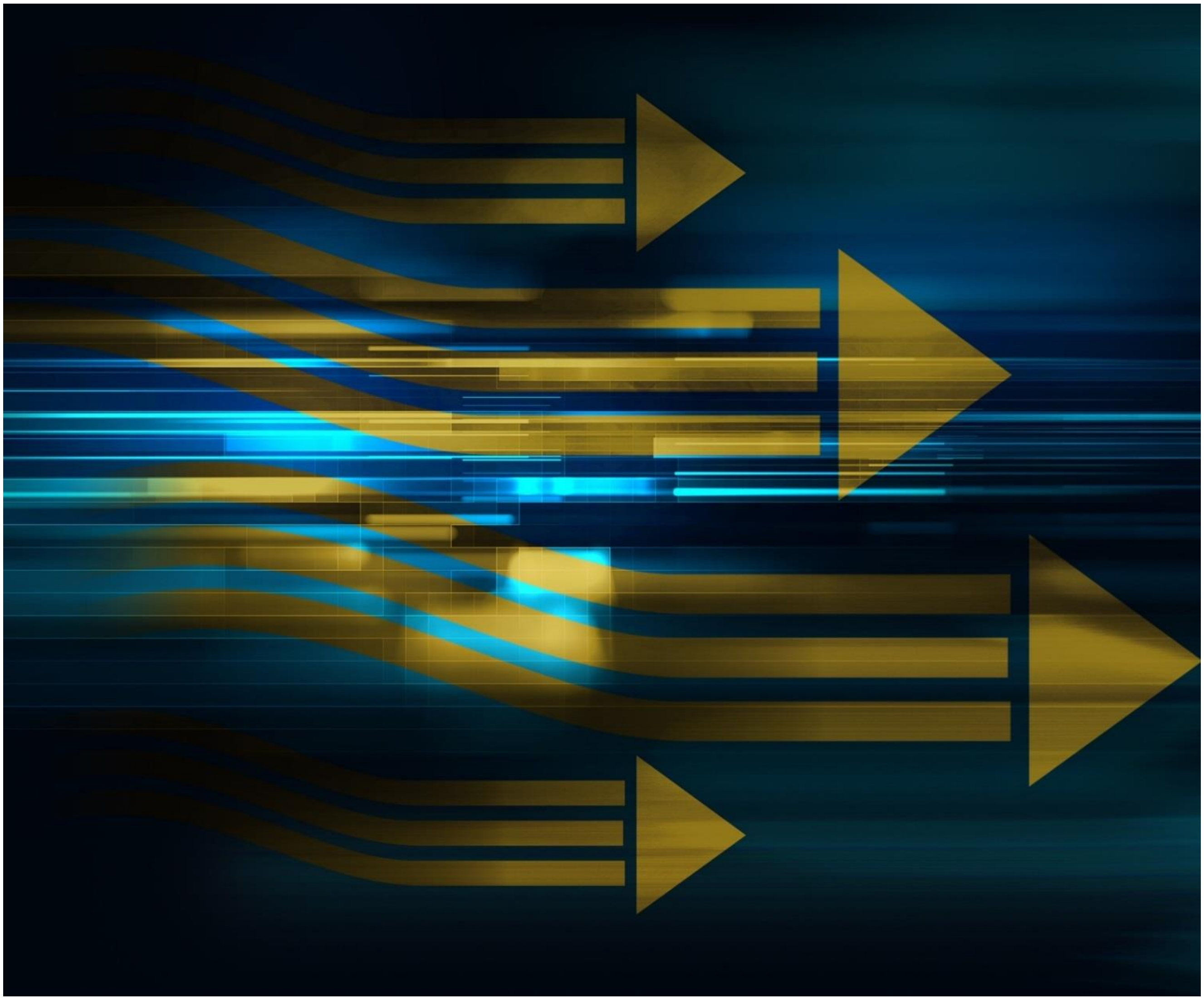

ePayment Center

Training Guide

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Introduction

Welcome! The ePayment Center is provided to you by a specific Payer. You can find the electronic payments from this Payer with easy-to-use search options – and download the results in the format that works for you. You will also find the resources you need to personalize and manage your account.

Take a moment to understand the intended audience, pre-requisites, and access requirements for the material covered in this training guide.

Intended Audience

This guide is intended for Providers utilizing ePayment Center.

Within this guide, you will learn about:

- Accessing the ePayment Center Provider Portal
- Navigating Provider Portal
- Provider Portal Troubleshooting
- SSO Portal Accounts

Pre-requisites

There is no pre-requisite knowledge needed prior to using this guide.

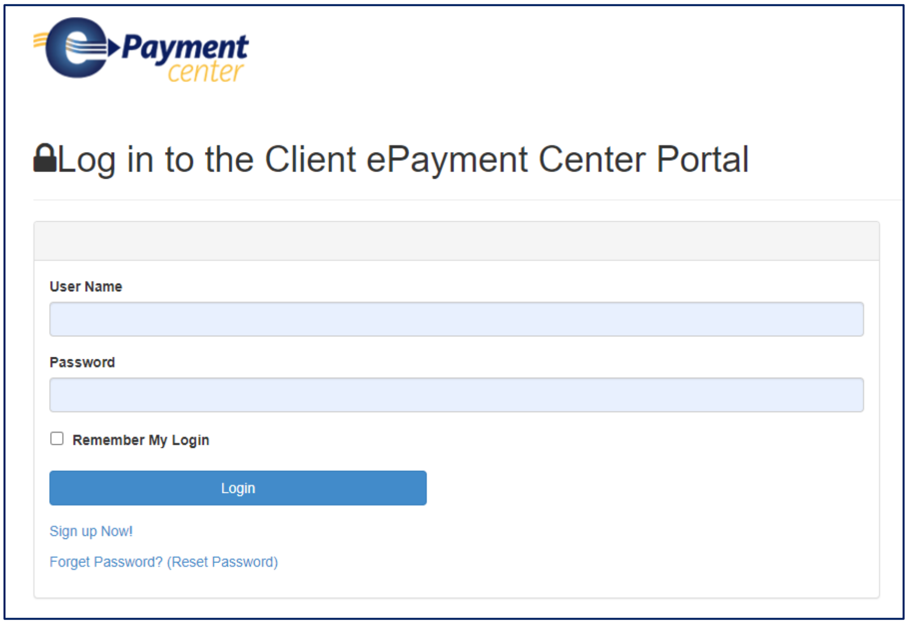
Access Details

If your account does not already have access to the ePayment Center Provider Portal, your Authorized Decision Maker can request the Registration Code via the ePayment Center Payer URL. Once created, that administrator can manage logins for your portal. For information on how the administrator can register and manage other Users, reference the Administrator's training guide.

Technical Guide

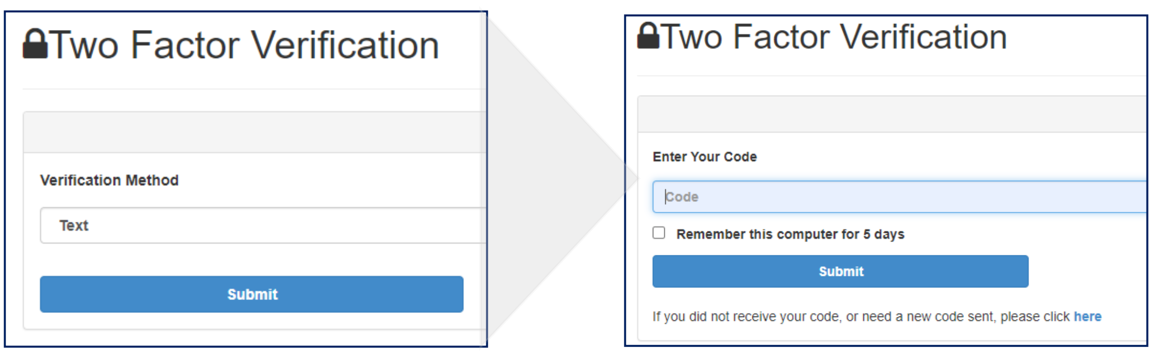
Access technical details, including Data Descriptions, PDF Document Viewer Options, 835 ERA File Data Content within the "ePayment Center User Reference Manual", found in the *Help & Resources* menu.

Logging In



How to Login

1. Enter your **User Name**.
2. Enter your **Password**.
3. Click **Login**.
4. Select the **Verification Method** you with to use (Text or Voice).
5. Click **Submit**.
6. Enter the **Code** provided via the verification method you selected.
7. Click **Submit**.



How to Reset User Password

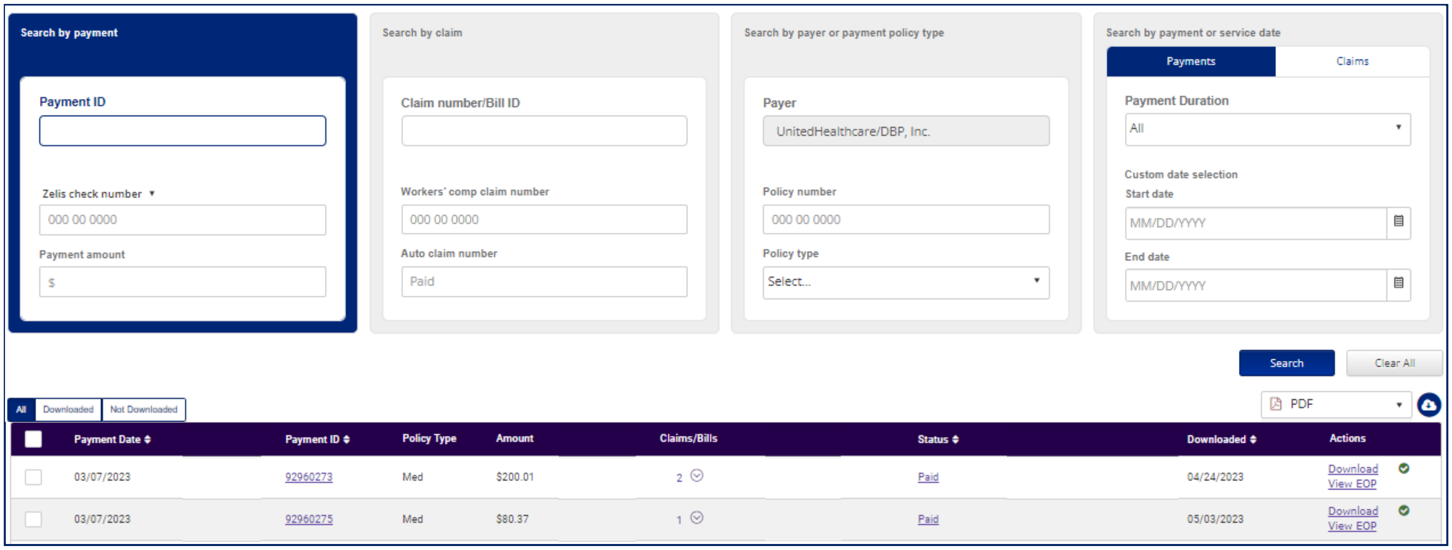
1. From the Login page, click **Forget Password? (Reset Password)** to have the reset instructions sent to you by email.
2. When the email arrives, follow the instructions provided.

Managing Payments

The *Payments* menu provides the option to view payments or unclaimed funds.

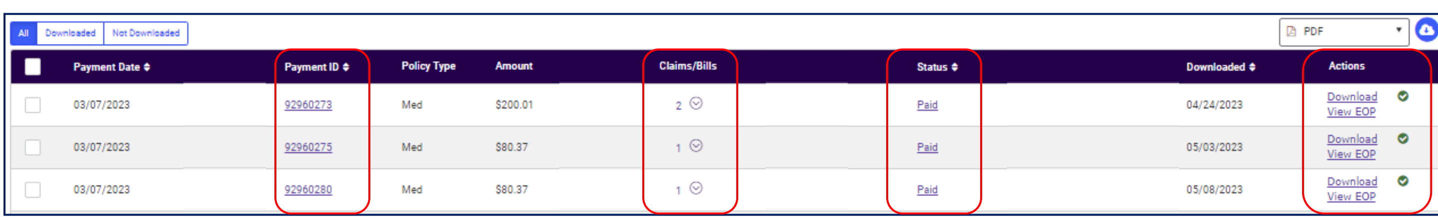
Payments

The *Payments* page enables you to search for your payments and ERAs in a number of convenient ways. The payment details and EOP/EOR are all accessible here.



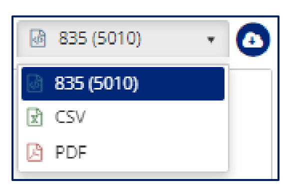
Several user-friendly search categories are available to help you search based on the information you have available – payment, claim, payer, payment type or date. You can enter search criteria in just one field or enter many fields to narrow your search. Your search defaults to payments from the "Last 30 days" to generate the quickest results. However, you can select payments in the "Last 30, 60, 90 Days or All".

The "Payment ID" and "Status" column's hyperlinks provide payment details, while the "Actions" column link provides the option to download the Explanation of Payment (EOP). Clicking within the "Claims/Bills" column will provide the details of the claims paid by that payment.

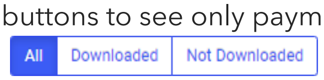


Note that many of the columns are sortable by clicking the column name. This makes it easy to sort by Date, Payment ID, Status and Date Downloaded.

Above the list of results, you can select the desired format, such as PDF. Your last selection will remain your default, although you can change it at any time by clicking the drop-down arrow. This is especially useful for batch outputs to Excel (CSV) or exporting to ERA (835).



You can also use the toggle buttons to see only payments you have or have not downloaded.



Downloading EOPs/ERAs

Note that downloading multiple EOPs/ERAs – or one that has many pages – will result in a batch download that may take some time to process. You will be notified when your download is ready. To download multiple EOPs, check the boxes to the left of the desired payments, before clicking the download icon at the top-right.

Payments Columns

Payment Date – When the payment was processed/settled.

Amount – How much was paid.

Claims/Bills – The number of claims within the payment; the dropdown arrow displays a list of claims associated with the payment.

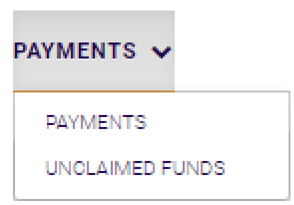
Status – Advises whether the payment is pending or has been fully paid. When clicked, opens to the same window as the Payment ID column's link.

Downloaded – This advises when/if the payment was downloaded.

Actions – "Download" enables you to Download the EOP. "View EOP" simply opens the EOP for viewing within the frame.

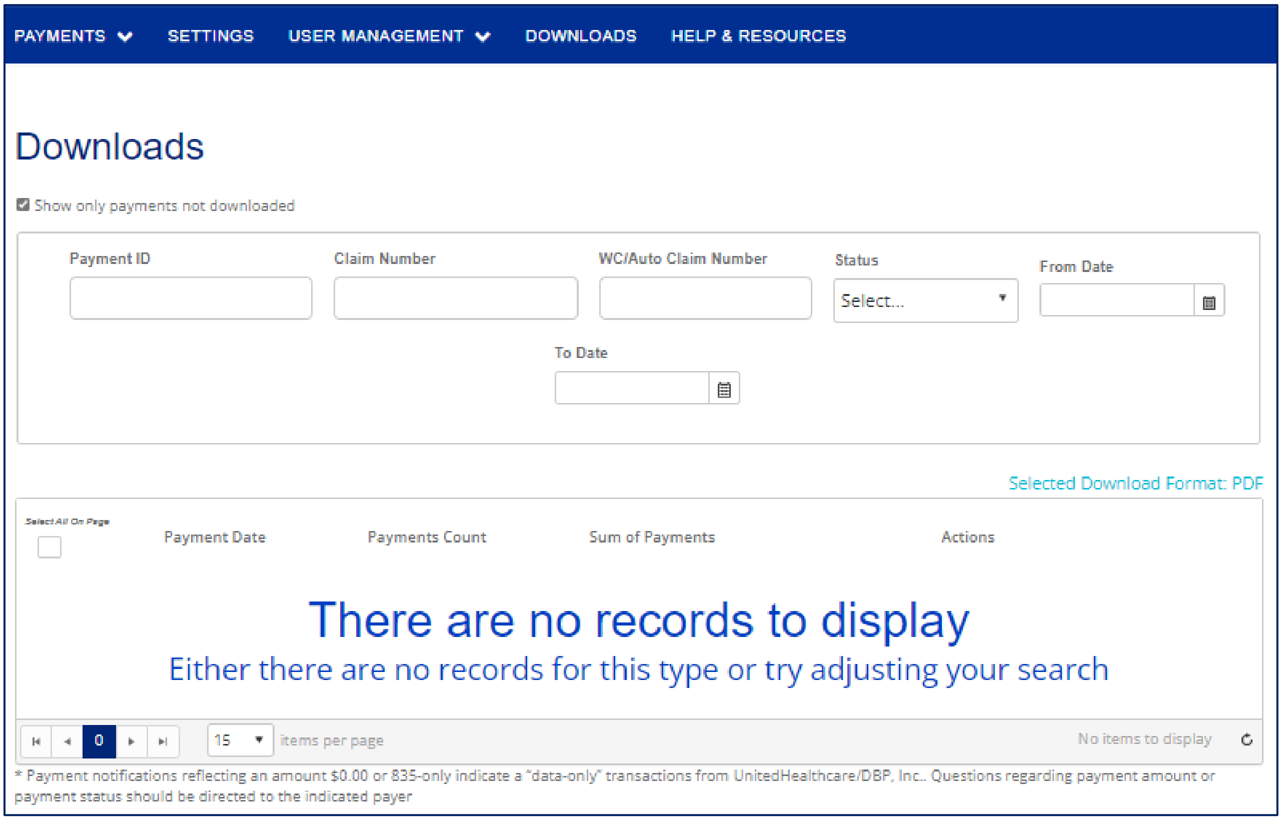
Unclaimed Funds

Unclaimed funds, also known as escheatment, occur when a financial institution hands over unclaimed property to the state. In other words, if we issue you a check and it is not deposited for three years, it will become an unclaimed fund which, by law, will eventually be sent to the government.



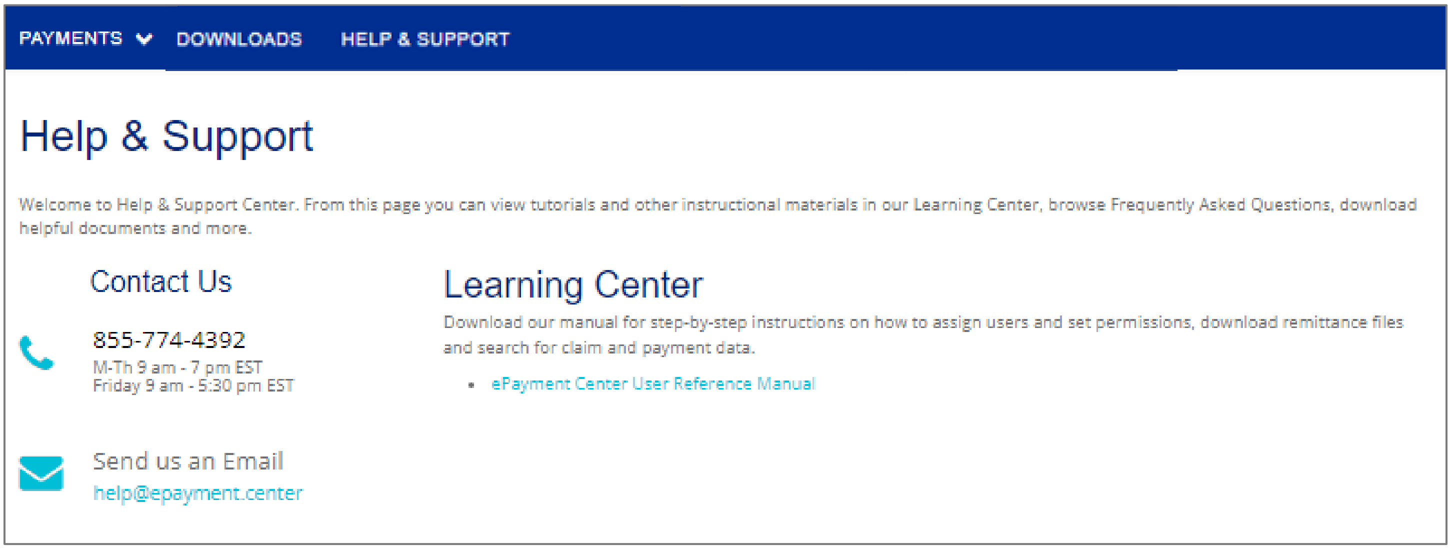
Viewing Available Downloads

The *Downloads* page is where you can retrieve your remittance advice (ERAs) that has yet to be downloaded. This page will default to the format that was selected during your ePayment Center Implementation. Once a file has been downloaded, it will remain visible on this page **for 24 hours** (though you can always download a file again from the Payments page). If no ERAs are outstanding, this screen will be empty, as shown below.



Help & Support

The *Help & Support* page provides information about ePayment Center and how to reach out, along with a helpful User Reference Manual that has a wealth of knowledge that relates to the ePayment Center.



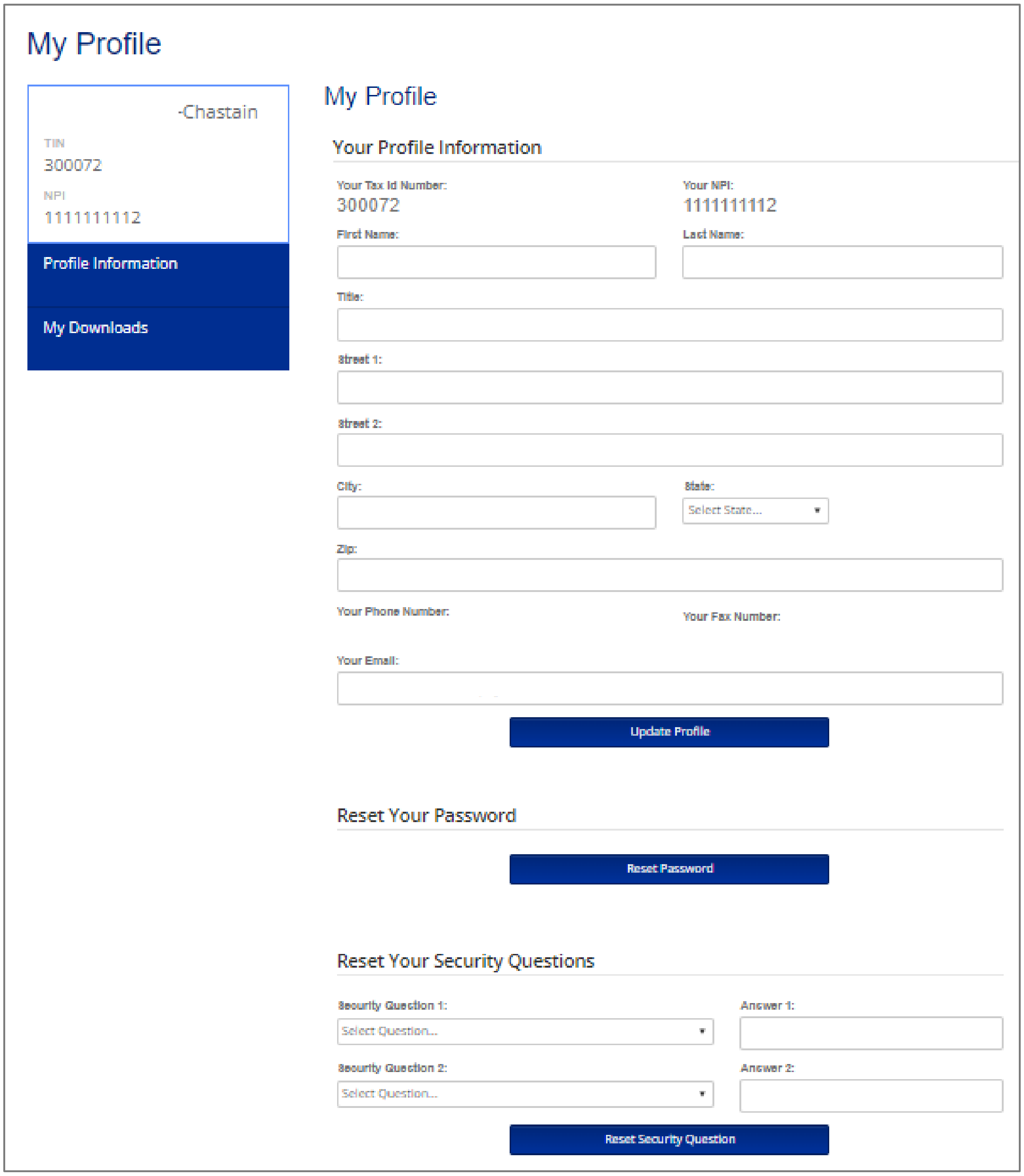
Access technical details, including Data Descriptions, PDF Document Viewer Options, 835 ERA File Data Content within the "ePayment Center User Reference Manual", found in the Help & Resources menu.

Profile Settings

Access the *My Profile* page the dropdown by your name, in the top-right corner.

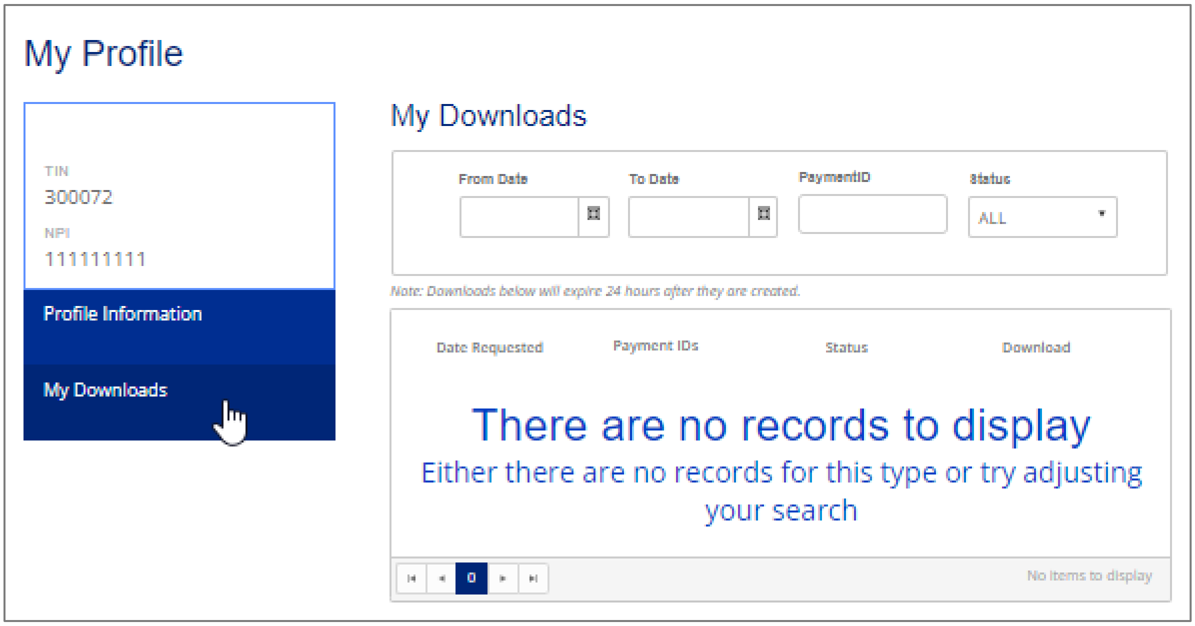
Profile Information

From the *Profile Information* menu, you can update contact information and reset your password and security questions.



My Downloads

The My Downloads section displays the payments downloaded you have downloaded (if applicable, based on the products your office subscribes to).



Single Sign-On (SSO) Accounts

Only certain ePayment Center Payers allow for a Single Sign-On (SSO). These accounts combine your account logins to one Primary access to the Provider Portal. You will log in to the Primary account and be able to see payments and information for all the accounts that you have tied to the Primary. The *Payments* Page looks slightly different for these accounts.

These accounts can search for payments based off the TIN. Also, there is a Provider Info column which displays the TIN and name of the Provider.

To request a Single Sign On, please have the Administrator contact the ePayment Center at 855-774-4392 to see if the request can be completed.

Reminders

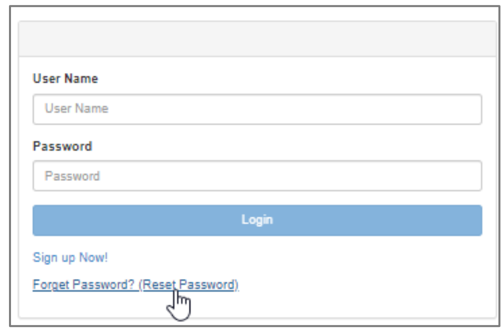
- All users must be logged into the portal under the primary account associated with the Single Sign-On (SSO), and the user must have the permission "Access to Subordinates" checked to view all accounts associated with the SSO.
- The Administrator for the primary account oversees all other users' permissions and granting them access to the other accounts.
- When the user is viewing the secondary account, it is "Read Only" as they can only view and download the payment data if deemed appropriate by the Administrator. No changes can be made to another account while logged in under the Primary account.

Portal Troubleshooting Tips

- Google Chrome is the best browser to use to access the portal. The portal DOES NOT function on Safari (IOS).
- The portal does not function on mobile devices.
- If using Google Chrome, Firefox, Internet Explorer, or Microsoft Edge, and the portal is not functioning properly, clear your browsing history, cache, and cookies.
- Ensure there are no site or pop-up blockers.
- Admins are the only ones who can update/edit/reset other Users. Reach out to your Admin to fix any issues with your profile/access.

How to reset your password

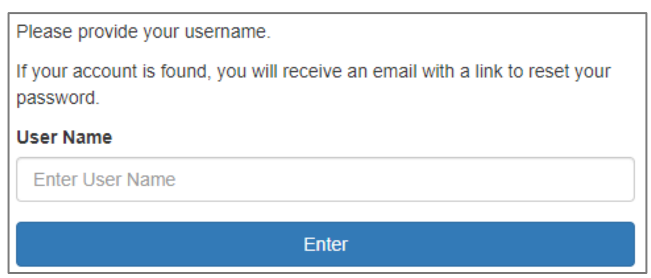
1. From the **ePayment Center Provider Portal URL**, click **Forgot Password/Reset Password** to receive an email with a link to reset the password. See below:



If you received the error "invalid token" when attempting to use the link from the email, the link has expired ***(reset password links are only valid for 24 hours).*** *You will need to follow the reset steps again and use the link within 24 hours.*

If you are unable to reset your password, contact your Provider Portal Administrator.

2. **After clicking** on the Forgot Password? (Reset Password) link, it will take you to the page below.
3. **Fill out your Username**.
4. **Click Enter**.



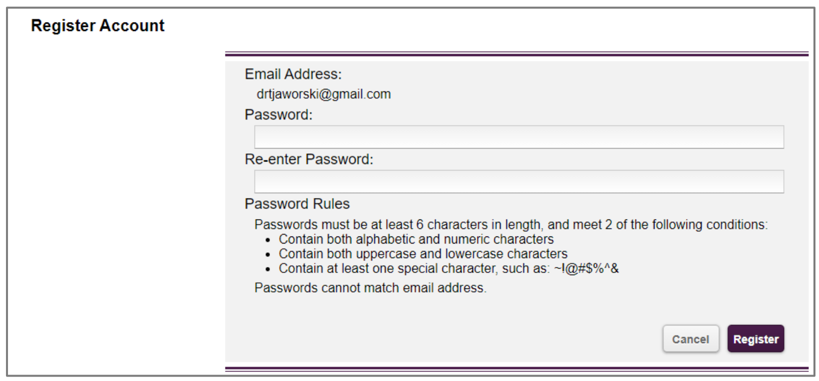
ZIX Security

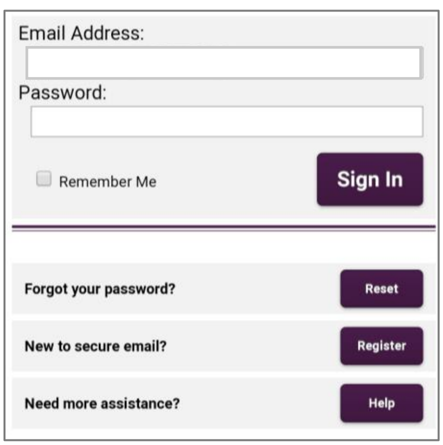
Due to the sensitive nature of the information sent through email for EPC accounts, there is an extra verification step prior to you being able to access the original email from EPC. When an email from EPC is sent it will direct you to the ZIX security page, which will prompt you to create a password before allowing you to view the email ePC sent to you. You will only need to set up a password once, after that, you must login to ZIX to see your EPC emails. See steps below.

The ZIX Process

1. You will get a message indicating that there is a new ZixCorp secure email message from Zelis® Healthcare.

2. The first prompt is to create a password associated with your email address.





3. After you create a password, you will be prompted to log-in.

4. After you log-in you will be able to view any emails that were sent to you from the ePayment Center.