

Provider Notice

To: All PerformCare Network Providers
From: Scott Daubert, PhD, VP Operations
Date: August 1, 2018
Subject: AD 18 103 Do you want to save time and shorten your reimbursement cycle?

If you answered yes, then electronic funds transfer (EFT) through PerformCare's payment vendor, Change Healthcare EFT service is your solution.

EFT through Change Healthcare will simplify your payment process by:

- ✓ Providing prompt, easy and secure payments directly to your bank account
- ✓ Simplifying your bank connectivity when multiple banks are required.
- ✓ Eliminating the need to go to the bank to deposit checks.
- ✓ Enabling you to work with multiple payers in one easy-to-use application.

Getting started is simple and easy.

1. Visit the Change Healthcare enrollment page at the link below and open the EPayment enrollment authorization form to begin your enrollment:

<https://www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms>

****Important enrollment note*: Change Healthcare refers to the PerformCare Facets system Provider ID as the "Trading Partner ID". Make sure to enter this number in the column labeled Trading Partner ID on page 7 of the enrollment form. If you do not know your Plan's Provider ID, please contact your Account Executive or call our Provider Services Department at 888-700-7370 and ask for your organization's Facets ID number(s).***

2. Once you complete the form and submit the required validation paperwork, you will receive an email within approximately 15 business days with instructions on how to complete the process.

3. Finally, Change Healthcare will make a small test deposit in your designated bank account with the reference note "EFT Enroll". After this is deposited into your designated account, please call 1-866-506-2830 or email EFTEnrollment@changehealthcare.com for verification purposes.

Change HealthCare Payment Manager

Once you begin receiving your payments electronically, your paper remittance advice will be discontinued within 31-45 days. However, you can always view and print your remittance advice online at Change Healthcare's Payment Manager Portal. This is a free tool for those who sign up for EFT with Change Healthcare. If you have not registered, contact 1-866-506-2830 for assistance.

Questions:

If you have questions about this communication, please contact your Provider Account Executive or the Provider Services department at 888-700-7370.

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