

# Change Healthcare ePayment

Replaces paper-based claims payments with electronic (EFT) payments that are directly deposited into your bank account

**VIVA HEALTH**<sup>®</sup> has selected Change Healthcare as its electronic payment and remittance reporting provider. There is no cost to you to use Change Healthcare ePayment and enrollment is free!

## **Get paid faster with EFT payments**

With ePayment, you can accelerate your reimbursement cycle since you don't have to wait for your checks to arrive in the mail. Plus, it eliminates manual processes like sorting and opening mail, reconciling paper-based claims payments, creating deposit tickets and making trips to the bank.

## **Simplify reconciliation with Electronic Remittance Advice (ERA)**

Using Change Healthcare Payment Manager, an online application available for ePayment users, you can also search, view and print human-readable images of the ERA. Payment Manager also provides access to downloadable HIPAA-formatted 835 ERA files from ePayment enrolled payers to simplify payment posting.

### **Medical Providers:**

Using Payment Manager, an online application available for ePayment users, you can also search, view and print human-readable images of the ERA. Payment Manager also provides access to downloadable HIPAA-formatted 835 ERA files from ePayment enrolled payers to simplify payment posting. Payment Manager is available for medical providers only.

### **Dental Providers:**

Change Healthcare offers a powerful, web-based application designed to provide a simplified, single-source solution to dental offices, allowing real-time eligibility benefits verification, claim status tracking and now ePayment services by connecting users to the largest group of dental payers in the industry. Please click on this link [dental.changehealthcare.com](http://dental.changehealthcare.com) to enroll in the dental-specific EFT.

## **Simplify Reconciliation Using the Trace Reassociation Number (TRN) Segment**

Ever felt that matching your Electronic Remittance Advice (ERA) and EFT with the outstanding amount owed in your patient account system isn't always easy? At Change Healthcare, we're here to help! With your assistance, we can start providing a tracking code that you can use to match all of these together. Visit [emdeon.com/epayment/trace](http://emdeon.com/epayment/trace) to learn more!



## Enroll today with Change Healthcare ePayment

You can switch from paper to electronic payments by submitting an ePayment enrollment authorization by mail, email or fax.

### Medical Providers:

To enroll by mail, email or fax, download the enrollment form at

[ChangeHealthcare.com/eft](http://ChangeHealthcare.com/eft)

Call **866.506.2830**

Fax 615.238.9615

Enroll by email, send completed PDF form to: [EFTenrollment@changehealthcare.com](mailto:EFTenrollment@changehealthcare.com)

Enroll by mail, send completed form to:

Change Healthcare

Attention: Electronic Payment Service Enrollment

P.O. Box 148850

Nashville, TN 37214

### Dental Providers:

Click on this link [dental.changehealthcare.com](http://dental.changehealthcare.com) to create a Dental Provider Services (DPS) account and enroll in ePayment. If you have questions about the enrollment process for dental providers, you can also call **888.255.7293**. We're here to help!

### Helpful Hints for a Change Healthcare ePayment Enrollment

- Have all of your **Viva Health Vendor IDs** available. Viva Health Vendor IDs can normally be found on the EOP remittances which accompany payments. If you need assistance obtaining your Viva Health Vendor IDs, please contact Viva Health Customer Service at **800.294.7780** (locally at 205.558.7474).
- Ensure that you are an authorized representative of the designated provider
- Have your contact, organization, and financial account information available
- Supply your Vendor ID(s) in the Provider ID field
- Review all terms and authorization forms prior to submitting them to Change Healthcare