pull up a remit for a single claim. You can look at one claim issue by entering a claim number. This will pull up every remit that the claim shows up on.
- This is a quick way to look at reconsiderations for a single claim.



The screenshot shows the 'Research Claims' interface on the payspan website. The header includes the 'payspan' logo and the tagline 'EMPOWERING THE HEALTHCARE ECONOMY™'. Navigation links for 'Home', 'Reporting', 'Help', and 'Log Out' are present. The main form area is titled 'Research Claims:' and contains several input fields organized into three columns. The left column includes fields for Claim Number, Medicaid ID, Patient Account Number, Servicing Provider ID, Member First Name, Member Last Name, Patient First Name, and Patient Last Name. The middle column includes Charge Amount, Payment Amount, DRG Code, Document Control Number, Job ID, Line of Business, Base Claim Number, SCCF Number, and Mailed Date. The right column includes Member ID, Patient ID, Application (a dropdown menu), and two date range selection sections for Payment Date and Service Date, each with radio buttons for 'Date Range' and 'Date Period' and a 'Past 90 Days' dropdown. At the bottom right of the form are 'Search' and 'Clear' buttons. Below the form is a pagination bar showing 'Page 1 of 1' and 'Displaying items 0 - 0 of 0'. A footer note reads 'Set filters and click search to view data...'.

# Tips for Researching Claims

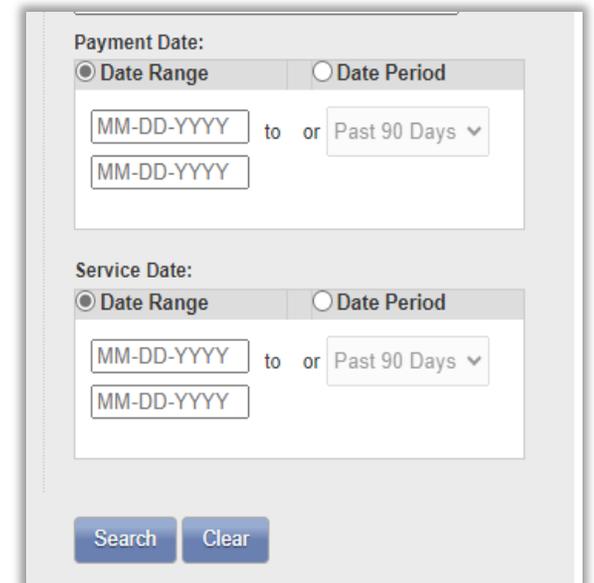
When viewing the remit instead of scrolling through to find the claim, hit **CTRL, F**, and enter the claim number in the box. It will take you directly to the claim.



The screenshot shows the 'payspan.' logo at the top left, with a 'Home' link below it. The main section is titled 'Research Claims:' and contains several input fields: Claim Number, Medicaid ID, Patient Account Number, Servicing Provider ID, Member First Name, Member Last Name, Patient First Name, and Patient Last Name. Each field is accompanied by a small icon representing the type of information.

Claim numbers followed by R1 are the retracted claim; A1 is the adjusted claim. If the claim is reprocessed several times, the numbers following the R and A will increase, for example, R2 and A2. If you are pulling up a claim using the Member ID, **do not include the asterisk(\*)**.

**Please note:** The default date range is for the past 90 days. You can select a date range or service date.



The screenshot shows two filter sections. The first is 'Payment Date:' with radio buttons for 'Date Range' (selected) and 'Date Period'. Below are two input boxes for 'MM-DD-YYYY' and a dropdown menu set to 'Past 90 Days'. The second section is 'Service Date:' with radio buttons for 'Date Range' (selected) and 'Date Period'. It also has two input boxes for 'MM-DD-YYYY' and a dropdown menu set to 'Past 90 Days'. At the bottom are 'Search' and 'Clear' buttons.