

# Provider Bulletin

<b>Control Number:</b>	052201
<b>Date:</b>	May 6, 2022
<b>Subject:</b>	Electronic Claims Payment - RedCard transition to Zelis
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<b>Effective Date:</b>	Immediately

First Choice Health Administrators is excited to announce a new electronic payment process using Zelis Payments (formerly known as RedCard). This alliance will help you streamline operations by accelerating and adding efficiency to your claim payment processing.

## **Why is this important to me?**

With the sunsetting of RedCard ACH, we want to ensure there is no interruption in your electronic claim payment processing. For the time being, payments will continue to be delivered via RedCard ACH with the transition to Zelis occurring no sooner than 07/01/2022.

Please review the matrix on the next page to determine how this change will affect your organization after 07/01/2022.

Relationship with Zelis	What to Expect
<p><b>Enrolled to receive Zelis Network ACH (VRA Direct).</b></p>	<p><b>If no action is taken</b>, your First Choice Health Administrators payment will be delivered via Zelis Network ACH (VRA Direct) after RedCard ACH is sunset. <i>Any applicable fees associated with this enrollment will apply.</i></p> <p><b>Note:</b> If your organization uses a different bank account for RedCard ACH compared to the account used for the Zelis Network ACH (VRA Direct), please contact Provider Services at 844-292-4066 to ensure there is no potential interruption in payment.</p> <p><b>If you do not wish to receive payment via Zelis Network ACH (VRA Direct)</b>, a no-fee ACH option is available. Please see the ePayment Center instructions below on how to enroll.</p> <p><b>Note:</b> This enrollment must be completed by 07/01/2022 to ensure payment is not delivered via the Zelis Network.</p>
<p><b>Not Enrolled to receive Zelis Network ACH.</b></p>	<p><b>If you do not wish to receive payment via check</b>, a no-fee ACH option is available. Please see <i>How do I register for the ePayment Center?</i> below for instructions.</p> <p><b>Note:</b> This enrollment must be completed by 07/01/2022 to avoid any interruption in ACH payment delivery.</p>
<p><b>I don't know.</b></p>	<p><b>No problem!</b> If you do not know what your organization's relationship is with Zelis, please call 844-292-4066.</p>

**What benefits does ePayment Center provide to my organization?**

- Use of an online portal for no-fee ACH direct payments
- Improves cash flow with faster payments and secondary filing/patient collections
- Allows you to access your payment remittance remotely and securely 24/7
- Streamlines reconciliation with automated payment posting capabilities
- Electronic remittance advice (ERA) available via download (835, PDF) or via clearinghouse delivery
- Payment remittances are stored securely online for 7 years

**How do I register for ePayment Center?**

1. Visit <https://fchn.epayment.center>
2. Follow the instructions to obtain a registration code (a link will be sent to you)

3. Follow the link to complete your registration and set up your account
4. Log in to the portal and enter your bank account information
5. Review and accept the ACH Agreement and click "Submit"

**Where to call for assistance?**

Call 844-292-4066 or email [help@epayment.center](mailto:help@epayment.center) with questions.