

How to Register for PaySpan Health

- Go to www.payspanhealth.com.
- Select the orange Secure Registration button.
- The Registration Code screen will appear.
- Enter your Registration Code.
- Select the OK button.

Welcome to PaySpan Health screen

- On the next screen, enter your Legacy Number (PIN) and Tax Identification Number (TIN).
- Select the **Begin** button to continue with registration.

The screenshot shows the PaySpan Health logo at the top, with the tagline "The Electronic Settlement Network". Below the logo, a welcome message states: "Welcome to PaySpan Health! PaySpan Health is used nationwide by Healthcare Payers for electronic payment and remittance delivery. You may already be registered with PaySpan Health. If so, please login with the secured login option and enter your new registration code on the home screen." A note below reads: "** Please note that entries are case sensitive". There is a text input field for "Registration Code:" and an "OK" button. At the bottom, a lock icon is followed by the text: "Your information will be sent using our secure server."

The screenshot shows the PaySpan Health logo and a "Welcome to PaySpan Health!" message. A paragraph of text explains the benefits of the system. On the right, it says "Your mailing address displays here." Below the text are two main options: "New to PaySpan?" and "Already Registered?". The "New to PaySpan?" section asks for "Legacy Number(PIN) or National Provider Identifier (NPI) and Tax Identification Number(TIN)", includes a case-sensitive note, and has input fields for "NPI or Legacy Number(PIN):" and "TIN:". The "Already Registered?" section asks to "login below to complete the sign-up process" and has input fields for "Login" and "Password", with a "GO" button. Both sections have "Cancel" and "Begin" buttons.

The following **Step 1 of 3 Registration Information** screen will appear:

- Complete the required Registration Information questions.
- The Email address will become the user name when logging into PaySpan Health.
- Select the **Next** button for Step 2 of 3.

The screenshot shows the "Step 1 of 3" registration screen. It features the PaySpan Health logo and a "Registration Information" header. Under "Individual Information", there are fields for "Your Name *", "Phone*" (with area code, exchange, and extension), "Email *", "Confirm Email *", "Select Password *", "Confirm Password *", "Challenge Question" (with a dropdown menu showing "What is your pet's name?"), and "Challenge Answer*". A note at the bottom states: "* indicates required field" and "**Please Note** User Name is the individual's email address". There are "Cancel", "Back", and "Next" buttons at the bottom.

Accounting Information Step 2 of 3

- Enter an Account Name to identify the receiving account.

Note: Providers typically use the Account Name to specify the payee designation. Each payee will have a separate registration code and can therefore have a separate receiving account established. The same routing and account number can be used for multiple receiving accounts.

- Enter the routing number and account number in the specified fields. *We recommend you use an actual check, not a deposit slip to enter this information.*
- Select the Next button for Step 3 of 3.

Step 2 of 3

Step 2
PaySpan Health organizes your incoming payments into Receiving Accounts. The account that you enter will remain in a pending status until you obtain the small deposit made by Payformance from your financial institution and enter it on your Home Screen. In the next and final step in the registration process, you will be asked to review and confirm all of the information entered for accuracy. If anything is incorrect, you will be able to edit the information.

Remittance Options
Some payers allow providers to request paper remittances. If you would like paper remittances and your Payer supports this option, select the paper remittance check box. This check box will not appear if the Payer does not allow this option.

Terms & Conditions Step 3 of 3

- Review the Registration Information.
- Select the Edit button to make any corrections.
- Read the Service Agreement then check the terms and conditions box if in agreement.
- Select the Confirm button. This will complete the registration process.

Step 3 of 3

Step 3
Please verify that the information you have entered is correct. If all of the information is correct, click "Confirm." PaySpan will then register your company and user information. If any of the information is incorrect, please click "Edit" and you will be able to correct the problem. By confirming your registration, you are agreeing to the terms and conditions detailed in the Service Agreement.

Viewing Payment Data
Access to view remittance details online is available the day after you complete registration and your account is activated (no longer in Pending status).

PaySpan® Health SERVICES AGREEMENT
This Services Agreement ("Agreement") is a contract between you and Payformance Corporation and applies to your use of the PaySpan Health service, any related products and services and all related intellectual property and "online" or electronic documentation available through www.payspanhealth.com (collectively the "Services"). If you do not agree to be bound by the terms and conditions of this Agreement, please do not use or access our Service. You must accept all of the terms and conditions contained in this Agreement before you may become a participant in the PaySpan Health network. Use of the website and the Service is a privilege, and Payformance Corporation reserves the right to suspend the privilege at its discretion. By accepting the terms and conditions of this Agreement, you

I agree to the terms and conditions

You will receive an email from PaySpan Health upon completing registration. In a few days you will need to verify with your bank that a deposit of less than one dollar has been made by Payformance. This deposit amount will be used to confirm your electronic payments are set up appropriately through PaySpan Health and your bank. You will see this confirmation page the next time you login to www.payspanhealth.com using your user name (your email address) and your password. The deposit does not need to be returned to Payformance.

If you have any questions about the registration process or the website, please contact us by dialing 1-877-331-7154 or send an email to providersupport@payspanhealth.com. Our Provider Services Team is available Monday through Friday, 7am to 9pm, Eastern Time.