

## Zelis Payment Network – Provider Payment Processing

**Update #:** OPSZEL030325

**Effective Date:** 3/3/25

**Applicable Plan(s):** Commercial, Medicare, and Medicaid

**Applicable Policy:** N/A

**Business Owner:** Finance

**Current State:** Administered by Payerpath or Payspan.

**Future State:** Provider payment processing is transitioning to the Zelis Payments Network.

Zelis® offers security and data accuracy, single sign on portal access, 835 assistance, and dedicated customer support for Sentara Health Plans. If you are already enrolled in the Zelis Payments Network, no further action is needed to continue receiving electronic payments.

If you are not enrolled in the Zelis Payments Network, you must complete an enrollment option to continue receiving electronic payments or your payment will be issued by check and sent via U.S. mail. Alternative payment options are also available, including the Automated Clearing House Network (ACH), virtual credit card, and paper check. If you have any questions or want to change your payment method, please call 1-855-496-1571 or visit [zelis.com](https://zelis.com).

If you do not want your Sentara Health Plans payments to flow through your current Zelis Payments Network solution, other options are available. You may enroll in the Sentara Health Plans ePayment center for basic electronic funds transfer (EFT) and electronic remittance advice (ERA) services at no cost.

To enroll in the Sentara Health Plans ePayment center, please call 1-855-774-4392 or send an email to [help@epayment.center](mailto:help@epayment.center).

Remittances will now be offered through Zelis Payments Network. Remittances will no longer be available through Payerpath or Payspan, and only historical remittances will be available through Provider Connection (the Sentara Health Plans portal). In addition, ERA payments will only be offered through Zelis. Providers who are enrolled with Zelis can work directly with them to ensure ERAs are routed correctly to avoid payment delays.

Sentara Health Plans will continue to release payments for processing daily. Funds availability for Medicaid and Medicare will be determined by the time they are received by Zelis. Sentara Health Plans will strive to have all payments processed prior to 11:30 a.m. EST to ensure timely payment.

Sample schedule:

Medicare/Medicaid	
<u>Processing Day</u>	<u>Funds Available</u>
Monday by 11:30 AM EST	Wednesday
Monday after 11:30 AM EST	Thursday
Thursday by 11:30 AM EST	Monday
Thursday after 11:30 AM EST	Tuesday

### Commercial

No change. Currently on the schedule above.