



EFT Start September 22nd – Get Ready!

Beacon Health Strategies is excited to announce that EFT (Electronic Funds Transfer) is going live for providers in California, Florida, Massachusetts, New York, Rhode Island, and Wisconsin. PaySpan Health will begin issuing electronic and check payments, on Beacon’s behalf, on September 22, 2011. If you haven’t already registered, now is the time.

Register Now:

Your billing office should have received our recent letter containing registration information. To register online, you will need the unique PIN and Registration Code(s) from the letter. If you received the letter, you already know to register at www.payspanhealth.com. If your practice or organization has not received a letter, call **PaySpan’s Provider Hotline at 877.331.7154** for assistance; be sure to have a blank check (not a deposit slip) available.

If your practice or facility did not receive a letter and PaySpan has not yet assigned a Registration Code, you are still eligible to participate. Upon receipt of your first check payment from PaySpan Health – recognizable by the Atlanta postmark and 2-sided EOBs - call **PaySpan’s Provider Hotline at 877.331.7154**.

Attend an Online Training Session:

Select one of the dates below and click on the link to register for an upcoming PaySpan Health webinar. You will receive a confirmation email explaining how to join the session:

DATE / TIME

WEBINAR REGISTRATION

- **Wednesday, October 12, 2011, 2:00 – 3:00 PM** <https://www2.gotomeeting.com/register/228717706>
- **Wednesday, November 16, 2011, 2:00 – 3:00 PM** <https://www2.gotomeeting.com/register/560823170>
- **Wednesday, December 14, 2011, 2:00 – 3:00 PM** <https://www2.gotomeeting.com/register/259553090>

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Provider FAQs about Electronic Funds Transfer (EFT)

What is EFT? *Electronic Funds Transfer is an alternative to paper checks in which Beacon’s payments are directly deposited into your bank account.*

Who will administer EFT for Beacon? *Beacon is partnering with PaySpan Health to administer EFT. This partner will also print and mail paper checks and EOBs to those providers who do not choose EFT.*

When does EFT start? *PaySpan Health begins issuing EFT payments, and printing/ mailing paper checks and EOBs on September 22, 2011.*

Will Beacon's payment schedule change?

Beacon will continue to issue payments once per week on Mondays and Fridays, but the cut-off date for each payment cycle will move up by one day. Claims currently submitted by Friday for the Monday check-run will have to be received by Thursday. Claims currently submitted by Thursday for the Friday check-run, claims will have to be received by Wednesday. In most cases, EFT files will be transmitted to disbursing banks by 11:59 PM on Thursday or Friday night and paper checks will be mailed from Atlanta on Friday or Monday. EFT funds become available as soon as your bank processes the deposit, usually the next business day.

How will I get my EOB? *Paper EOBs will be mailed to providers who elect to be paid by check. All providers have the following electronic options on the PaySpan Health provider portal:*

- *View, download and print EOBs from the PaySpan Health website.*
- *Download 835s directly to a practice management or patient accounting system.*
- *Automate email delivery of 835s to a third party or secure mailbox.*

Can I still get EOBs on Beacon's eServices and 835s on Beacon's EDI gateway? *It depends on the date of payment. For payments issued AFTER 9/22/11, electronic EOBs and 835s will be available only on PaySpan Health's portal. For payments issued BEFORE 9/22/11, EOBs will remain available on eServices and 835s will remain available on Beacon's EDI gateway.*

Please note the following exception: Touchstone claims for dates of service 11/1/09-9/30/10 will be paid by paper check and mailed directly by Beacon with EOBs. For these claims, EOBs will be accessible on eServices and 835s will be available on Beacon's EDI gateway.

Can I still submit claims and view claims status and history on eServices? *Yes*

Do I/we need to register on the PaySpan Health site to be paid by EFT? *Yes. See registration instructions on next page.*

Can I still get paid by paper check? *Yes, providers can choose to be paid by EFT or by paper check, and can change options at any time. Providers who do not enter a choice on the PaySpan Health portal will be paid by check.*

Do I/we need to register on the PaySpan Health site to be paid by paper check? *Even if you continue to be paid by check, you must register on the PaySpan Health website to view, download and print EOBs electronically. A printed EOB will still be mailed with each check, but providers who call Beacon for additional copies of EOBs will be directed to download and print EOBs from PaySpan Health's portal, for payments after 9/22/11. See registration instructions on next page.*

When can I register? *You can register now by calling the PaySpan Health Provider Services team at 877.331.7154.*

I already receive EFT payments through PaySpan Health from other payers. Do I need to register separately for Beacon? *No, you will be able to add Beacon Registration Codes to an existing PaySpan Health account.*

Why did I get two or more registration letters? *If your practice or organization has more than one payee in Beacon's database, a separate letter was sent to each payee address.*

Why do I have more than one registration code? *Beacon manages behavioral health benefits for multiple health plans; PaySpan Health issues a unique RegCode for each combination of payee and Beacon health plan in which you participate. In other words, if your organization has 2 payees in Beacon's database, and participates in two health plans, you will have a total of 4 registration codes.*

I have more than one registration code – which one do I use to register on the PaySpan Health website? Use any of the registration codes on the enclosed letter to set up your PaySpan Health user account – you will have the opportunity to add the others.

How do I register on the PaySpan Health site? *To become a registered user, you will need a Registration Code (RegCode) and PIN. If you did not receive a RegCode and PIN in the mail, your first payment after September 22, 2011 will be by check; upon receipt of that check, you can obtain your RegCode(s) and get assistance with registration by calling PaySpan Health at 877.331.7154. If you received a RegCode and PIN in the mail, please follow these instructions or the step-by-step registration guide available under “Help” at www.payspanhealth.com:*

1. Go to <http://www.payspanhealth.com> to complete the 5-10 minute, online enrollment process
2. Enter your unique PIN from the letter (also shown as payee ID on the top right of any Beacon check page), and any of the RegCodes you received.
3. To enroll for EFT, be sure to have a check handy to provide your bank routing and account information; deposit slips do not have all the information you will need.
4. Within a few days, PaySpan Health will make a test deposit of less than \$1.00 in your bank account. Contact your bank or look up your account to determine the exact amount deposited. (This small deposit is yours to keep)
5. Log in www.payspanhealth.com and enter the deposited amount to activate your EFT registration.

Where can I get more information about EFT?

- For registration assistance and questions about EFT and PaySpan Health services, please call the PaySpan Health Provider Support line at **877.331.7154**.
- For general questions about billing and claims, call Beacon’s Claims Hotline at **888.249.0478**.
- To update your payee or other practice information, call Beacon’s Provider Relations Department at **781.994.7556**.

