Navigate PaySpan

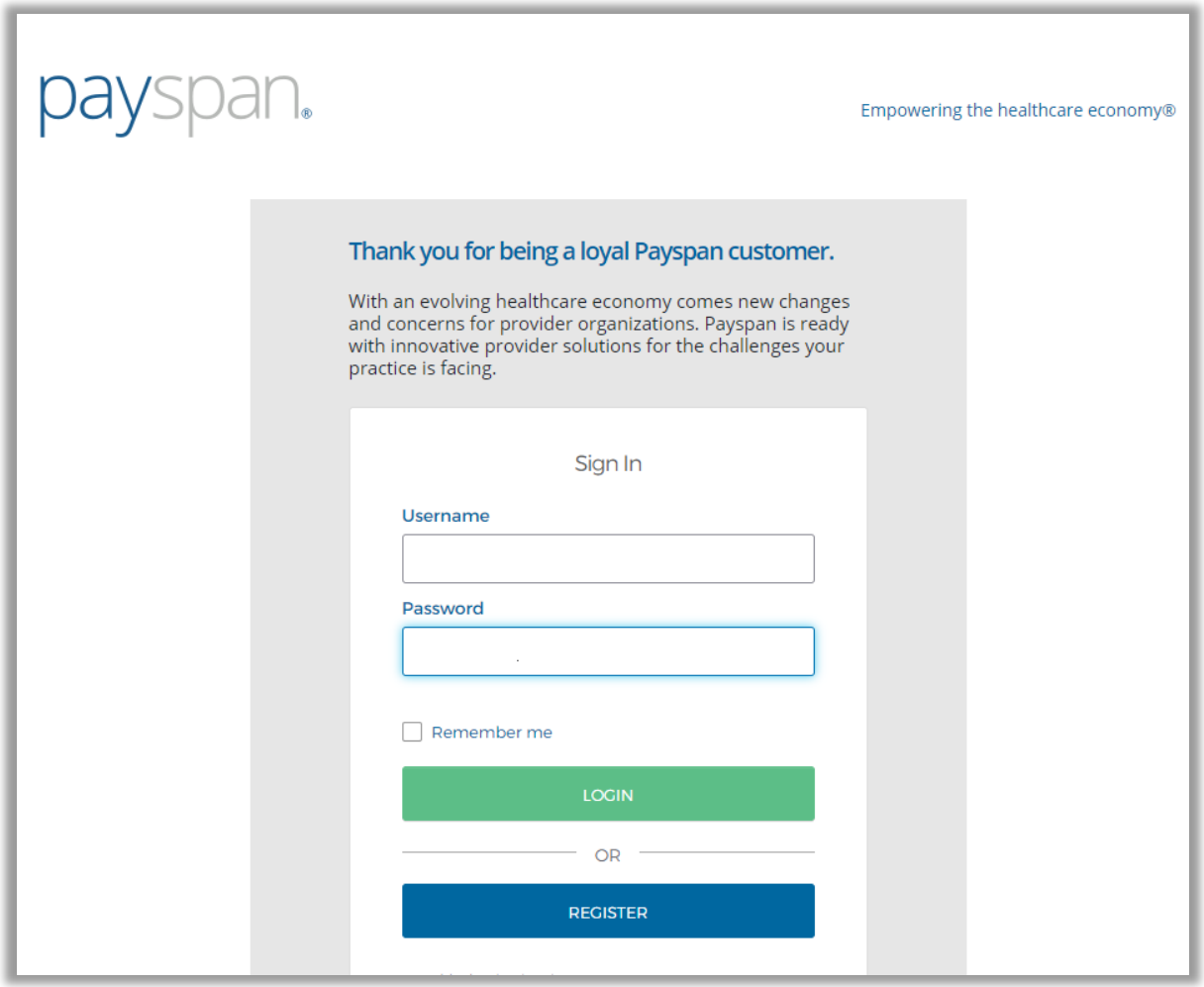
Sentara® Health Plans

January 2024

Signing In

- Visit payspanhealth.com

- Enter your username and password to sign in



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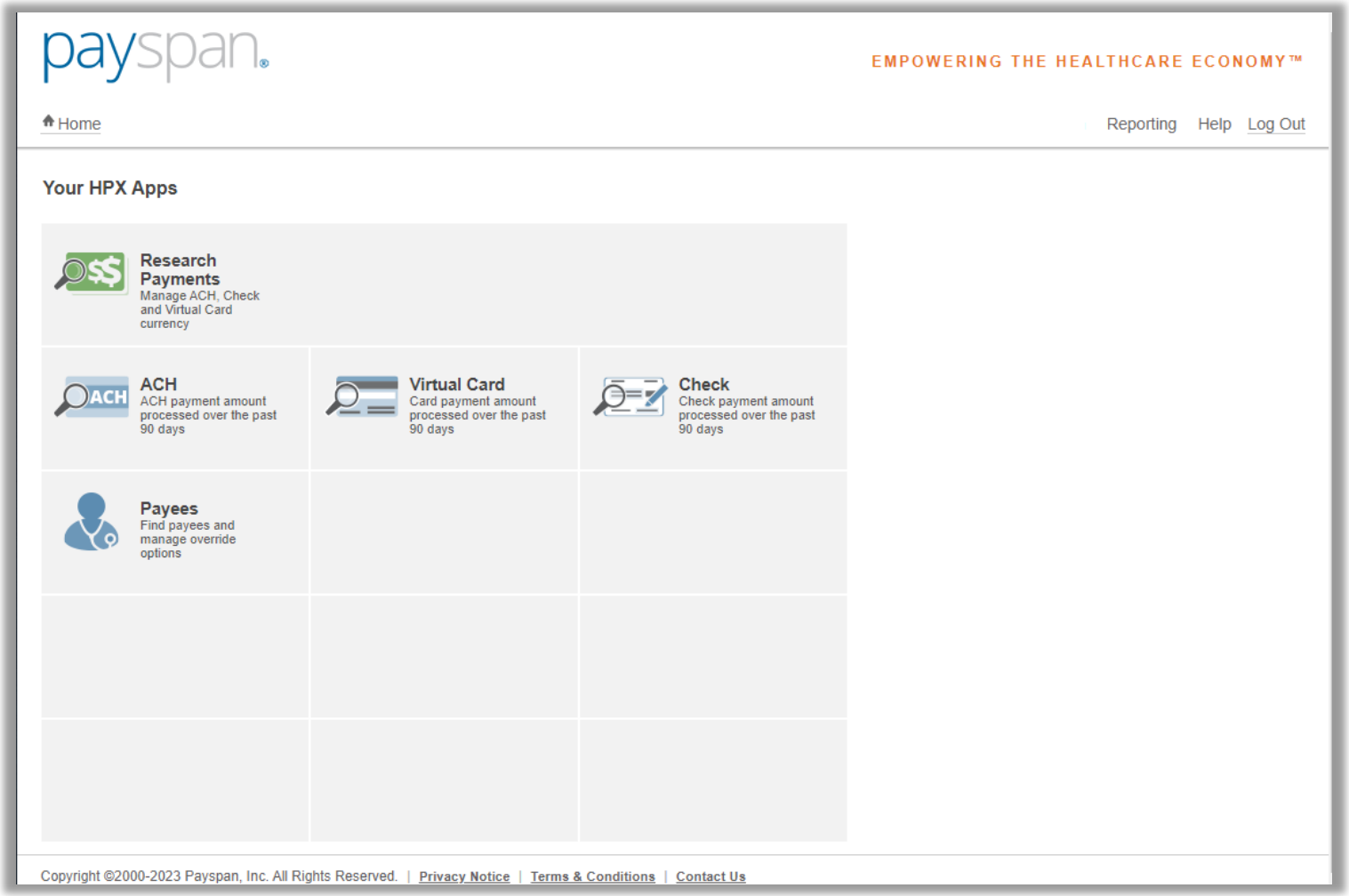
Payspan Dashboard Features



- 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.

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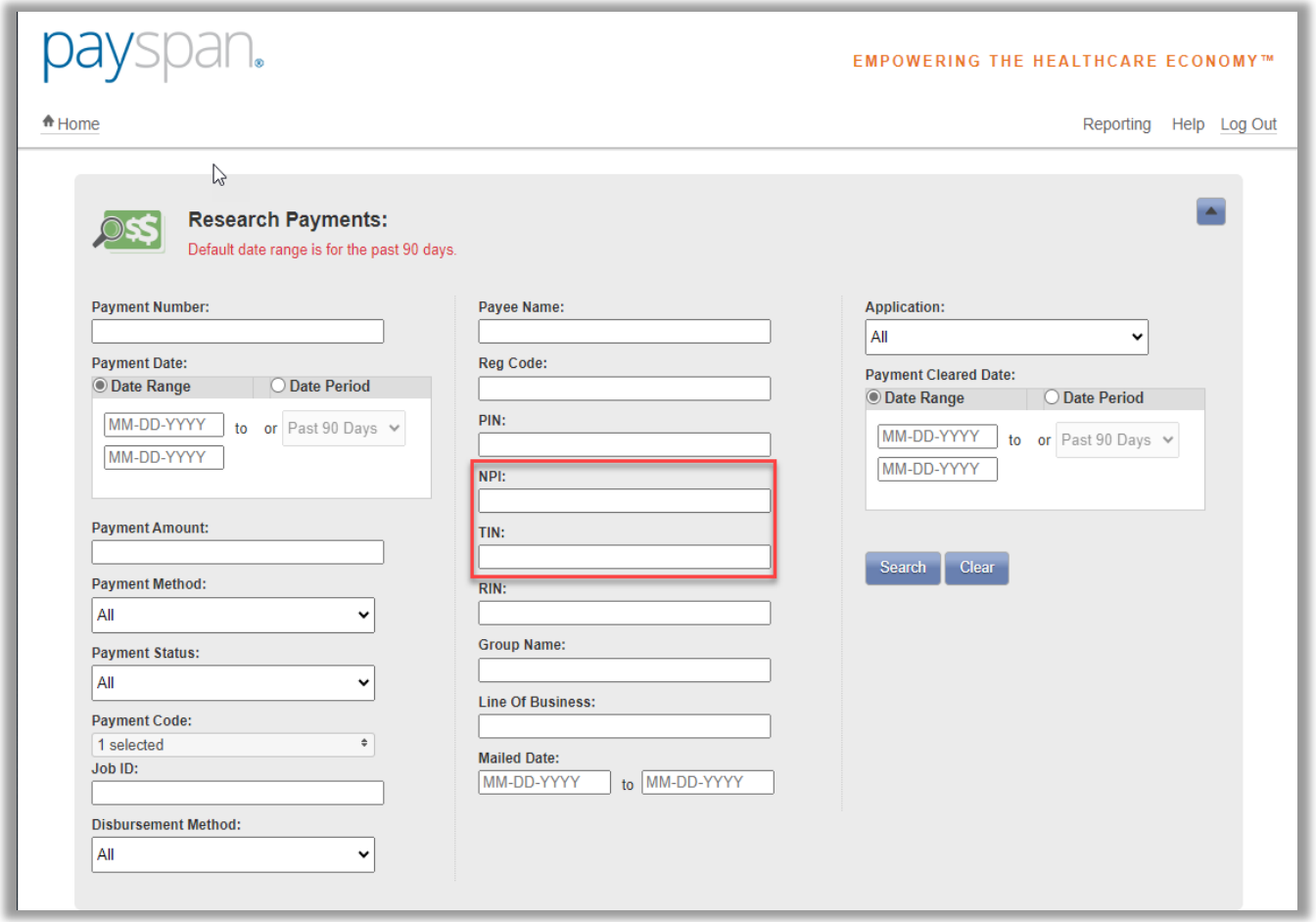
Payspan Dashboard: Research Payments

- 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.



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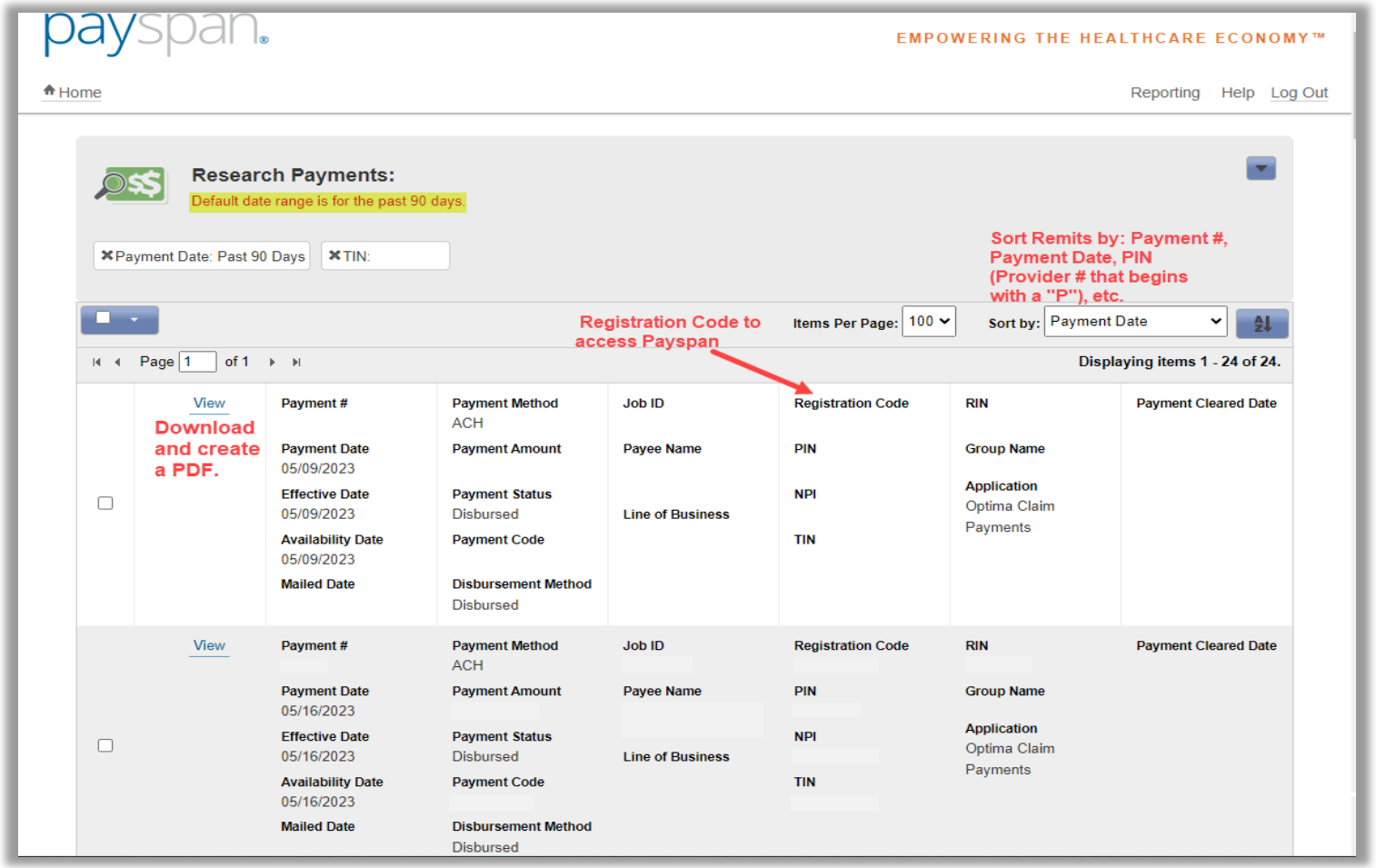
Searching by TIN: Results



- 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.

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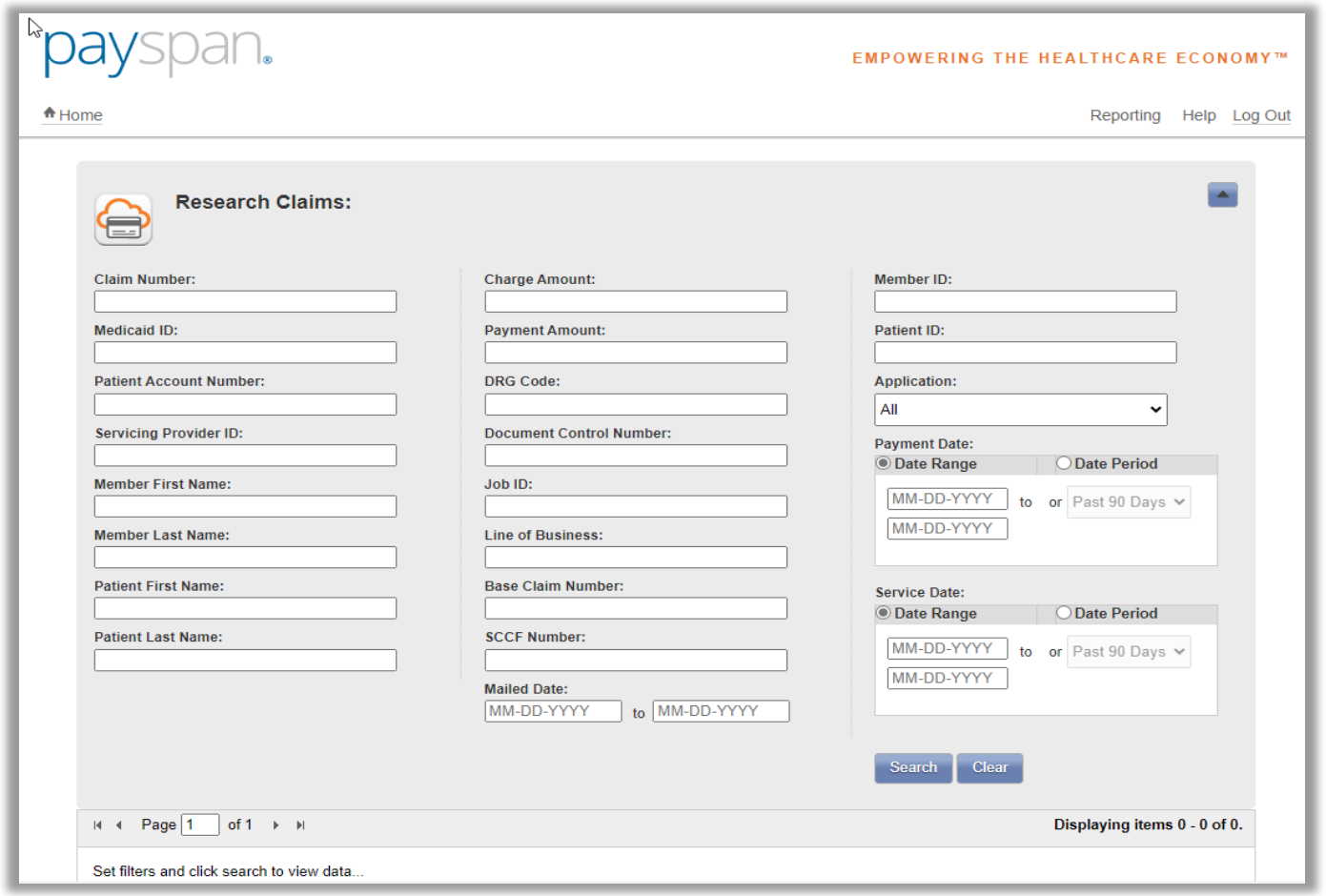
Research Claims

- 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.



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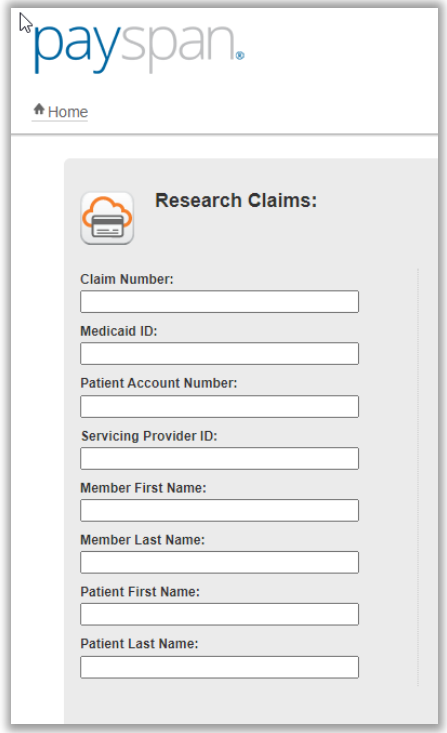
Tips for Researching Claims

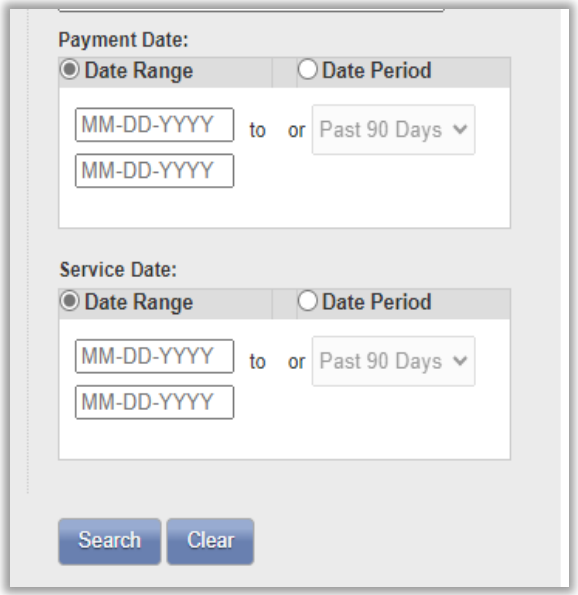
When viewing the remit instead of scrolling through to find the claim, hit **CTRL, F,** and enter the claim number in the box. It will take you directly to the claim.



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.



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