

Electronic Funds Transfer

Enjoy greater convenience and timely payment by switching from paper checks to electronic funds transfer (EFT), which Harvard Pilgrim Health Care and Tufts Health Plan offer through Payspan. EFT is fast, easy, and secure. The following information and tips can help you make the switch from paper checks to e-payment!



Available for the following products

Harvard Pilgrim Health Care: Commercial, Medicare Enhance, Medicare Supplement, and StrideSM Medicare Advantage.

Tufts Health Plan: Commercial, Tufts Medicare Preferred HMO, Tufts Health Plan Senior Care Options, and Tufts Health Public Plans products.

Harvard Pilgrim Health Care does not utilize Payspan for EFT for the following products. Call the numbers listed for EFT information:

- Student Resources (HPHC/United product): 800-977-4698
- Passport Connect (HPHC/United product): 800-842-1109



Payment Advisories – EOPs and ERA/835

- You'll receive your payment advisories from Payspan, rather than the Plan.
- Payspan offers 2 electronic methods of delivering remittance advice:
 - **EOPs** – Access images of your Explanations of Payment (EOPs) online with the ability to view, download, and print up to 18 months of EOPs.
 - **ERA/835s** – Choose to have your HIPAA-compliant Electronic Remittance Advice (ERA/835) sent directly to one of the data exchange partners. Simply follow the instructions for routing 835s to an electronic mailbox when activating your account.



Payment schedule

- It takes at least 48 hours after enrollment for your EFT account to become activated.
- EFTs are available two business days following payment release at Payspan (for example, if payments are released on a Tuesday, your bank account will reflect payment on Thursday.) If payment release is scheduled for a holiday, payment may be delayed a day.



Registering with Payspan (new users)

It's easy to get started with Payspan:

1. Obtain a registration code and PIN by calling Payspan Provider Services at 877-331-7154 (option 1) or by visiting <http://www.payspanhealth.com/RequestRegCode/>
2. Have your bank name, routing number, account number, and NPI handy.
3. Follow the step-by-step instructions on the Payspan registration website.
4. In the payer drop-down list, select:
 - 'Harvard Pilgrim Health Care' for commercial and Medicare Enhance or Medicare Supplement products
 - 'Harvard Pilgrim Health Care – Medicare' for our StrideSM Medicare Advantage product
 - 'Tufts Health Plan' for Commercial, Tufts Health Medicare Preferred and Tufts Health Plan Senior Care Options
 - 'Tufts Health Public Plans' for Tufts Health Direct, Tufts Health Together, Tufts Health RITogether and Tufts Health One Care

Electronic Funds Transfer (cont.)

Important note on NPI: Leaving the NPI field blank or inputting an incorrect number during registration may interfere with your clearinghouse's ability to process your ERA/835. The NPI you enter during registration will appear in the header of your ERA/835. If you leave the field blank, your NPI will later appear as "9999999999."



Adding our Plans to your Payspan Account (existing users)

If you already have a Payspan account, update it online to include Harvard Pilgrim Health Care and Tufts Health Plan. While these plans are both part of the Point32Health family of companies, you need to register them individually in your Payspan account. For assistance, contact Payspan at the phone number or email listed below.



Contact information

For more information about EFT, please contact Payspan at providersupport@payspanhealth.com or call 877-331-7154, option 1. (Mon-Fri, 8 a.m. – 8 p.m. ET)