



PaySpan Health Payer Guide

The ***PaySpan Health Payer Guide*** is intended to assist Healthcare Payers on accessing the PaySpan Health system. This document provides step-by-step instructions and images of the screens seen by Payers while using PaySpan Health.

Revision Date: January 21, 2008

Disclaimer: The PaySpan Health Payer Guide contains options that may or may not apply to the user's PaySpan Health account. If there are questions or concerns about the information available in this guide, please contact the Relationship Manager by dialing 1-800-733-0908.

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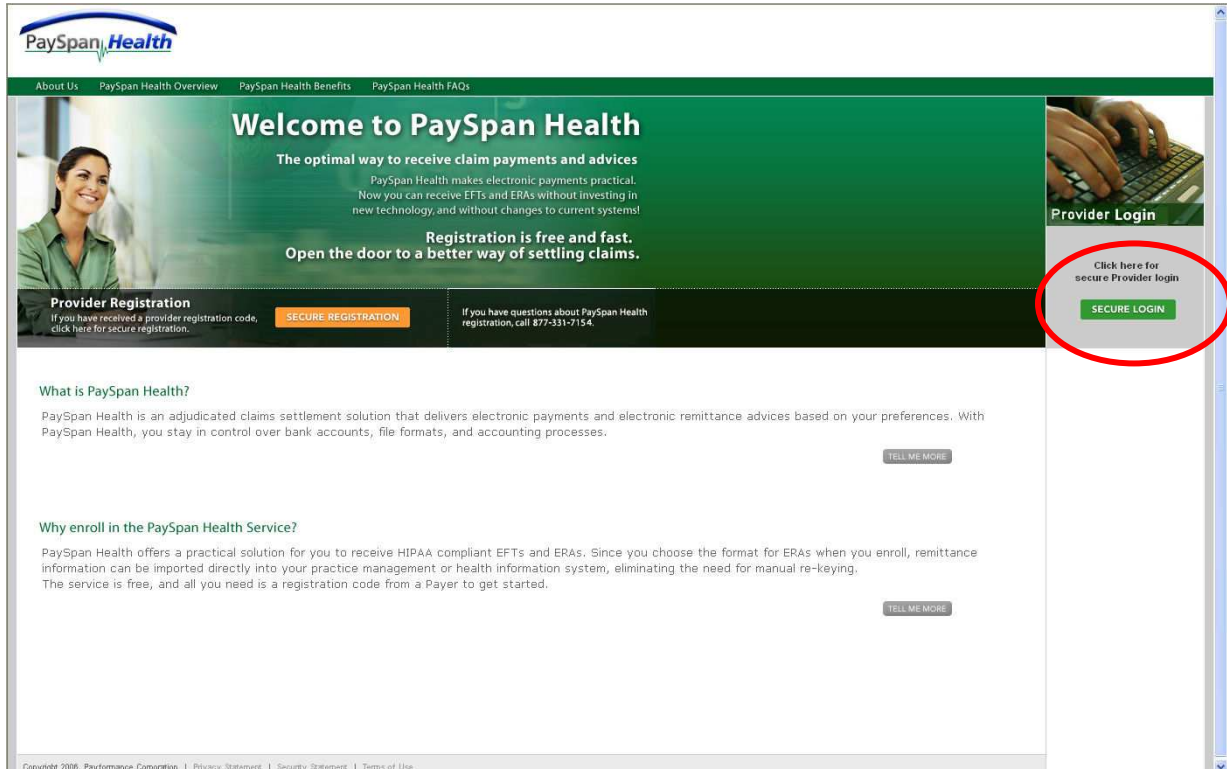
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Getting Started

Accessing and Using PaySpan Health

Access the PaySpan Health Welcome Page at www.payspanhealth.com.

The following screen will appear:



To log in to PaySpan Health, select the **Secure Login** button under *Provider Login*.

Welcome!

After the user has selected the Secure Login button, the screen below will appear.

Enter the user name and password. Passwords need to be at least 8 characters long, contain at least one capital letter, and at least one number.

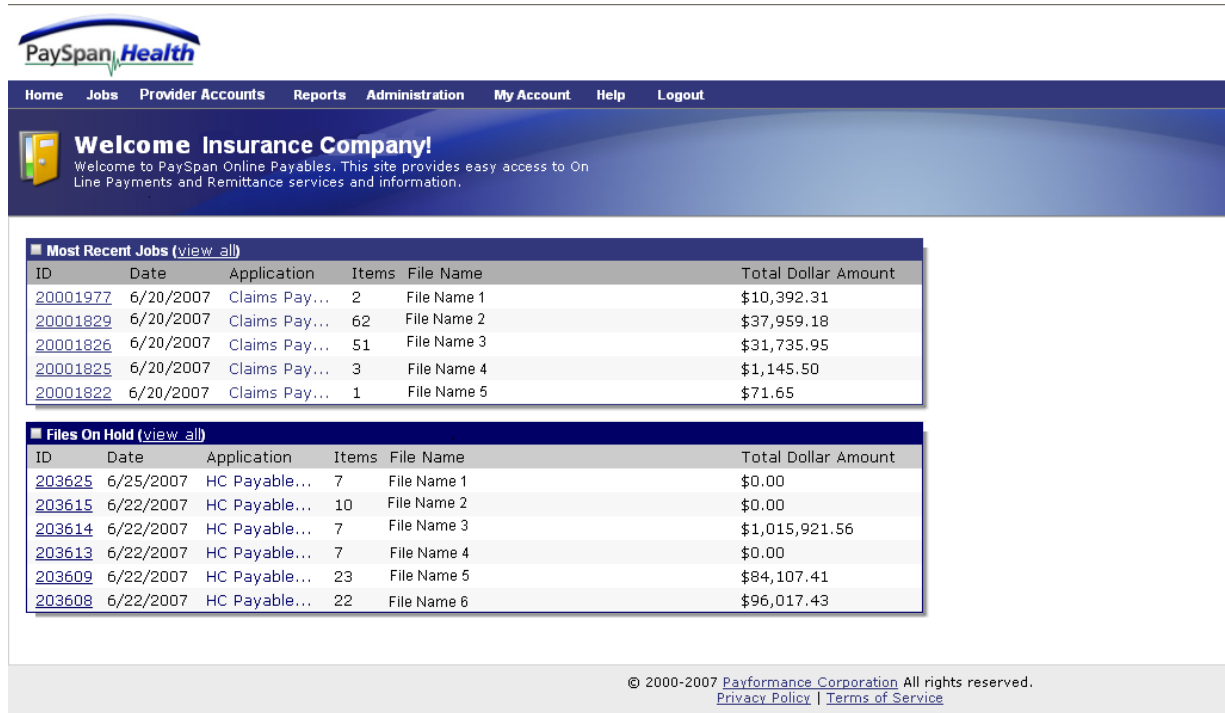
Select the OK button to continue.



The screenshot shows a login window with the PaySpan Health logo in the top left and the word "Welcome!" in the top right. Below the logo is the text "Online Payments and Remittance" and "Please sign-in" with a "Help" link to the right. There are two input fields: "User Name:" and "Password:". Below the fields are "OK" and "Cancel" buttons. At the bottom, there is a lock icon followed by the text "Your information will be sent using our secure server." and "Forgot your password? [Click here.](#)"

Home Page

Once a user has successfully logged into the PaySpan Health System, the following **Home Page** will appear as shown below.



The screenshot shows the PaySpan Health Home Page interface. At the top is the PaySpan Health logo. Below it is a navigation menu with links: Home, Jobs, Provider Accounts, Reports, Administration, My Account, Help, and Logout. A welcome banner reads "Welcome Insurance Company! Welcome to PaySpan Online Payables. This site provides easy access to On Line Payments and Remittance services and information." Below the banner are two tables:

Most Recent Jobs (view all)						
ID	Date	Application	Items	File Name	Total Dollar Amount	
20001977	6/20/2007	Claims Pay...	2	File Name 1	\$10,392.31	
20001829	6/20/2007	Claims Pay...	62	File Name 2	\$37,959.18	
20001826	6/20/2007	Claims Pay...	51	File Name 3	\$31,735.95	
20001825	6/20/2007	Claims Pay...	3	File Name 4	\$1,145.50	
20001822	6/20/2007	Claims Pay...	1	File Name 5	\$71.65	

Files On Hold (view all)						
ID	Date	Application	Items	File Name	Total Dollar Amount	
203625	6/25/2007	HC Payable...	7	File Name 1	\$0.00	
203615	6/22/2007	HC Payable...	10	File Name 2	\$0.00	
203614	6/22/2007	HC Payable...	7	File Name 3	\$1,015,921.56	
203613	6/22/2007	HC Payable...	7	File Name 4	\$0.00	
203609	6/22/2007	HC Payable...	23	File Name 5	\$84,107.41	
203608	6/22/2007	HC Payable...	22	File Name 6	\$96,017.43	

At the bottom of the page, there is a copyright notice: © 2000-2007 Payformance Corporation All rights reserved. [Privacy Policy](#) | [Terms of Service](#)

Once files are received by the PaySpan Health system, they are then converted into **Jobs**.

This **Home Page** shows the **Most Recent Jobs** and any files on **Hold**.

In order to see more information regarding a file on hold, select the file ID number in the Files on Hold window.

File Summary

Once the user has selected a File from the Home Page, the **File Summary** page appears.

The **Details** button will show the items contained in the file selected. The **Delete** button allows the user to delete a File completely from the PaySpan Health System. The **Return** button will take the user back to the Home Page.

Once the Details button has been selected the user will see the Submission for File ID page.

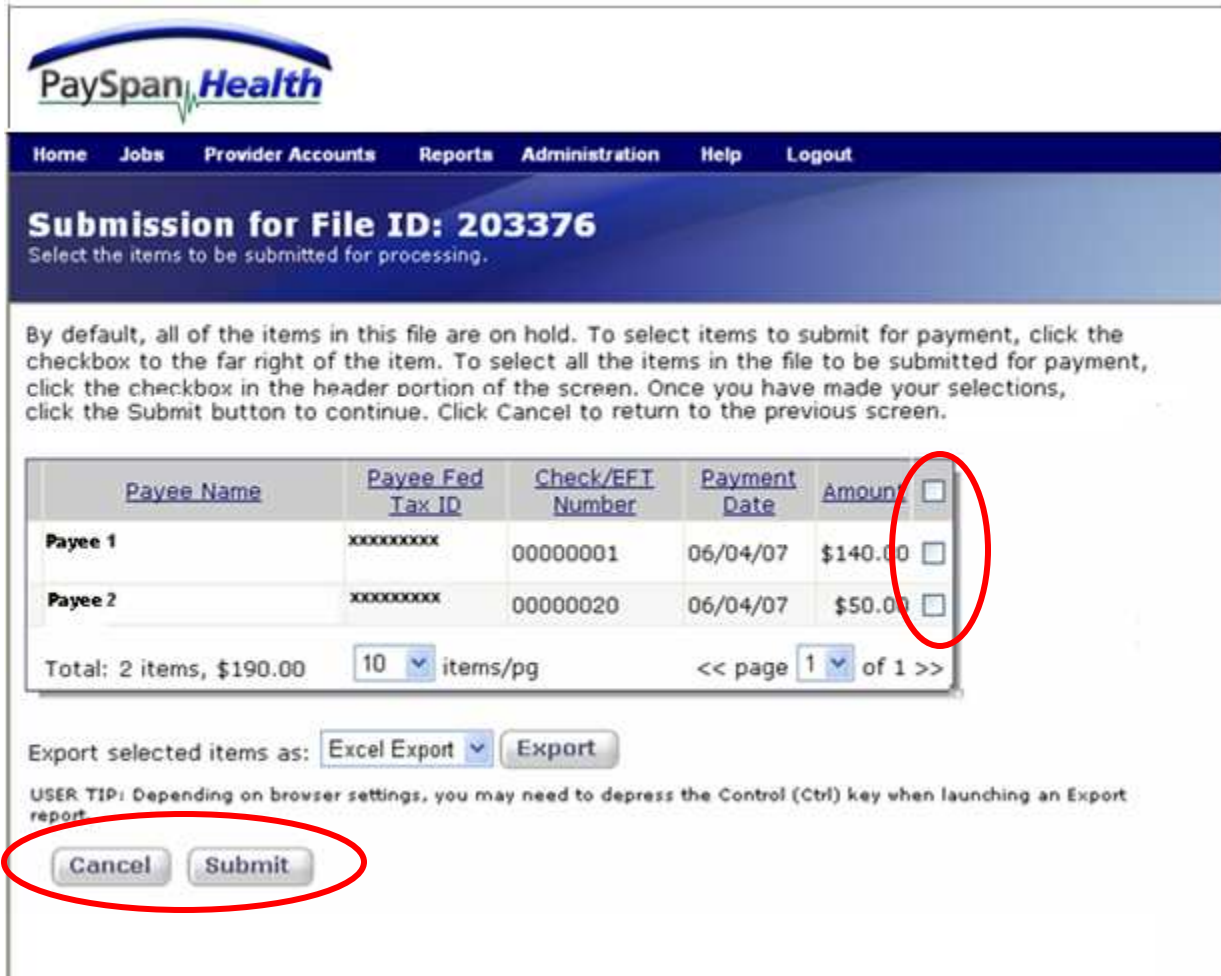


File Details	
File ID:	
Application:	HC Payables
Import Filename:	File 1
Submitted By:	System
Date Submitted:	6/22/2007 4:55:15 PM
Total Dollar Amount:	\$1,015,921.56
Total Item Count:	7
Status:	On Hold

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Submission for File ID

From this page, the user can select items by using the checkboxes to export items into an Excel spreadsheet or submit items for processing.



Submission for File ID: 203376
Select the items to be submitted for processing.

By default, all of the items in this file are on hold. To select items to submit for payment, click the checkbox to the far right of the item. To select all the items in the file to be submitted for payment, click the checkbox in the header portion of the screen. Once you have made your selections, click the Submit button to continue. Click Cancel to return to the previous screen.

<u>Payee Name</u>	<u>Payee Fed Tax ID</u>	<u>Check/EFT Number</u>	<u>Payment Date</u>	<u>Amount</u>	<input type="checkbox"/>
Payee 1	XXXXXXXXXX	00000001	06/04/07	\$140.00	<input type="checkbox"/>
Payee 2	XXXXXXXXXX	00000020	06/04/07	\$50.00	<input type="checkbox"/>

Total: 2 items, \$190.00 10 items/pg << page 1 of 1 >>

Export selected items as:

USER TIP: Depending on browser settings, you may need to depress the Control (Ctrl) key when launching an Export report.

On the Submission for File ID page, select the items to submit for payment by placing a check mark in the box to the right. Checking the box in the gray header field will select all the payments. Checking only the boxes next to an individual payment will result in information regarding the chosen payment only.

After selecting the item to submit, select the **Submit** button.

Submission Summary

Once the user has selected items from a Held File for processing, the **Submission Summary** screen will appear. This gives the user one last opportunity to ensure these items should be removed from hold and sent for processing.

Selecting the Confirm button will move these items into a Job for processing. The Cancel button will cancel the action and leave the items on hold.



PaySpan Health

Home Jobs Provider Accounts Reports Administration Help Logout

Submission Summary

View summary information and submit selected items.

Below is a summary of the items that you have selected to submit for processing. Any items that you have excluded a description for the new Held File that will be created. Click 'Confirm' to submit the selected items for processing and

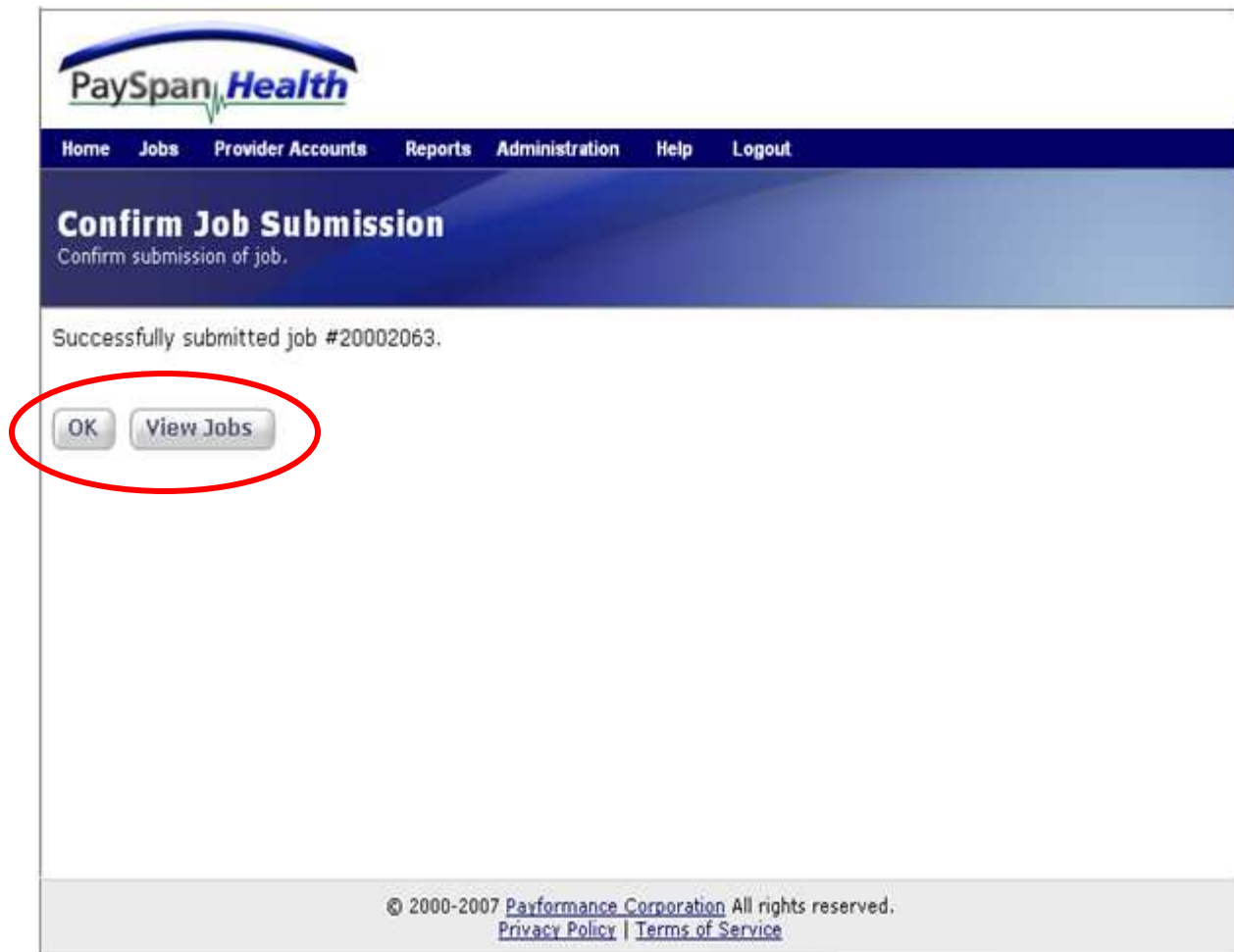
Job Submission Information	
Number of Items	1
Total Amount:	\$45.39

Held File Information	
Number of Held Items:	6
Total Amount:	\$1,015,876.17
File Name:	<input type="text" value="File 1"/>
File ID:	203614

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Confirm Job Submission

After the user selects the Confirm button, the **Confirm Job Submission** screen will appear. The user can select the OK button to complete the process, or select the View Jobs button to go to the View Jobs screen.



Job Status

When the user selects a Job number from the Home Page, the **Job Status** screen will appear. The Job Status screen allows a user to view specific details regarding a Job, such as the job status, file type, file name, file size and dollar amount.

Selecting the **View Documents** button allows a user to view images of the online presentment for specific items contained in a Job.



Job Status
View status history of the selected job.

[View Documents](#) [Refresh](#)

File Uploaded - 6/24/2006 11:22:06 PM	
Upload Summary	
Job ID:	20001317
Job Status:	Processing Completed
File Type:	Reprintable Claim Payments
Date Submitted:	Saturday, June 24, 2006 11:22:06 PM
Submitted By:	pjenkins
Total Item Count:	26
Total Page Count:	26
Job Filename:	HC1testdata1.xml
Total File Size:	326,381 Bytes
Total Dollar Amount:	\$10,123.10
Job Processing Started - 6/24/2006 11:22:14 PM	
Job Processing Completed - 6/24/2006 11:24:00 PM	
Job has not been delivered	

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View Documents

Once the user has selected the **View Documents** button, the screen pictured below will display.



The screenshot shows the PaySpan Health Document Archive interface. The page title is "Document Archive" with a subtitle "Search for and view documents from the Document Archive." Below the title is a navigation menu with links: Home, Jobs, Provider Accounts, Reports, Administration, Help, and Logout. The main content area displays search results for "Standard Claim Payments" with search criteria "Job ID: 20001008".

	Job ID	Payment Date	Provider Name	Provider Payee #	Check/LEI Number	Amount	Tax ID	Post Method	Line of Business	Req. Code	Effective Date	Availability Date	
View	0001008	12/28/2005	Sunrise Clinic	8462513	0001	\$100	XXXXXXXX	Check		XXXXXXX	12/28/2005	12/28/2005	<input checked="" type="checkbox"/>
View	20001008	12/28/2005	Rose Hospital	1234567	0024	\$200	XXXXXXXX	Check		XXXXXXX	12/28/2005	12/28/2005	<input checked="" type="checkbox"/>
View	0001008	12/28/2005	Dr. Abyl Romero, MD	1379846	0056	\$200	XXXXXXXX	Check		XXXXXXX	12/28/2005	12/28/2005	<input checked="" type="checkbox"/>

Below the table, it shows "Total: 3 items, \$ 600" and a pagination control set to "10 items/pg" on "page 1 of 1". There are "Export selected items as:" options for Excel, HTML, and PDF, and a "Return" button. The footer contains copyright information for Payformance Corporation.

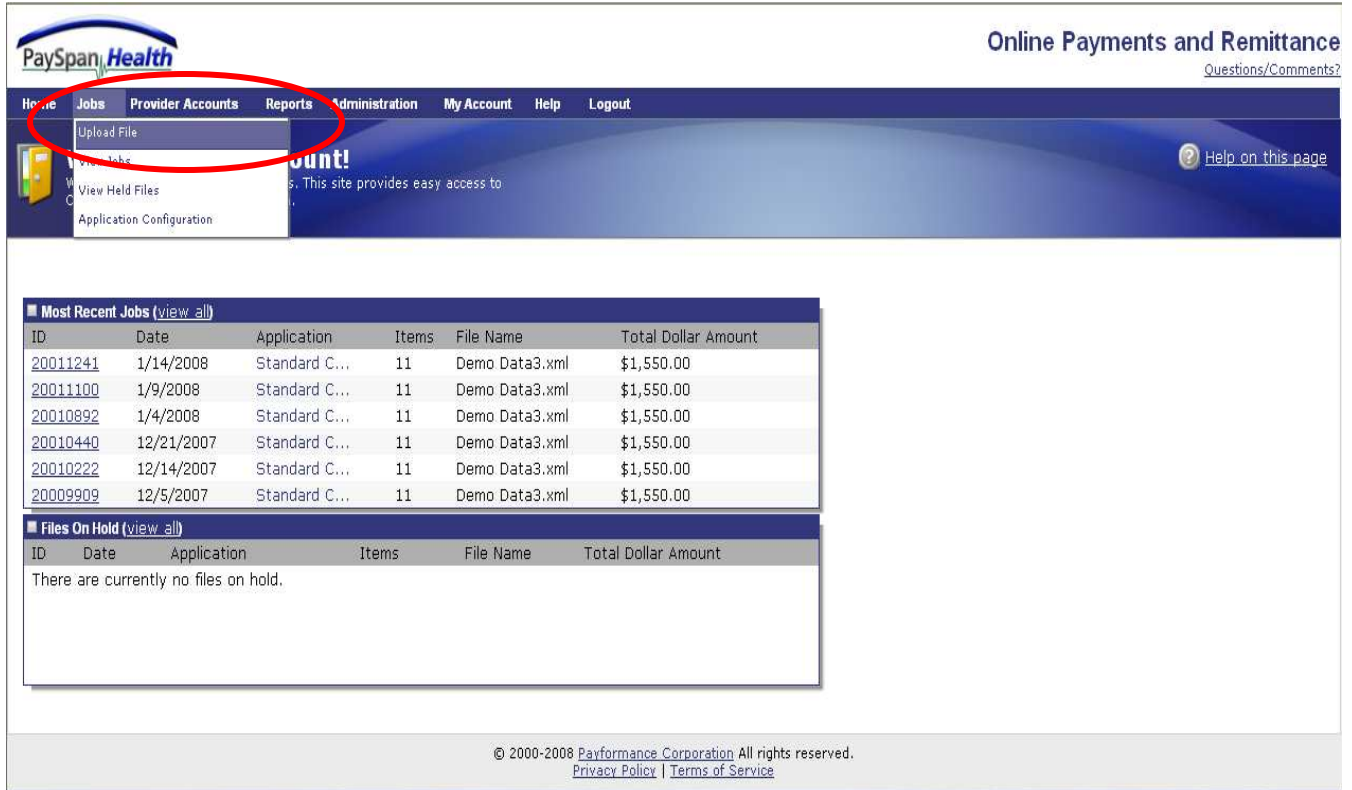
The user can sort the data in each column by selecting the column names.

To view a copy of the original document, select the *View* button to the left of the line of data you wish to review.

The user can also export the data into Excel, HTML or PDF formats. The user can exclude items by un-checking the box to the right of the screen.

Uploading Files

The option to upload a file is found on the Jobs Tab from the navigation bar.



PaySpan Health Online Payments and Remittance
[Questions/Comments?](#)

Home **Jobs** Provider Accounts Reports Administration My Account Help Logout

Upload File
 View Held Files
 Application Configuration

Count! This site provides easy access to

[Help on this page](#)

Most Recent Jobs (view all)					
ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

Files On Hold (view all)					
ID	Date	Application	Items	File Name	Total Dollar Amount
There are currently no files on hold.					

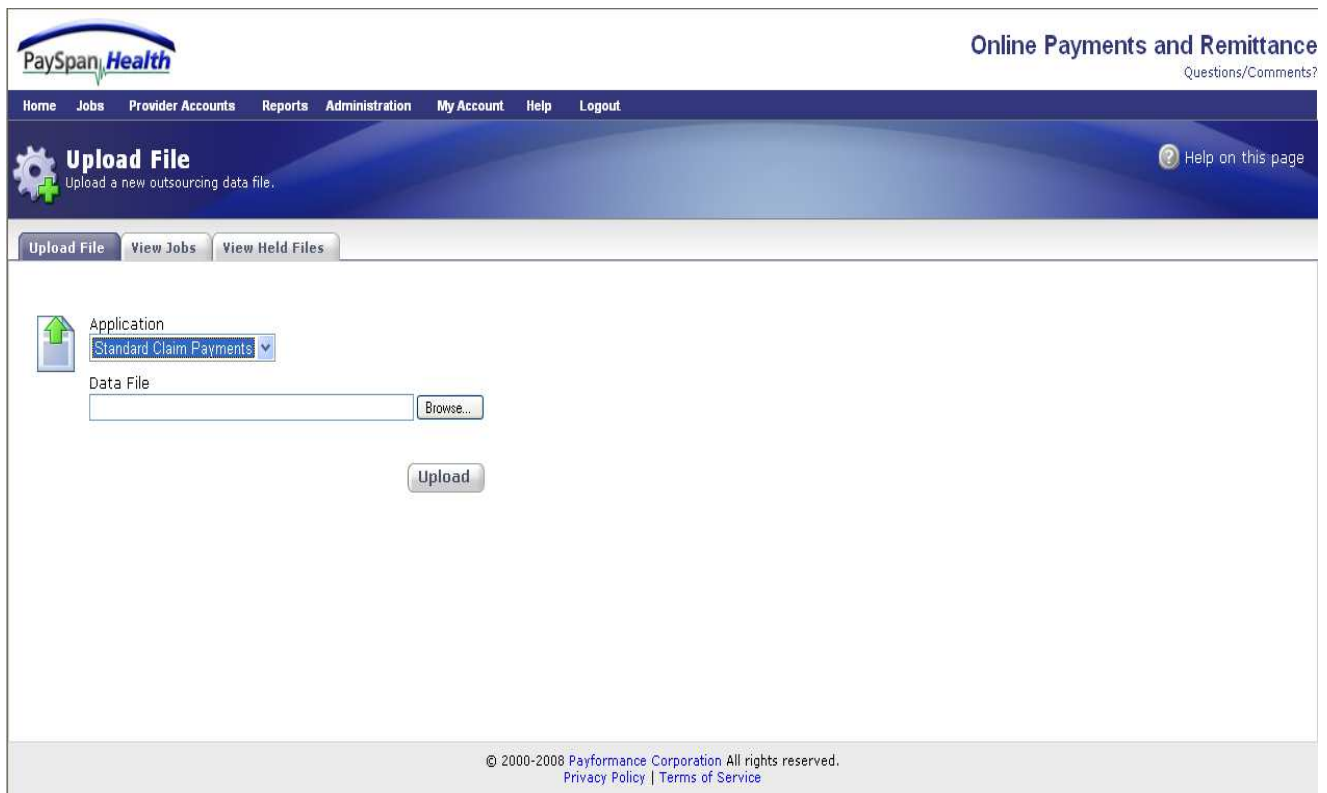
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Uploading Files

Typically, files are sent to our secure FTP Site. However, there may be times when a file will need to be loaded manually.

To upload a file, select the Jobs tab - a drop down menu will appear providing various options.

- Select **Upload file**



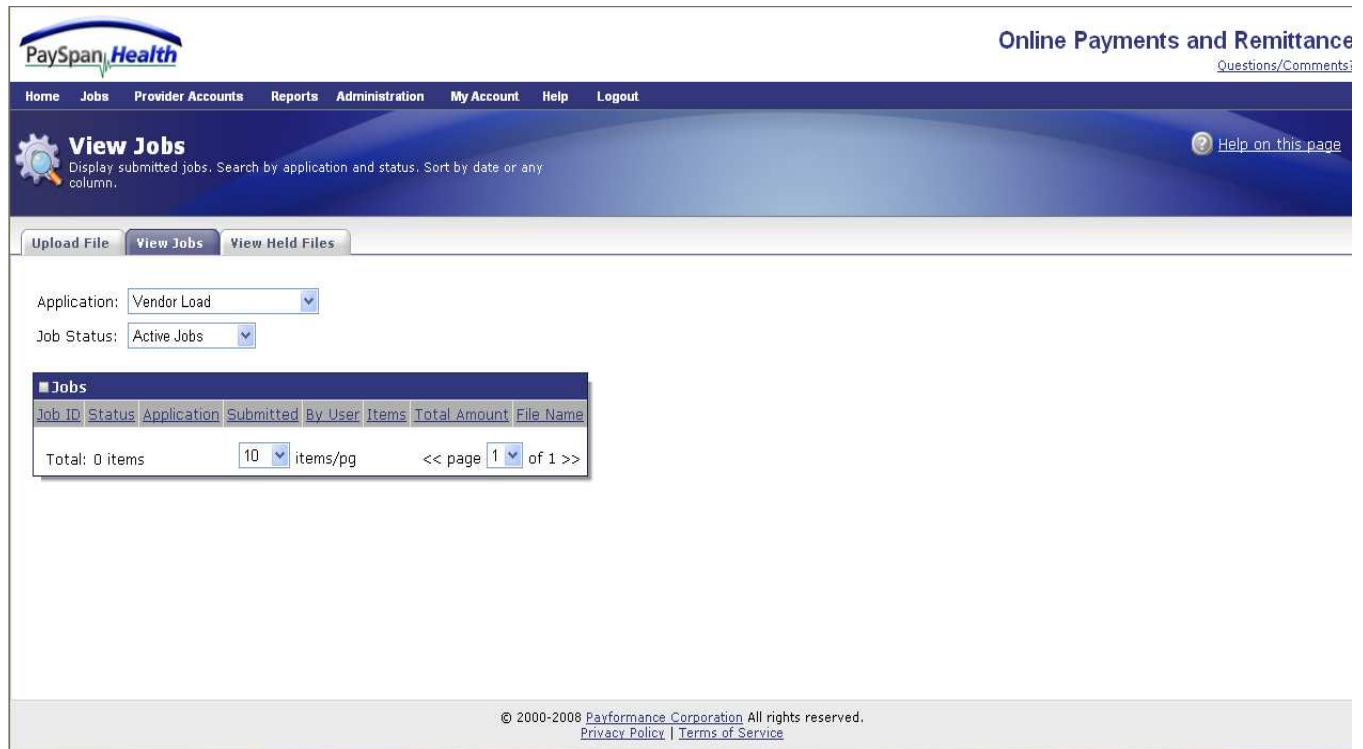
Selecting the dropdown arrow will provide the various Application options to choose from for uploading a file.

The **Browse....button** provides options to select a file from the desktop or files from one of the network drives.

Select the Upload button to upload the file to PaySpan Health.

View Jobs

By selecting the **View Jobs** tab the following screen will appear:



PaySpan Health Online Payments and Remittance
[Questions/Comments](#)

Home Jobs Provider Accounts Reports Administration My Account Help Logout

View Jobs [Help on this page](#)
 Display submitted jobs. Search by application and status. Sort by date or any column.

Upload File **View Jobs** View Held Files

Application: Vendor Load
 Job Status: Active Jobs

Job ID	Status	Application	Submitted	By User	Items	Total Amount	File Name
Total: 0 items							

10 items/pg << page 1 of 1 >>

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The above screen displays the jobs processed.

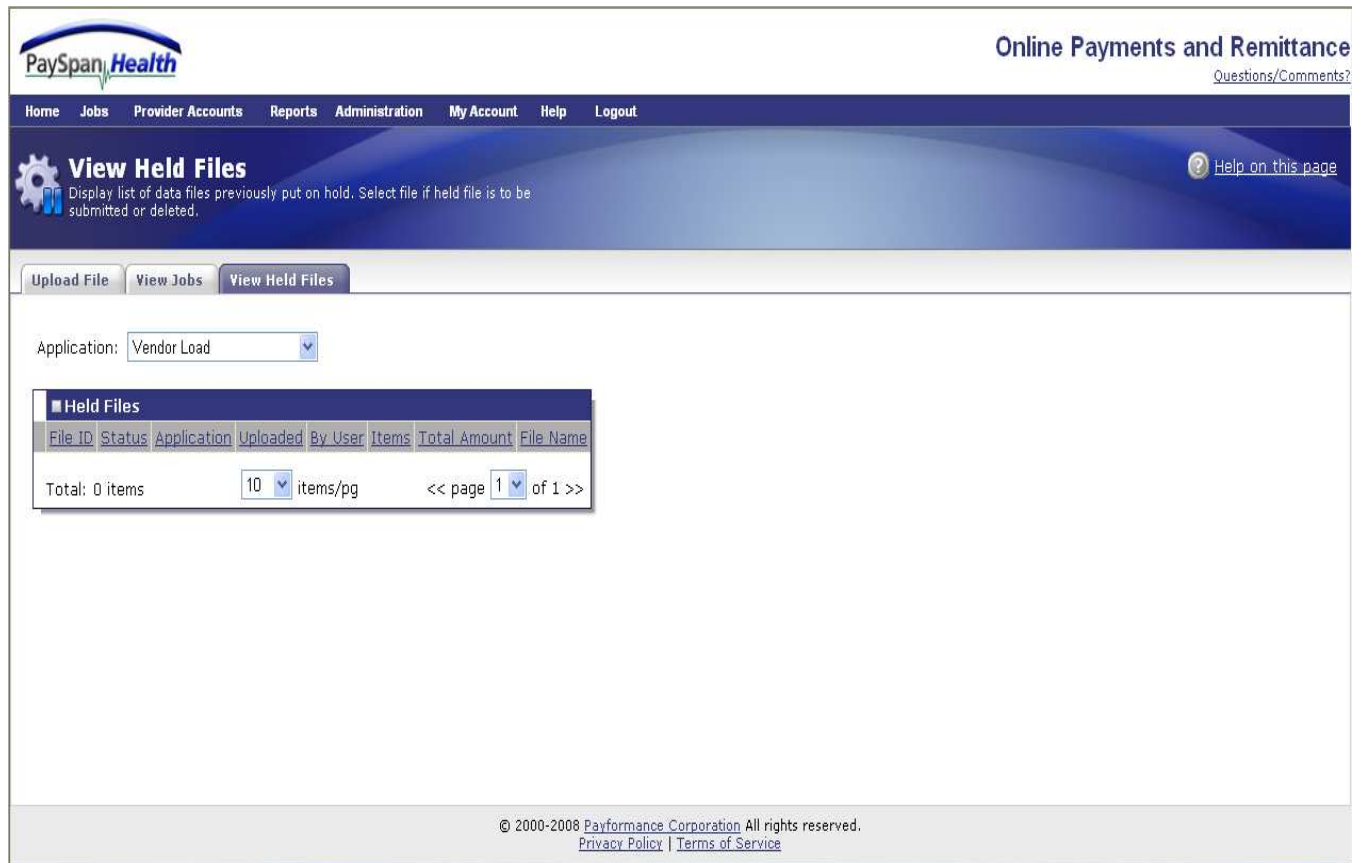
By selecting a job from the **Job ID column** the **Job Status** screen will display.

Any column can be sorted if the title link is selected.

The dropdown arrows provide other options to choose from when viewing various jobs, whether by **Application** or **Job Status**.

View Held Files

By selecting the **View Held Files** tab the following screen will appear:



PaySpan Health Online Payments and Remittance
[Questions/Comments?](#)

Home Jobs Provider Accounts Reports Administration My Account Help Logout

View Held Files [Help on this page](#)

Display list of data files previously put on hold. Select file if held file is to be submitted or deleted.

Upload File View Jobs **View Held Files**

Application: Vendor Load

Held Files							
File ID	Status	Application	Uploaded	By User	Items	Total Amount	File Name
Total: 0 items							

10 items/pg << page 1 of 1 >>

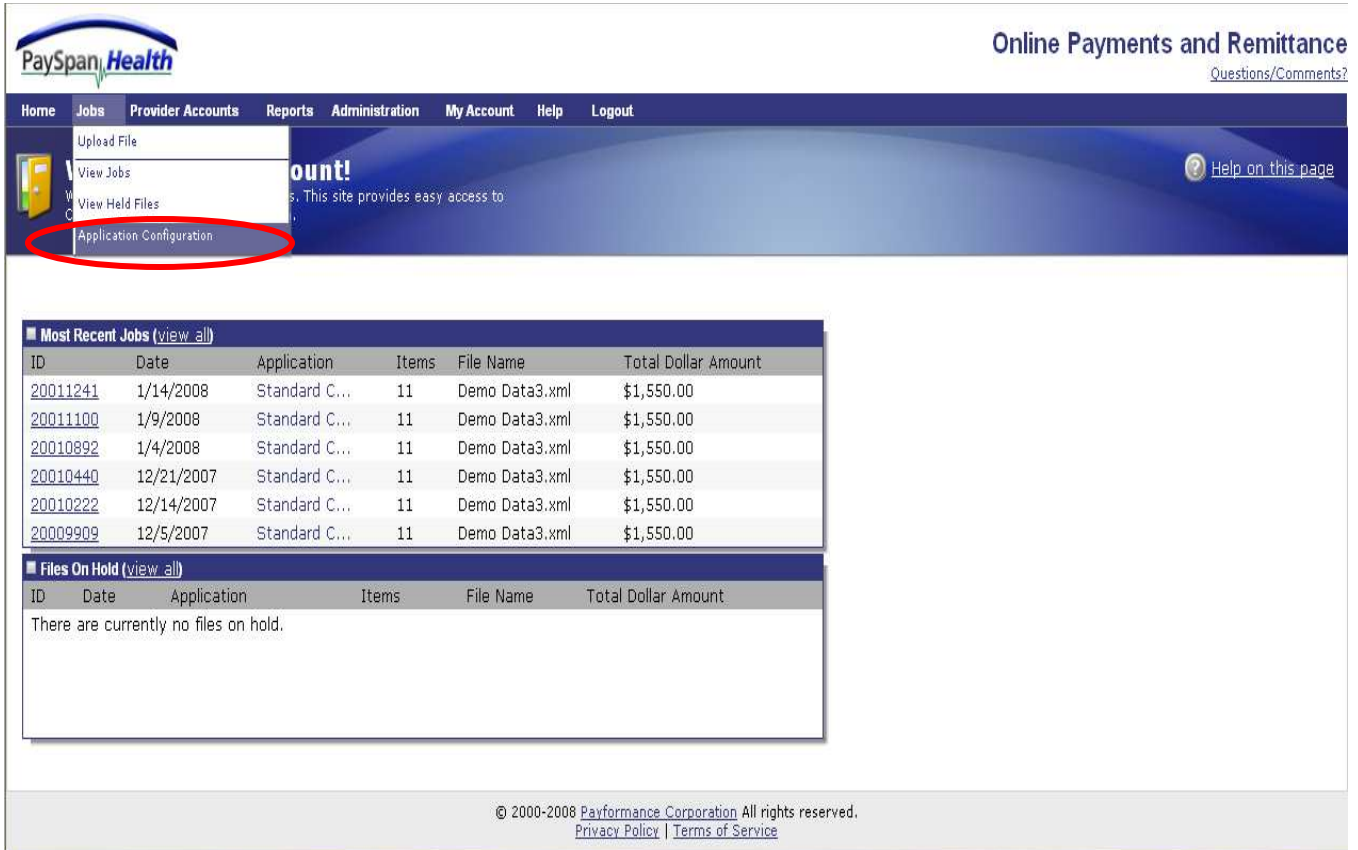
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This functionality can be used to review files until the user wishes to move forward with processing.

The Held File Functionality is a custom configuration that is available upon request of the Payer.

Application Configuration

The last item to select from the **Jobs** dropdown tab is the **Application Configuration** tab as illustrated below:



The screenshot shows the PaySpan Health web application interface. The top navigation bar includes the PaySpan Health logo, the text "Online Payments and Remittance", and a link for "Questions/Comments?". Below this is a main navigation menu with tabs for "Home", "Jobs", "Provider Accounts", "Reports", "Administration", "My Account", "Help", and "Logout". A dropdown menu is open under the "Jobs" tab, listing options: "Upload File", "View Jobs", "View Held Files", and "Application Configuration". The "Application Configuration" option is circled in red. Below the dropdown menu, there is a "Most Recent Jobs" table and a "Files On Hold" section.

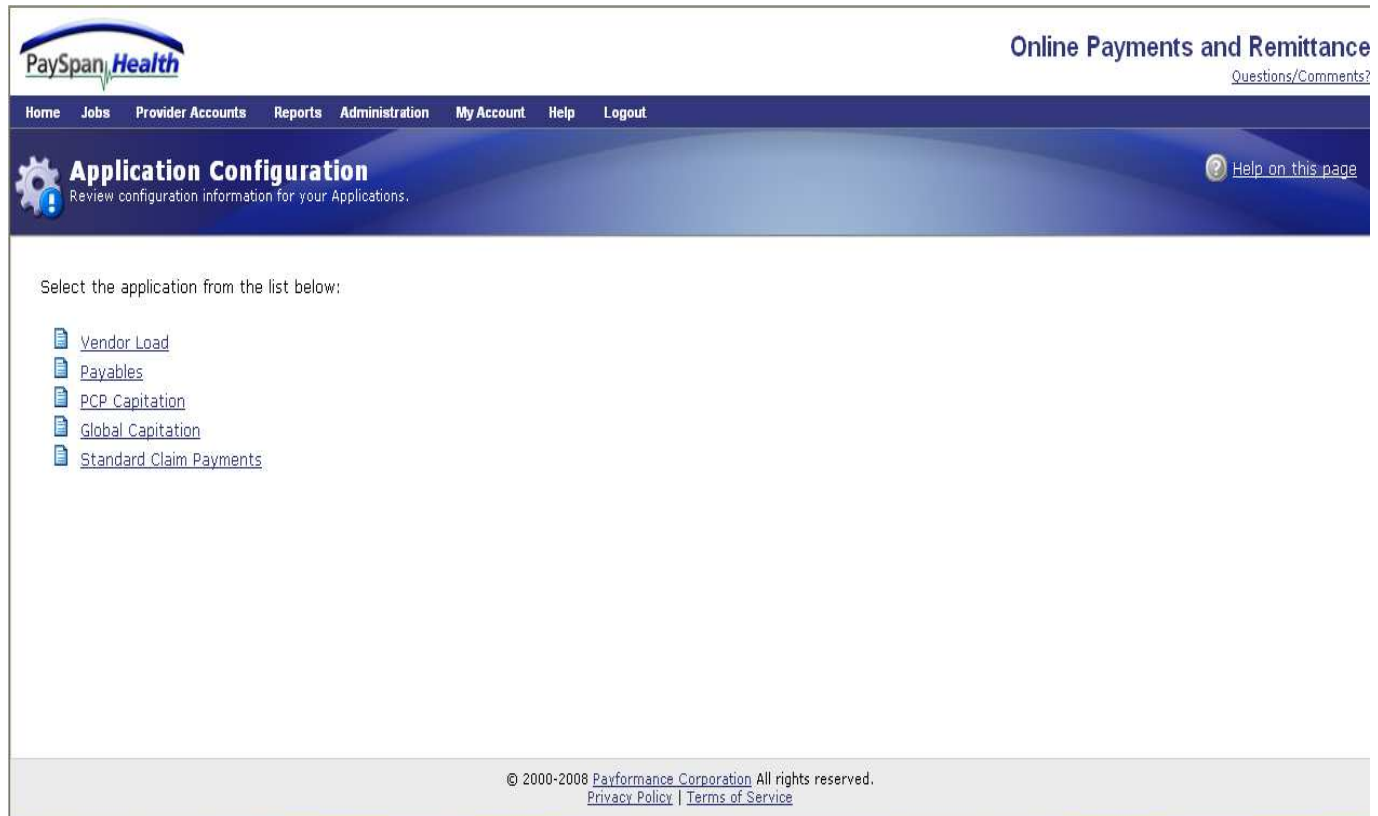
Most Recent Jobs (view all)					
ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

Files On Hold (view all)					
ID	Date	Application	Items	File Name	Total Dollar Amount
There are currently no files on hold.					

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Application Configuration

By selecting the **Application Configuration** tab the following screen will appear:



PaySpan Health Online Payments and Remittance
Questions/Comments?

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Application Configuration
Review configuration information for your Applications. Help on this page

Select the application from the list below:

- [Vendor Load](#)
- [Payables](#)
- [PCP Capitation](#)
- [Global Capitation](#)
- [Standard Claim Payments](#)

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This screen allows the user to view the configuration information for the various applications available.

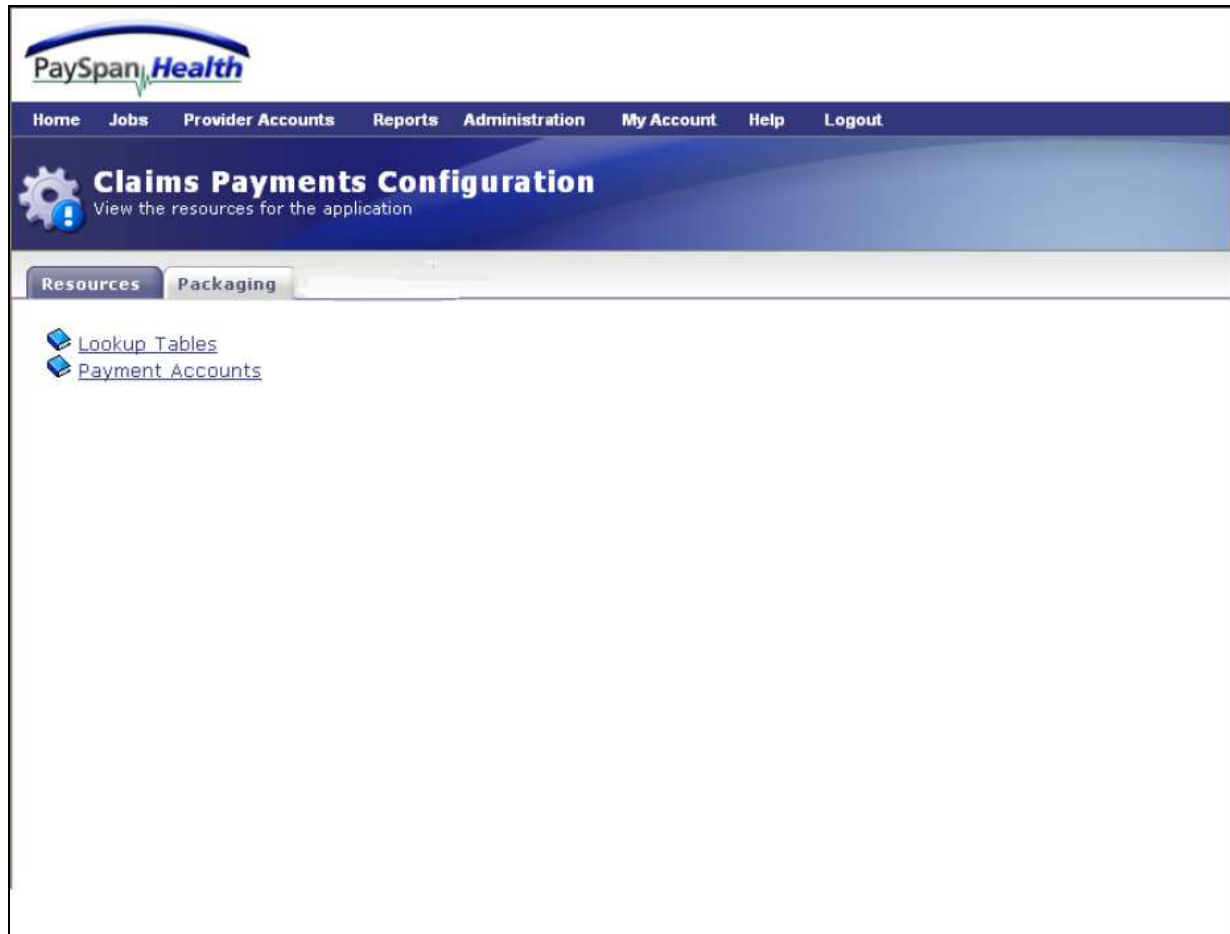
An application represents a file type of data in the PaySpan Health System. For example, Claims Payments or Accounts Payables are considered applications.

Applications are configured based on customer requirements.

Application Configuration

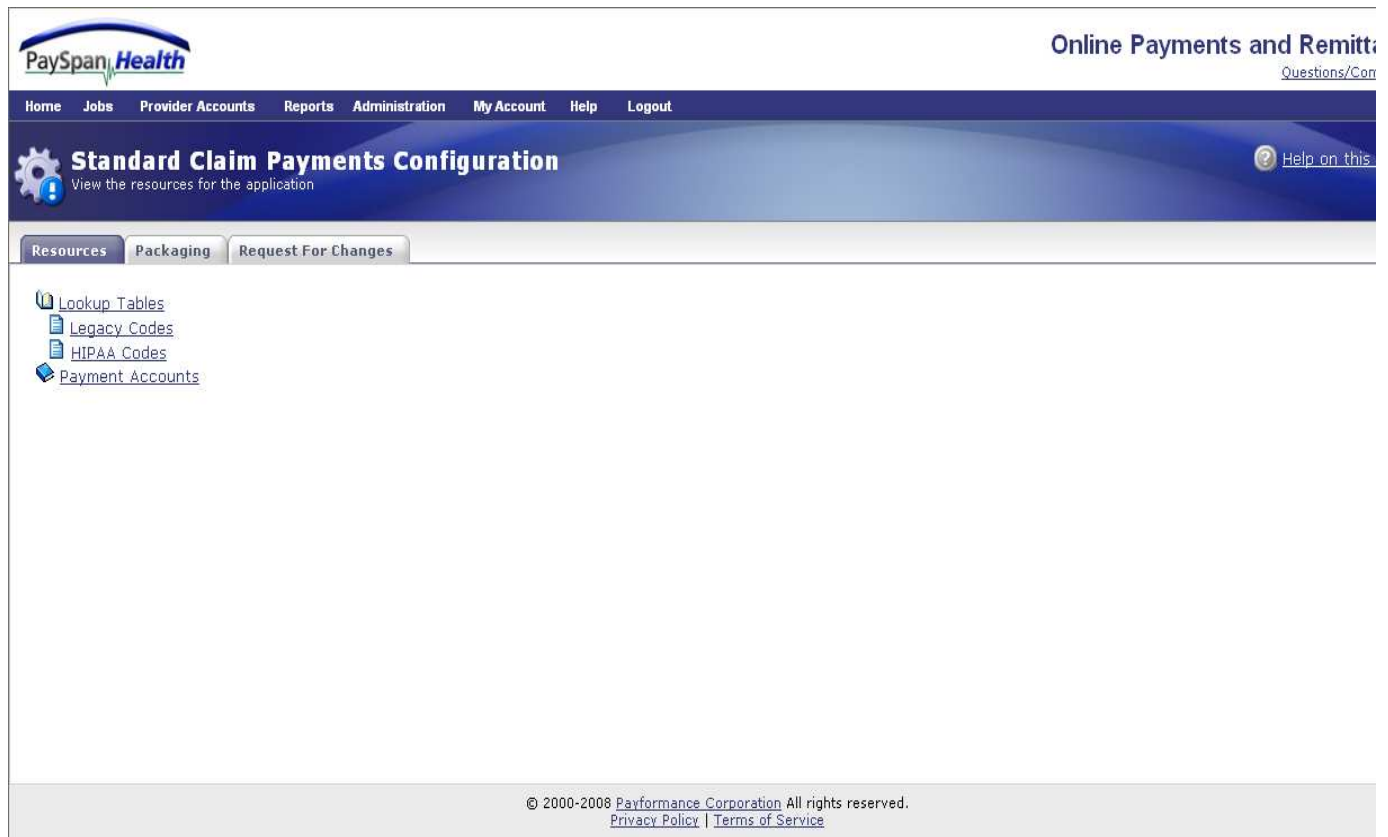
When selecting one of the Applications from the list, the following screen will appear.

In this case, the Claim Payments configuration was selected.



Application Configuration

By selecting **Lookup Tables** the following screen appears:

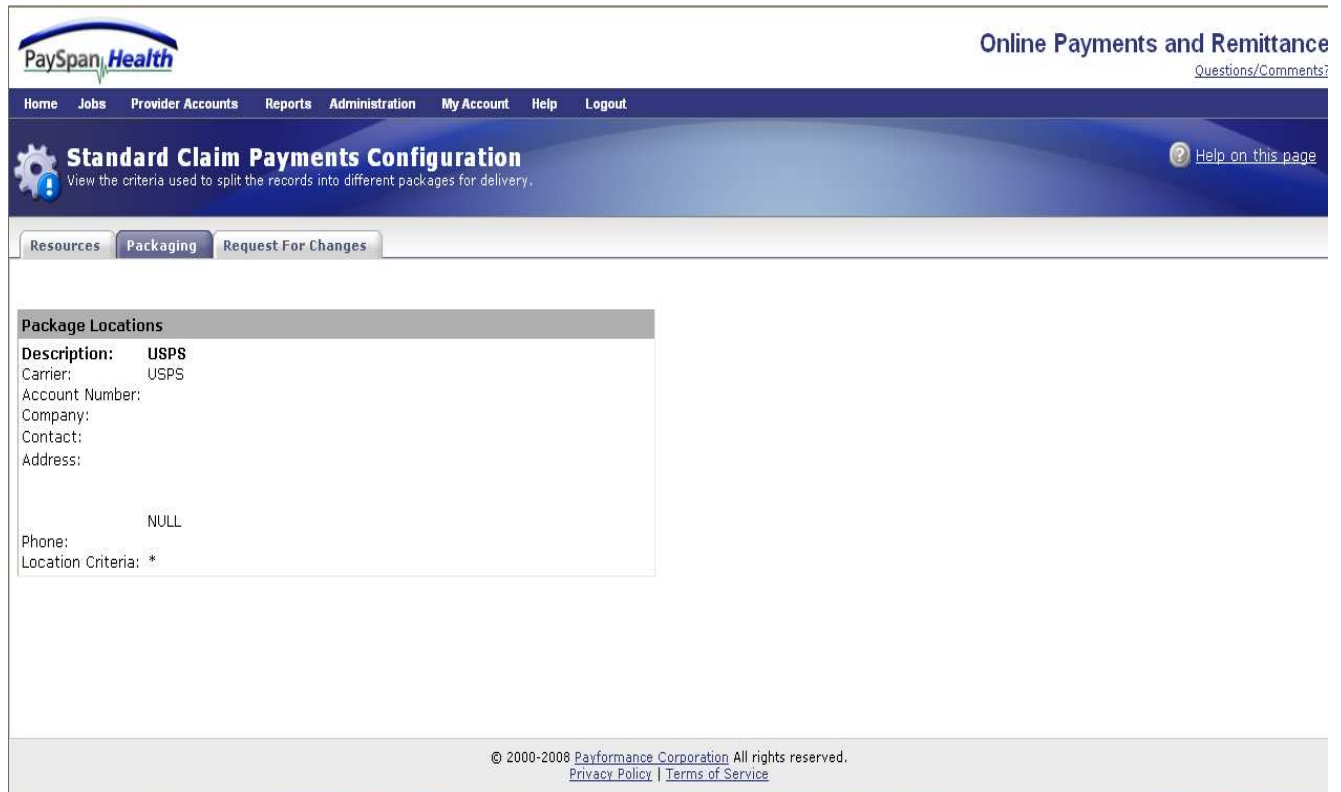


The screenshot shows the 'Standard Claim Payments Configuration' interface. At the top, there is a navigation bar with the PaySpan Health logo on the left and 'Online Payments and Remitt' on the right. Below the logo is a menu with items: Home, Jobs, Provider Accounts, Reports, Administration, My Account, Help, and Logout. The main header area contains the title 'Standard Claim Payments Configuration' and a sub-header 'View the resources for the application'. There are three tabs: 'Resources' (selected), 'Packaging', and 'Request For Changes'. Under the 'Resources' tab, there is a list of links: 'Lookup Tables', 'Legacy Codes', 'HIPAA Codes', and 'Payment Accounts'. At the bottom of the page, there is a copyright notice: '© 2000-2008 Payformance Corporation All rights reserved. Privacy Policy | Terms of Service'.

Lookup Tables contain data such as Legacy Code or Claim Adjustment Reason Code information.

Application Configuration

By selecting the **Packaging** Tab the following screen will appear:



The screenshot shows the PaySpan Health application interface. At the top right, it says "Online Payments and Remittance" with a link for "Questions/Comments?". The navigation menu includes "Home", "Jobs", "Provider Accounts", "Reports", "Administration", "My Account", "Help", and "Logout". The main heading is "Standard Claim Payments Configuration" with a sub-heading "View the criteria used to split the records into different packages for delivery." and a "Help on this page" link. Below the heading are three tabs: "Resources", "Packaging" (which is selected), and "Request For Changes". The "Packaging" tab displays a "Package Locations" section with the following details:

- Description: USPS
- Carrier: USPS
- Account Number:
- Company:
- Contact:
- Address:
- Phone: NULL
- Location Criteria: *

At the bottom of the page, there is a copyright notice: "© 2000-2008 Payformance Corporation All rights reserved." with links for "Privacy Policy" and "Terms of Service".

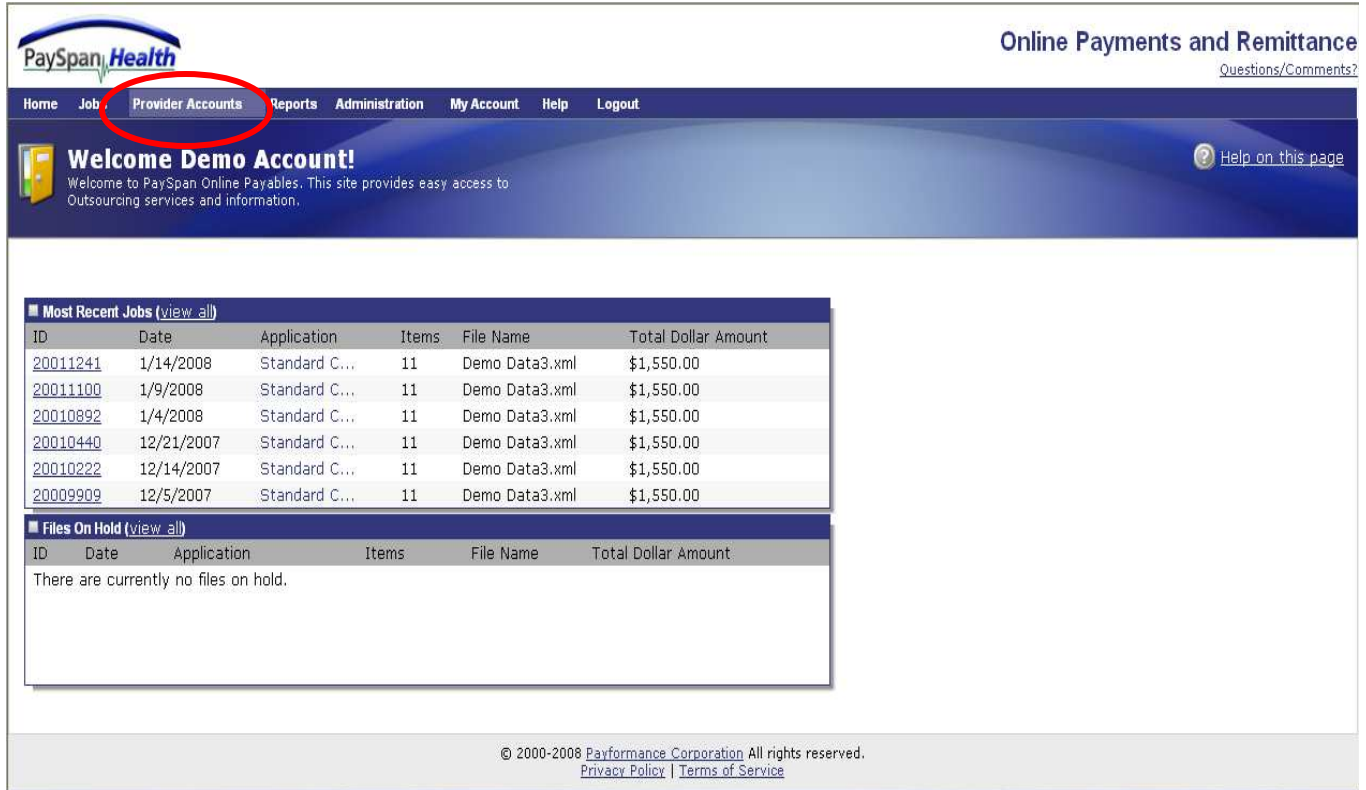
Package Locations can be used to handle routine occurrences of redirected items.

For example, if a check for a provider must always be mailed back to the Payer, this can be accomplished by creating a package location for the provider.

Package Locations are only used for customers that utilize the Payformance's print service.

Provider Accounts

The Provider Accounts section is accessed from the navigation bar as shown below.



PaySpan Health Online Payments and Remittance [Questions/Comments?](#)

Home Job **Provider Accounts** Reports Administration My Account Help Logout

Welcome Demo Account! [Help on this page](#)
 Welcome to PaySpan Online Payables. This site provides easy access to Outsourcing services and information.

Most Recent Jobs ([view all](#))

ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

Files On Hold ([view all](#))

ID	Date	Application	Items	File Name	Total Dollar Amount
There are currently no files on hold.					

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Provider Accounts

This functionality enables the Payer to locate information regarding Provider Receiving Accounts. The user is able to search by provider name, provider address, Receiving Account Name, bank name, bank routing and account number, as well as Legacy Number, TIN and/or NPI. This function requires a user to receive access to the security token Provider Account Access.

In order to perform a search using this tool, the user must select at least one item from the left and one from the right in the Receiving Account Search box.



The screenshot shows the PaySpan Health web application interface for searching Provider Receiving Accounts. The page has a navigation menu with links for Home, Jobs, Provider Accounts, Reports, Administration, My Account, Help, and Logout. The main heading is "Provider Accounts" with the subtext "Search Provider Receiving Accounts."

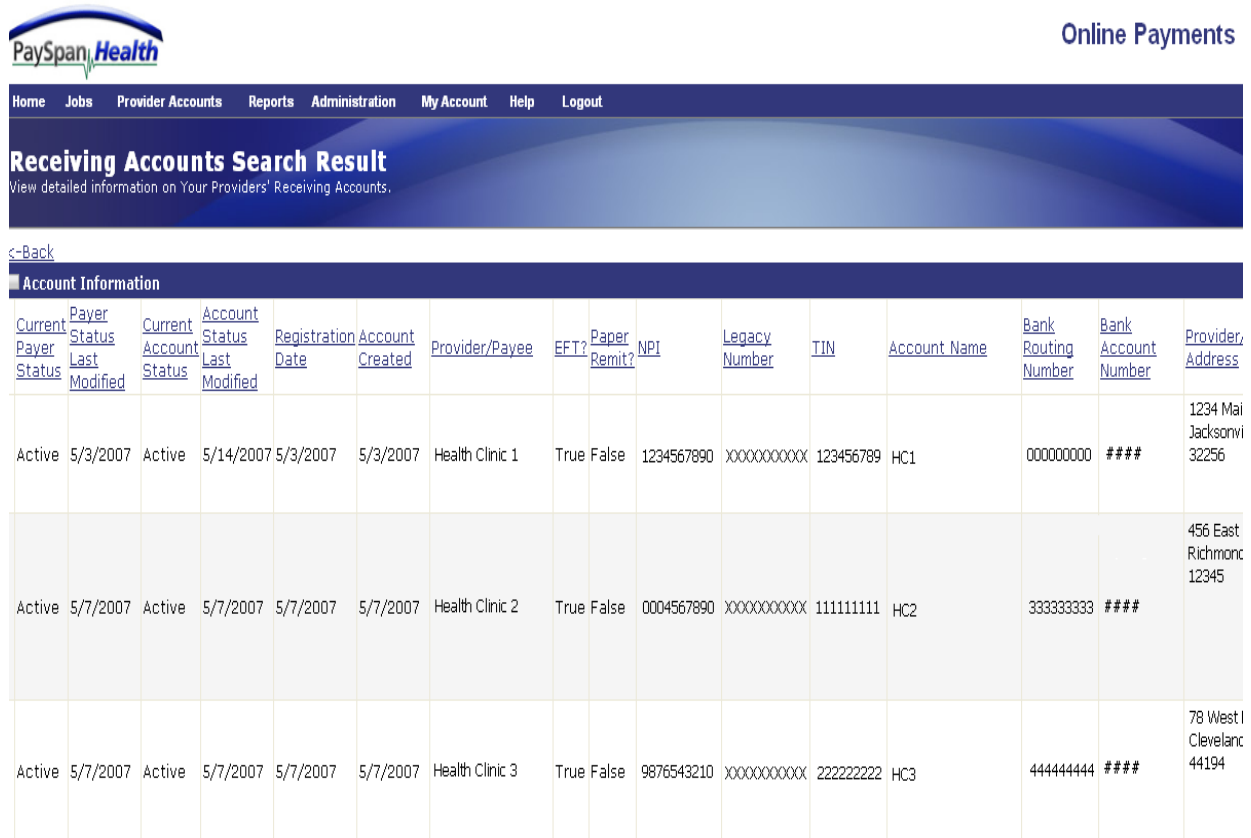
The "Receiving Account Search" section includes the following fields and options:

- Select Account Status to Search for:**
 - Buttons:
 - Left column: EFT, NonEFT
 - Right column: Active, Pending, Rejected, Locked
 - Instruction: "Please check at least one box from each column above. Click 'All' to check all boxes."
- Receiving Account Effective Date:** [] TO [] Date Format (MM/DD/YYYY)
- Date Account Last Modified:** [] TO [] Date Format (MM/DD/YYYY)
- Instruction: "All fields support exact match or wildcard searches, e.g. 1123* or john*" and "Results returned will be limited to 1000, so it is important to be specific when entering selection criteria."
- Provider/Payee Name:** []
- Provider/Payee City:** []
- Provider/Payee State:** []
- Provider/Payee Zip:** []
- Bank Routing Number:** []
- Bank Account Number:** []
- Legacy Number (PIN):** []
- TIN:** []
- NPI:** []

At the bottom of the search form are three buttons: , , and .

Provider Accounts

After choosing a selection from both of the columns at the top of the Receiving Account Search box and selecting the Search button, the following results screen will display.



[Online Payments](#)

Home Jobs **Provider Accounts** Reports Administration My Account Help Logout

Receiving Accounts Search Result

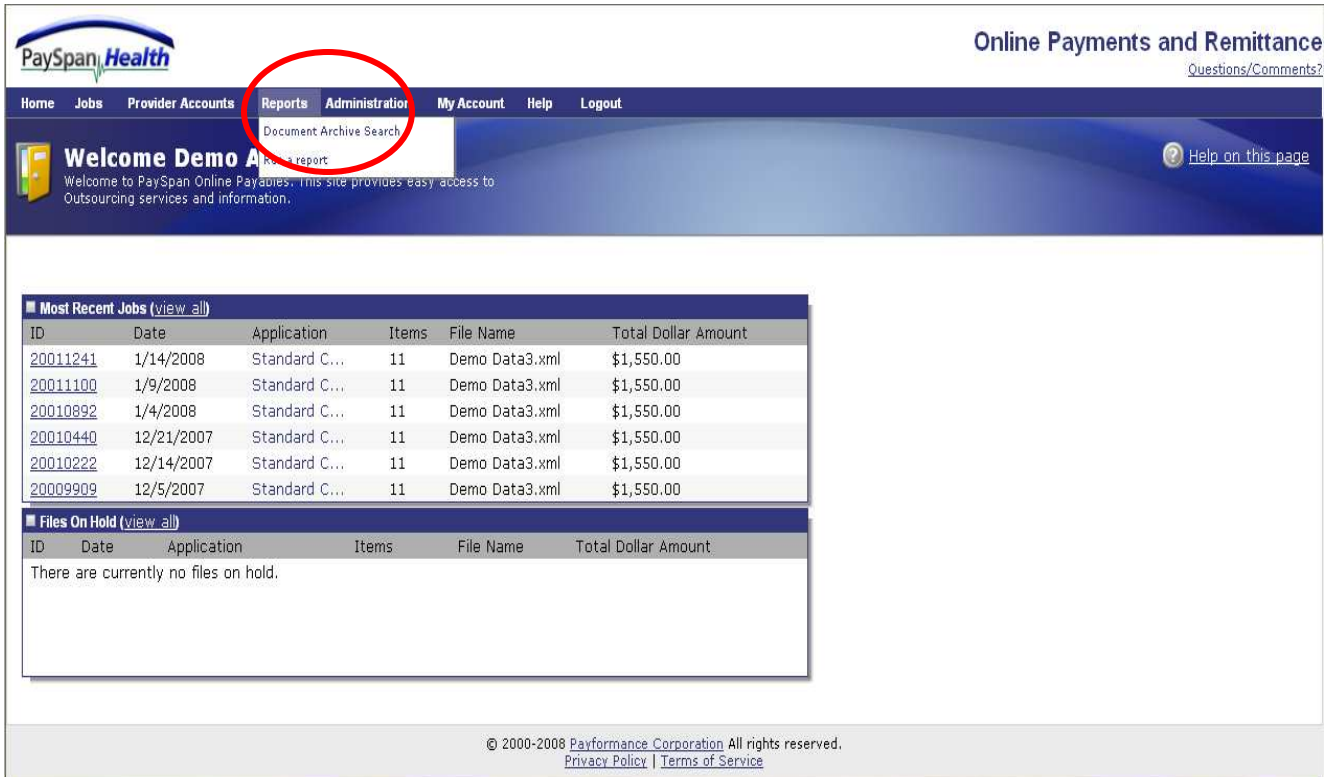
View detailed information on Your Providers' Receiving Accounts.

[←Back](#)

Current Payer Status	Payer Status Last Modified	Current Account Status	Account Status Last Modified	Registration Date	Account Created	Provider/Payee	EFT?	Paper Remit?	NPI	Legacy Number	TIN	Account Name	Bank Routing Number	Bank Account Number	Provider Address
Active	5/3/2007	Active	5/14/2007	5/3/2007	5/3/2007	Health Clinic 1	True	False	1234567890	XXXXXXXXXX	123456789	HC1	000000000	####	1234 Mai Jacksonvi 32256
Active	5/7/2007	Active	5/7/2007	5/7/2007	5/7/2007	Health Clinic 2	True	False	0004567890	XXXXXXXXXX	111111111	HC2	333333333	####	456 East Richmond 12345
Active	5/7/2007	Active	5/7/2007	5/7/2007	5/7/2007	Health Clinic 3	True	False	9876543210	XXXXXXXXXX	222222222	HC3	444444444	####	78 West Cleveland 44194

Reports

The **Reports** tab contains two options as displayed below:



The screenshot shows the PaySpan Health website interface. The top navigation bar includes links for Home, Jobs, Provider Accounts, Reports, Administration, My Account, Help, and Logout. The Reports tab is highlighted, and a dropdown menu is open, showing 'Document Archive Search' as the selected option. Below the navigation bar, there is a 'Welcome Demo Account' message and a 'Help on this page' link. The main content area displays two tables: 'Most Recent Jobs' and 'Files On Hold'.

Most Recent Jobs (view all)					
ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

Files On Hold (view all)					
ID	Date	Application	Items	File Name	Total Dollar Amount
There are currently no files on hold.					

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Select **Document Archive Search** from the dropdown option above.

The reports option gives the user the freedom to review history of jobs, research claim payments and other useful information.

Document Archive Search

Searching

A 'wildcard' means you can enter an asterisk where some of the search criteria are unknown. For example, for the last name Smith, you could enter Smit*. Wildcards can be placed at the middle or end of the search criteria.

Character Fields

Character fields in the Document Archive support exact matches, comma separated lists, and wild card searches (*) at the middle and end of the search criteria. Following are examples of search criteria that may be entered for a character field:

- John Doe (this will return all documents that have the exact string "John Doe" in this field)
- John Doe, John Smith (this will return all documents that have either the exact string "John Doe" or the exact string "John Smith" in this field)
- John* (this will return all documents with a string beginning with "John" in this field)

Note that some fields are character fields in the system even though they appear to represent numeric data. An example might be a check number or account number. These types of fields are character fields so that leading zeros are preserved and non-numeric characters can be supported if necessary. On the Document Archive screen, the data type for the field is displayed to the right of the field. If the user was searching number and was missing a digit, the digit can be replaced with a wildcard.

Following are examples of search criteria that may be entered for this type of field:

- 001234567 (e.g. for an account number field; this will return all documents with the exact string "001234567" in the account number field).
- 0012* (e.g. for an account number field; this will return all documents with account numbers beginning with "0012")
- 2*,3* (e.g. for an account number field; this will return all documents with account numbers beginning with "2" or "3")

Character Fields - continued

- 101,132,215 (e.g. for a check number field; this will return documents with either "101", "132", or "215" in the check number field)

Date Fields

Users may search on a date field in one of the following three ways:

Single date: Click the first calendar icon to pop up the calendar control and select a date, or enter the date directly in the first text box. Users must have the first radio button selected to enable the calendar controls and their text boxes. This will return all documents that have a date field on this specific date.

Start and stop dates: Use both calendar controls to specify start and stop dates for a custom date period. Users must have the first radio button selected to enable the calendar controls and their text boxes. This will return all documents with a date that is on or between these two dates.

Relative date period: Select the "Date Period" radio button to enable the date period drop down box. Select either 'Today', 'This Week', or 'This Month' from the drop down box. These date periods are relative to today's date. This type of search is especially useful for saved queries, where users want the search to always be relative to the day the query is run.

Numeric Fields

Numeric fields support exact matches, comma separated lists, and numeric ranges. Dollar amounts are generally stored as numeric fields in the system. Dollar sign and commas should not be used in the search fields.

Note: The only possible use for a comma in the search field is to indicate an either/or amount. For example, entering 100,567.89 will return all the payments that have either the exact value of 100 or 567.89.

Following are examples of search criteria that may be entered for a numeric field:

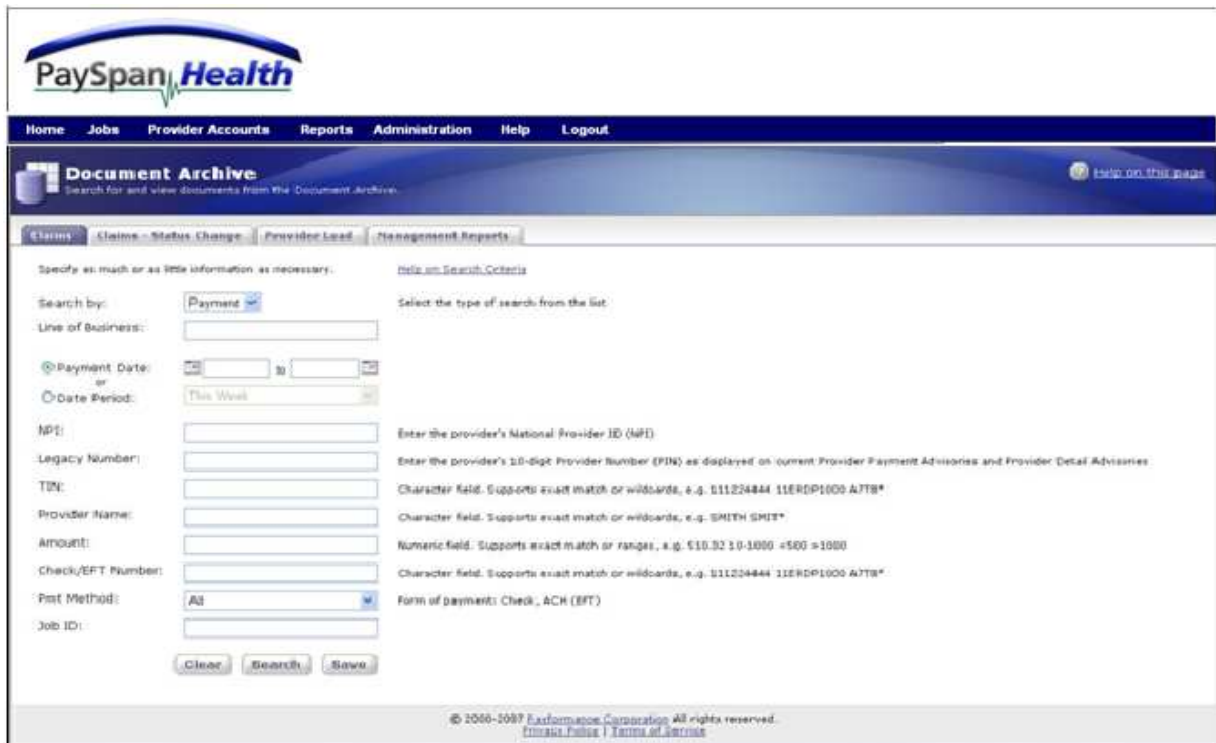
- 541.13 (This will return all documents that have the exact numeric value 541.13 in this field).

Numeric Fields - continued

- 10,1000 (This will return all documents that have either the exact value 10 or the exact value 1,000 in this field).
- 10-1000 (This will return all documents with a value in this field that is between 10 and 1,000).
- <100 (This will return all documents with a value in this field that is less than 100).
- >3000 (This will return all documents with a value in this field that is greater than 3,000).

Search by Payment

In Document Archive Search, users can search by Payment or Claim.



PaySpan Health

Home Jobs Provider Accounts Reports Administration Help Logout

Document Archive
Search for and view documents from the Document Archive. [Help on this page](#)

Claims Claims - Status Change Provider Lead Management Reports

Specify as much or as little information as necessary. [Help on Search Criteria](#)

Search by: Select the type of search from the list:

Line of Business:

Payment Date: to

Date Period:

NPI: Enter the provider's National Provider ID (NPI)

Legacy Number: Enter the provider's 10-digit Provider Number (PIN) as displayed on current Provider Payment Advisories and Provider Detail Advisories

TIN: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Provider Name: Character field. Supports exact match or wildcards, e.g. SMITH SMIT*

Amount: Numeric field. Supports exact match or ranges, e.g. \$10.92 1 0-1000 =500 =1000

Check/EFT Number: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Post Method: Form of payment: Check, ACH (EFT)

Job ID:

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Document Archive Search allows users to search for information on payments based on criteria entered. Using the Amount field enables users to search for entire check payment amounts, not individual payments on claims.

Search by Payment - continued

Below is the result of a Document Archive Search by Payments.

The user can uncheck the top box to deselect all checked boxes, or select certain lines by checking the box for the line item.

The results can be exported into a report in Excel, HTML or PDF.

The return button takes the user back to the previous screen.

Any column selected can be sorted by selecting the link above that column. When selecting the [View](#) link from the left side of the screen a screen will appear for that claim as shown on the next page.



Document Archive
Search for and view documents from the Document Archive.

Home Jobs Provider Accounts Reports Administration Help Logout

Claims Claims - Status Change Provider Lead Management Reports

Search Criteria: This search was limited to 1000 records.
Provider Name: job*

Results

	Job ID	Payment Date	Provider Name	NPI	Legacy Number	TIN	Check/REF Number	Amount	Pmt Method	Line of Business	Effective Date	Availability Date	
View	20000011	9/14/2006	JOHN J FOE DMD	0000x00000			PRETREAT	\$0.00	Non		9/14/2006	9/14/2006	<input type="checkbox"/>
View	20000011	9/14/2006	JOHN K SMITH DMD	0000x00000			PRETREAT	\$0.00	Non		9/14/2006	9/14/2006	<input type="checkbox"/>
View	20000012	9/15/2006	JOHN A FOE MD FACC	0000M00000			xxxxxxx	\$751.61	Check		9/15/2006	9/15/2006	<input type="checkbox"/>
View	20000012	9/15/2006	JOHN A FOE MD FACC	0000M00000			xxxxxxx	\$58.27	Check		9/15/2006	9/15/2006	<input type="checkbox"/>
View	20000012	9/15/2006	JOHN A FOE MD FACC	0000M00000			xxxxxxx	\$1,138.70	Check		9/15/2006	9/15/2006	<input type="checkbox"/>
View	20000012	9/15/2006	JOHN A FOE MD FACC	0000M00000			xxxxxxx	\$1,505.92	Check		9/15/2006	9/15/2006	<input type="checkbox"/>
View	20000012	9/15/2006	JOHN A FOE MD FACC	0000M00000			NONCHECK	\$0.00	Non		9/15/2006	9/15/2006	<input type="checkbox"/>
View	20000012	9/15/2006	JOHN A GORE PAUL DMD AND	0000x00000			NONCHECK	\$0.00	Non		9/15/2006	9/15/2006	<input type="checkbox"/>
View	20000012	9/15/2006	JOHN A POE DMD PC	0000x00000			NONCHECK	\$0.00	Non		9/15/2006	9/15/2006	<input type="checkbox"/>
View	20000012	9/15/2006	JOHN A ASH DBA DMD PC	0000x00000			NONCHECK	\$0.00	Non		9/15/2006	9/15/2006	<input type="checkbox"/>

Total: 1000 items, \$533,044.64

10 items/pg << page 1 of 100 >>

Export selected items as:

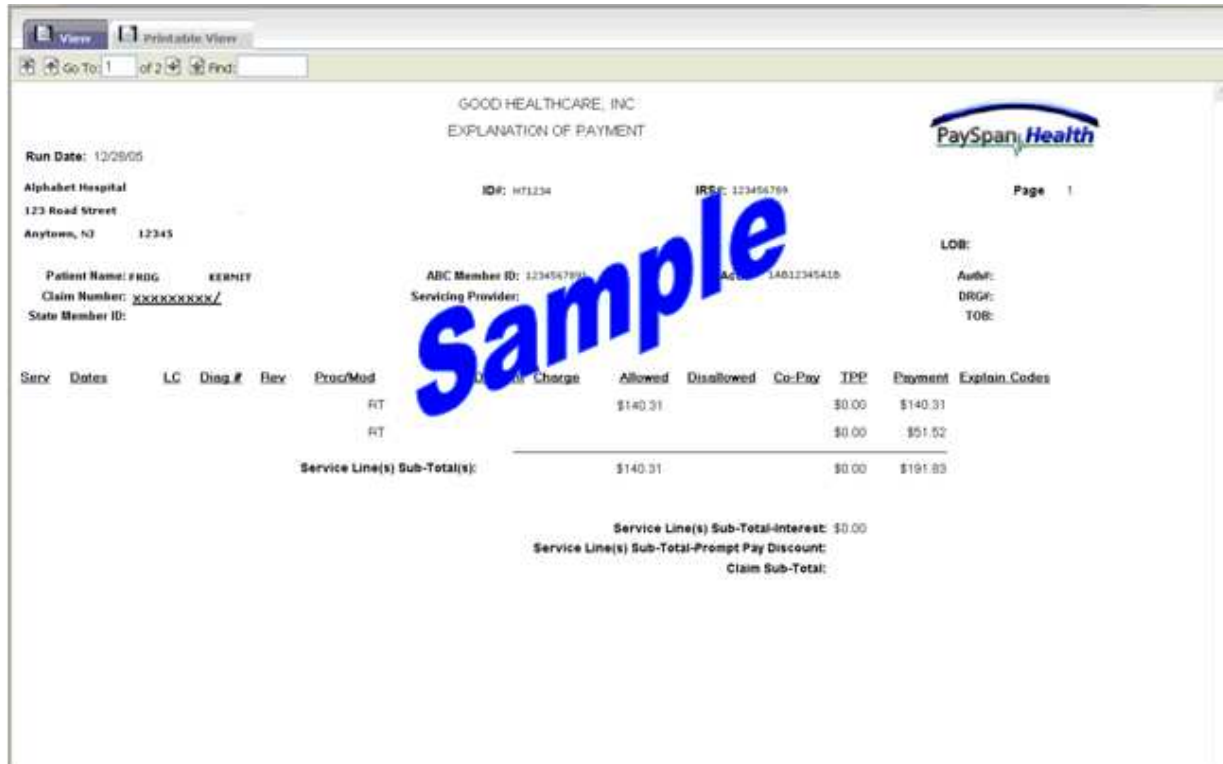
USER TIP: Depending on browser settings, you may need to depress the Control (Ctrl) key when launching an Export report.

[Click here to update the Payment Status of selected records >>](#)

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Explanation of Payment View

This view allows the user to focus on an individual claim and how it was adjudicated.



GOOD HEALTHCARE, INC
EXPLANATION OF PAYMENT

Run Date: 12/28/05

Alphabet Hospital
123 Road Street
Anytown, NJ 12345

Patient Name: #RDG KERNEY
Claim Number: [xxxxxxx/](#)
State Member ID:

ID#: HT1234
IRS#: 123456789
Page: 1

ABC Member ID: 123456789
Servicing Provider:
Acct: 14012345610

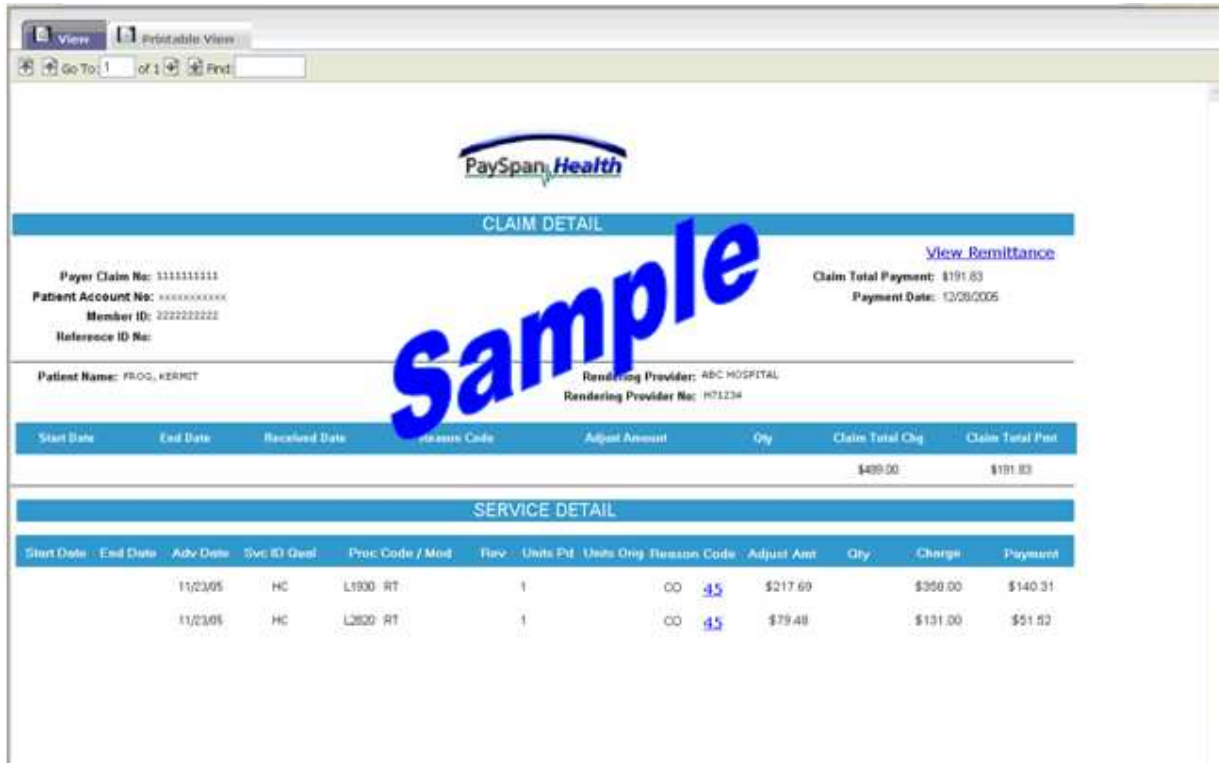
LOB:
Auth#:
DRGE:
TOE:

Serv	Dates	LC	Diag.#	Rev	Proc/Mod	Charge	Allowed	Disallowed	Co-Pay	TPE	Payment	Explain_Codes
					RT		\$140.31			\$0.00	\$140.31	
					RT					\$0.00	\$51.52	
Service Line(s) Sub-Total(s):							\$140.31			\$0.00	\$191.83	
											Service Line(s) Sub-Total-Interest:	\$0.00
											Service Line(s) Sub-Total-Prompt Pay Discount:	
											Claim Sub-Total:	

By selecting the claim number link, the user can view the reason code for the adjustment listed on the claim. The screen that displays once the claim number has been selected is pictured on the following page.

Claim Detail View

The user can select the link for the reason code to obtain the description of the reason code. Select the View Remittance link to go back to the remittance advice.



CLAIM DETAIL

Payer Claim No: 1111111111
 Patient Account No: XXXXXXXXX
 Member ID: 222222222
 Reference ID No:

[View Remittance](#)
 Claim Total Payment: \$191.83
 Payment Date: 12/28/2005

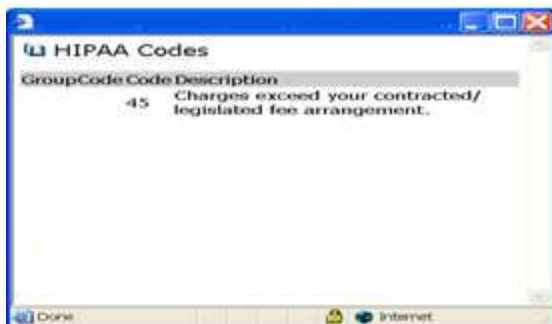
Patient Name: FROG, KERRIT
 Rendering Provider: ABC HOSPITAL
 Rendering Provider No: H71234

Start Date	End Date	Received Date	Access Code	Adjust Amount	Qty	Claim Total Chg	Claim Total Paid
						\$489.00	\$191.83

SERVICE DETAIL

Start Date	End Date	Adv Date	Svc ID Desc	Proc Code / Mod	Rev	Units Ptd	Units Orig	Reason Code	Adjust Amt	Qty	Charge	Payment
		11/23/05	HC	L100 RT		1		OO 45	\$217.69		\$350.00	\$140.31
		11/23/05	HC	L200 RT		1		OO 45	\$79.48		\$131.00	\$51.52

A pop-up box will appear on the screen displaying the description of the reason code.



Please Wait Message

When a user chooses to view a document or change to a different tab in the Document Viewer, the verbiage “Please Wait” along with an activity indicator shows while the request is processed. Once the processing is complete, the document will appear.



If the request for the document has already been opened and saved in the system, then no activity indicator will show and the requested information will be shown immediately.

The amount of time needed to generate reports will vary based on report size. The report requested will continue to generate until it is complete.

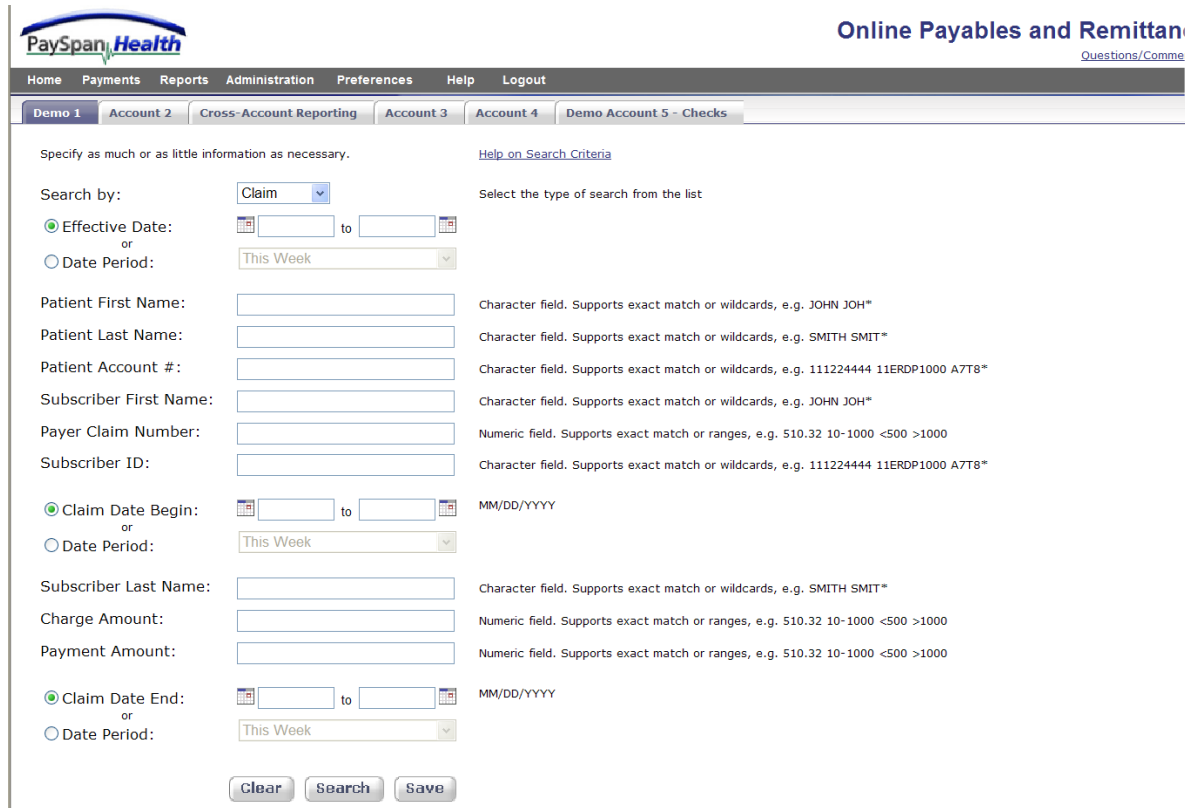
The user has the following options while waiting for the report to generate:

- Wait for the report to generate until it appears.
- Minimize the browser. The user will still be able to navigate in PaySpan Health while the report is generating.
- Close the browser and return to PaySpan Health at a later time. The user will need to enter their search criteria again, select the View link and the report will display once complete.

If there are any questions, please do not hesitate to contact our Support Center by dialing 1-877-331-7154 or by email at providersupport@payspanhealth.com.

Search by Claim

In Document Archive Search, users have the ability to search for claims data.



PaySpan Health Online Payables and Remittance

Home Payments Reports Administration Preferences Help Logout

Demo 1 Account 2 Cross-Account Reporting Account 3 Account 4 Demo Account 5 - Checks

Specify as much or as little information as necessary. [Help on Search Criteria](#)

Search by: Select the type of search from the list

Effective Date: to
or
 Date Period:

Patient First Name: Character field. Supports exact match or wildcards, e.g. JOHN JOH*

Patient Last Name: Character field. Supports exact match or wildcards, e.g. SMITH SMIT*

Patient Account #: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Subscriber First Name: Character field. Supports exact match or wildcards, e.g. JOHN JOH*

Payer Claim Number: Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Subscriber ID: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Claim Date Begin: to MM/DD/YYYY
or
 Date Period:

Subscriber Last Name: Character field. Supports exact match or wildcards, e.g. SMITH SMIT*

Charge Amount: Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Payment Amount: Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Claim Date End: to MM/DD/YYYY
or
 Date Period:

Document Archive Search allows users to search for information on claims based on criteria entered. Using the Amount field enables users to search for payment amounts (or zero dollar amounts) on claims.

Search by Claim – continued

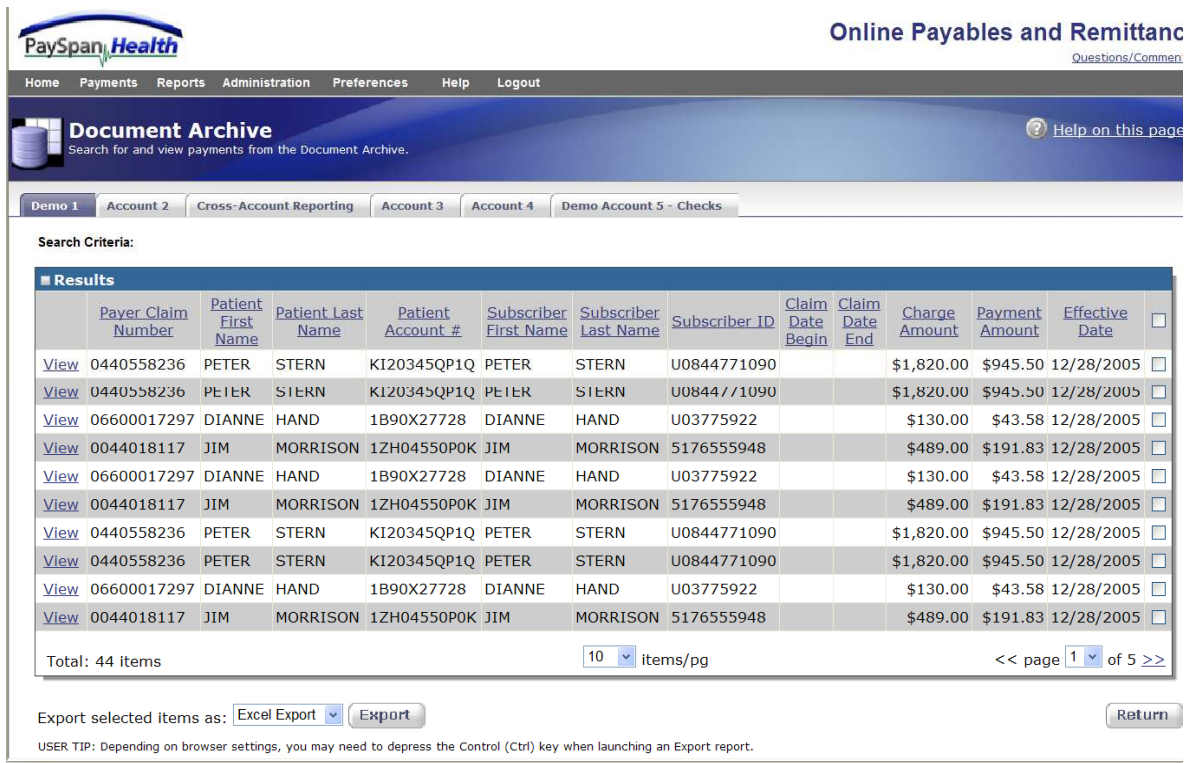
Below is the result of a Document Archive Search by Claims.

The user can uncheck the top box to deselect all checked boxes, or select certain lines by checking the box for the line item.

The results can be exported into a report in Excel, HTML or PDF.

The return button takes the user back to the previous screen.

Any column selected can be sorted by selecting the link above that column. When selecting the [View](#) link from the left side of the screen the Claim Detail screen will appear.



The screenshot shows the PaySpan Health interface for the Document Archive. The page title is "Online Payables and Remittance" with a "Questions/Comments" link. The navigation menu includes Home, Payments, Reports, Administration, Preferences, Help, and Logout. The main heading is "Document Archive" with a sub-heading "Search for and view payments from the Document Archive." and a "Help on this page" link. Below the heading are tabs for "Demo 1", "Account 2", "Cross-Account Reporting", "Account 3", "Account 4", and "Demo Account 5 - Checks".

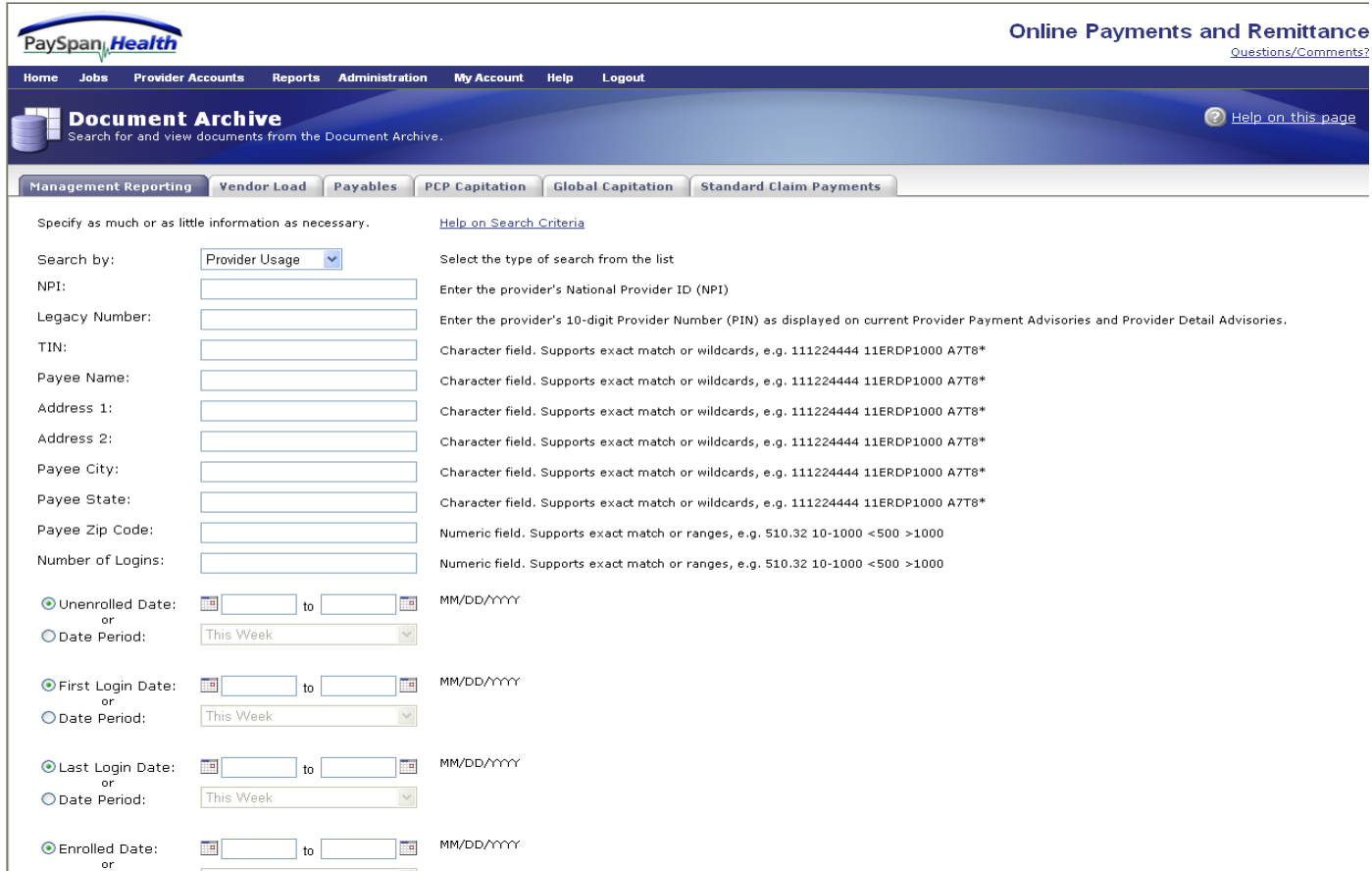
The "Search Criteria:" section is empty. The "Results" section displays a table with 13 columns: Payer Claim Number, Patient First Name, Patient Last Name, Patient Account #, Subscriber First Name, Subscriber Last Name, Subscriber ID, Claim Date Begin, Claim Date End, Charge Amount, Payment Amount, Effective Date, and a checkbox. The table contains 12 rows of data, each with a "View" link in the first column. The data is as follows:

	Payer Claim Number	Patient First Name	Patient Last Name	Patient Account #	Subscriber First Name	Subscriber Last Name	Subscriber ID	Claim Date Begin	Claim Date End	Charge Amount	Payment Amount	Effective Date	
View	0440558236	PETER	STERN	KI20345QP1Q	PETER	STERN	U0844771090			\$1,820.00	\$945.50	12/28/2005	<input type="checkbox"/>
View	0440558236	PETER	STERN	KI20345QP1Q	PETER	STERN	U0844771090			\$1,820.00	\$945.50	12/28/2005	<input type="checkbox"/>
View	06600017297	DIANNE	HAND	1B90X27728	DIANNE	HAND	U03775922			\$130.00	\$43.58	12/28/2005	<input type="checkbox"/>
View	0044018117	JIM	MORRISON	1ZH04550P0K	JIM	MORRISON	5176555948			\$489.00	\$191.83	12/28/2005	<input type="checkbox"/>
View	06600017297	DIANNE	HAND	1B90X27728	DIANNE	HAND	U03775922			\$130.00	\$43.58	12/28/2005	<input type="checkbox"/>
View	0044018117	JIM	MORRISON	1ZH04550P0K	JIM	MORRISON	5176555948			\$489.00	\$191.83	12/28/2005	<input type="checkbox"/>
View	0440558236	PETER	STERN	KI20345QP1Q	PETER	STERN	U0844771090			\$1,820.00	\$945.50	12/28/2005	<input type="checkbox"/>
View	0440558236	PETER	STERN	KI20345QP1Q	PETER	STERN	U0844771090			\$1,820.00	\$945.50	12/28/2005	<input type="checkbox"/>
View	06600017297	DIANNE	HAND	1B90X27728	DIANNE	HAND	U03775922			\$130.00	\$43.58	12/28/2005	<input type="checkbox"/>
View	0044018117	JIM	MORRISON	1ZH04550P0K	JIM	MORRISON	5176555948			\$489.00	\$191.83	12/28/2005	<input type="checkbox"/>

Below the table, it shows "Total: 44 items" and a pagination control set to "10 items/pg" on "page 1 of 5". At the bottom, there is an "Export selected items as:" section with a dropdown menu set to "Excel Export" and an "Export" button. A "Return" button is also present. A "USER TIP" at the bottom states: "Depending on browser settings, you may need to depress the Control (Ctrl) key when launching an Export report."

Management Reports

The Management Reports tab on the Document Archive screen is shown below.




The screenshot shows the PaySpan Health web application interface. At the top right, it says "Online Payments and Remittance" with a link for "Questions/Comments?". The navigation bar includes "Home", "Jobs", "Provider Accounts", "Reports", "Administration", "My Account", "Help", and "Logout". The main header is "Document Archive" with a sub-header "Search for and view documents from the Document Archive." and a "Help on this page" link. Below the header, there are tabs for "Management Reporting", "Vendor Load", "Payables", "PCP Capitation", "Global Capitation", and "Standard Claim Payments". The "Management Reporting" tab is active, showing a search form with the following fields and instructions:

- Search by:** A dropdown menu set to "Provider Usage". Instruction: "Select the type of search from the list".
- NPI:** Text input field. Instruction: "Enter the provider's National Provider ID (NPI)".
- Legacy Number:** Text input field. Instruction: "Enter the provider's 10-digit Provider Number (PIN) as displayed on current Provider Payment Advisories and Provider Detail Advisories."
- TIN:** Text input field. Instruction: "Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*"
- Payee Name:** Text input field. Instruction: "Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*"
- Address 1:** Text input field. Instruction: "Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*"
- Address 2:** Text input field. Instruction: "Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*"
- Payee City:** Text input field. Instruction: "Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*"
- Payee State:** Text input field. Instruction: "Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*"
- Payee Zip Code:** Text input field. Instruction: "Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000"
- Number of Logins:** Text input field. Instruction: "Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000"
- Unenrolled Date:** Radio button selected. Fields: MM/DD/YYYY to MM/DD/YYYY. Instruction: "MM/DD/YYYY".
- Date Period:** Radio button unselected. Dropdown menu: "This Week".
- First Login Date:** Radio button selected. Fields: MM/DD/YYYY to MM/DD/YYYY. Instruction: "MM/DD/YYYY".
- Date Period:** Radio button unselected. Dropdown menu: "This Week".
- Last Login Date:** Radio button selected. Fields: MM/DD/YYYY to MM/DD/YYYY. Instruction: "MM/DD/YYYY".
- Date Period:** Radio button unselected. Dropdown menu: "This Week".
- Enrolled Date:** Radio button selected. Fields: MM/DD/YYYY to MM/DD/YYYY. Instruction: "MM/DD/YYYY".
- Date Period:** Radio button unselected. Dropdown menu: "This Week".

For Management Reporting, the user can search by Provider Usage, Provider Claims or Package Location.

Management Reports

A view of the Management Reports Tab in the Document Archive screen can be seen below. For Management Reporting, the user can search by Provider Usage, Provider Claims or Package Location.


Online Payments and Remittance
[Questions/Comments?](#)

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Document Archive [Help on this page](#)

Claims Payments Management Reports Provider Load

Specify as much or as little information as necessary. [Help on Search Criteria](#)

Search by: Provider Usage Select the type of search from the list

NPI: Enter the provider's National Provider ID (NPI)

Legacy Number: Enter the provider's 10-digit Provider Number (PIN) as displayed on current Provider Payment Advisories and Provider Detail Advisories.

TIN: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Payee Name: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Address 1: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Address 2: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Payee City: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Payee State: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Payee Zip Code: Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Number of Logins: Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Unenrolled Date: to MM/DD/YYYY
 or
 Date Period: This Week

Provider Usage Report

The provider usage report is a management tool that allows users from the payer site to monitor the number of times a provider has utilized or logged into the PaySpan Health system. Each record or line of data will include results that render based upon the following data set: user name, Legacy Number and TIN combination.

In this example, one specific TIN search renders four separate results with one user name. While each line of result has the same user name, we are able to track usage more accurately because the results rendered also include the unique Legacy Number and TIN combination. John Doe logged into the system under his user id john_doe@abc.com eight times.* Since the Legacy Numbers 0000000001, 0000000002, 0000000003, and 0000000004 (with TIN123456789) are all connected to his user name; we see the number of logins for each combination reflected as eight. Also, all four of the Legacy Number/TIN combinations were enrolled on 12/07/2006, which also happens to be the last time this user logged into the system. Should John log in another time, the "last login date" field will be updated to the current date for all of the Legacy Number/TIN combinations present.



The screenshot displays the PaySpan Health interface. At the top, there is a navigation menu with links for Home, Jobs, Provider Accounts, Reports, Administration, Help, and Logout. Below the menu is a 'Document Archive' section. The main content area shows a search for 'TIN: 123456789' under the 'Management Reports' tab. The search results are displayed in a table with the following columns: Provider Name, Provider Address 1, Provider Address 2, Provider City, Provider State, Provider Zip Code, User Name, Number of Logins, Unsubmitted Data, First Login Date, Last Login Date, Enrolled Date, Legacy Number, and Tin. The table contains four rows of data for 'ABC Clinic' with different Legacy Numbers and TINs, all showing 8 logins and a last login date of 12/7/2006. Below the table, there is a 'Total: 4 items' summary, a pagination control showing '10 items/pg', and a 'Return' button. At the bottom, there is a footer with copyright information: '© 2000-2007 Payformance Corporation All rights reserved. Privacy Policy | Terms of Service'.

Provider Name	Provider Address 1	Provider Address 2	Provider City	Provider State	Provider Zip Code	User Name	Number of Logins	Unsubmitted Data	First Login Date	Last Login Date	Enrolled Date	Legacy Number	Tin
ABC Clinic	1234 Main St		Jacksonville	FL	32256	john_doe@abc.com	8		12/7/2006	12/7/2006	12/7/2006	0000000001	123456789
ABC Clinic	1234 Main St		Jacksonville	FL	32256	john_doe@abc.com	8		12/7/2006	12/7/2006	12/7/2006	0000000002	123456789
ABC Clinic	1234 Main St		Jacksonville	FL	32256	john_doe@abc.com	8		12/7/2006	12/7/2006	12/7/2006	0000000003	123456789
ABC Clinic	1234 Main St		Jacksonville	FL	32256	john_doe@abc.com	8		12/7/2006	12/7/2006	12/7/2006	0000000004	123456789

Provider Usage Report - continued

*The "number of logins" field is based upon the actual number of times a user logs into the system.

**The "enrollment date" field is based on when the provider initiated their registration process in PaySpan Health.


Searching by Provider Usage allows the Payer to obtain the following specific information regarding their Providers:

- The date the Provider registered with PaySpan Health.
- The first time the Provider logged into their PaySpan Health account or initiated registration.
- The last time the Provider logged into their PaySpan Health account.
- The date the Provider un-enrolled with PaySpan Health, if applicable.
- The total number of times the Provider has logged into their PaySpan Health account.


In addition to this information, the screen displays the Provider name, address, Administrator user name and payee ID.

Provider Claims Report

The provider claims report is a management tool that allows users from the payer site to review specific claims information in regards to their providers in the PaySpan Health system. Each record or line of data will include results that render based upon the following data set: claim number, charge amount, payment amount and legacy number.


Online Payme

Home
Jobs
Provider Accounts
Reports
Administration
My Account
Help
Logout


Document Archive
Search for and view documents from the Document Archive.

Claims
Claims - Status Change
Provider Load
Management Reports

Specify as much or as little information as necessary. [Help on Search Criteria](#)

Search by:	<input type="text" value="Provider Claims"/>	Select the type of search from the list
NPI:	<input type="text"/>	Enter the provider's National Provider ID (NPI)
Legacy Number:	<input type="text"/>	Enter the provider's 10-digit Provider Number (PIN) as displayed on current Provider Payment Advisories and Provider Detail Advisories.
Provider Name:	<input type="text"/>	Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*
Provider Address 1:	<input type="text"/>	Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*
Provider Address 2:	<input type="text"/>	Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*
Provider City:	<input type="text"/>	Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*
Provider State:	<input type="text"/>	Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*
Provider Zip Code:	<input type="text"/>	Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*
Claim Number:	<input type="text" value="12312312312312"/>	Numeric field. Supports exact match or ranges, e.g. 510:32 10-1000 <500 >1000
Charge Amt:	<input type="text"/>	
Payment Amount:	<input type="text"/>	
Product Line:	<input type="text"/>	Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

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Provider Claims Results Screen

In the example below, claim number 12312312312312 was entered into the search screen:



The screenshot displays the PaySpan Health interface. At the top, there is a navigation menu with links for Home, Jobs, Provider Accounts, Reports, Administration, Help, and Logout. Below this is a 'Document Archive' section with a search bar and a 'Help on this page' link. The main content area is titled 'Management Reports' and shows search criteria for 'Claim Number: 12312312312312'. A table of results is displayed with the following data:

Provider Name	Provider Address 1	Provider Address 2	Provider City	Provider State	Provider Zip Code	Claim Number	Charge Amt	Payment Amount	Product Line	Legacy Number
ABC Clinic	1234 Main Street		Jacksonville	FL	32256	12312312312312	\$1,333.00	\$88.87		1234567890

Below the table, it indicates 'Total: 1 item' and '10 items/pg'. There are navigation controls for 'page 1 of 1' and an 'Export' button set to 'Excel Export'. A 'Return' button is also present. A user tip states: 'USER TIP: Depending on browser settings, you may need to depress the Control (Ctrl) key when launching an Export report.' The footer contains copyright information: '© 2008-2007 Payformance Corporation All rights reserved. Privacy Policy | Terms of Service'.

As shown above, results render for ABC Clinic with an overview of the claim information associated with that claim number.

Provider Claims Results Screen - continued

In the next example, Legacy Number 000000001 was added to the search criteria:



PaySpan Health

Home Jobs Provider Accounts Reports Administration Help Logout

Document Archive
Search for and view documents from the Document Archive.

Claims Claims - Status Change Provider Lead Management Reports

Search Criteria: Legacy Number: 000000001

Provider Name	Provider Address 1	Provider Address 2	Provider City	Provider State	Provider Zip Code	Claim Number	Charge Amt	Payment Amount	Product Code	Legacy Number	
XYZ Hospital	567 NORTH STREET		Jacksonville	FL	32256	111111111111111	\$162.00	\$5.35	MEDEX	000000001	<input type="checkbox"/>
XYZ Hospital	567 NORTH STREET		Jacksonville	FL	32256	111111111111111	\$204.00	\$20.89	MEDEX	000000001	<input type="checkbox"/>
XYZ Hospital	567 NORTH STREET		Jacksonville	FL	32256	111111111111111	\$2,791.00	\$91.39	MEDEX	000000001	<input type="checkbox"/>
XYZ Hospital	567 NORTH STREET		Jacksonville	FL	32256	111111111111111	\$204.00	\$20.89	MEDEX	000000001	<input type="checkbox"/>
XYZ Hospital	567 NORTH STREET		Jacksonville	FL	32256	111111111111111	\$2,208.00	\$52.61	MEDEX	000000001	<input type="checkbox"/>
XYZ Hospital	567 NORTH STREET		Jacksonville	FL	32256	111111111111111	\$567.00	\$46.71	MEDEX	000000001	<input type="checkbox"/>
XYZ Hospital	567 NORTH STREET		Jacksonville	FL	32256	111111111111111	\$601.00	\$48.11	MEDEX	000000001	<input type="checkbox"/>
XYZ Hospital	567 NORTH STREET		Jacksonville	FL	32256	111111111111111	\$1,272.51	\$40.93	MEDEX	000000001	<input type="checkbox"/>
XYZ Hospital	567 NORTH STREET		Jacksonville	FL	32256	111111111111111	\$318.00	\$10.35	MEDEX	000000001	<input type="checkbox"/>
XYZ Hospital	567 NORTH STREET		Jacksonville	FL	32256	111111111111111	\$1,638.00	\$7.94	MEDEX	000000001	<input type="checkbox"/>

Total: 27 items 10 items/pg << page 1 of 3 >>

Export selected items as: Excel Export Export Return

USER TIP: Depending on browser settings, you may need to depress the Control (Ctrl) key when launching an Export report.

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Provider Claims Results Screen - continued

This functionality is beneficial to Payers as the information rendered shows specific payments that were rendered to a particular provider.

As with the Provider Usage Report, this information can be exported into Excel, HTML, or PDF. Users can also further expand or narrow their search criteria (for example, if the Payer wanted to see all claims adjudicated for a specific State).

Searching by **Provider Claims** allows the Payer to obtain specific information regarding Providers as follows:

- History of Claim Activity.
- Corresponding Claim Numbers.
- Total Claim Charge Amounts.
- Total Paid Amounts.

This information can be exported from Document Archive into an Excel report if desired.

Package Location Report

Package Location Report allows users to search for Payees that are currently modified for delivery to a certain Package Location.

Online Payments and Remittance
Questions/Comments?

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Document Archive
Search for and view documents from the Document Archive. [Help on this page](#)

Management Reporting Vendor Load Payables PCP Capitation Global Capitation Standard Claim Payments

Specify as much or as little information as necessary. [Help on Search Criteria](#)

Search by: Select the type of search from the list

Last Login Date: to MM/DD/YYYY
or
 Date Period:

NPI: Enter the provider's National Provider ID (NPI)

Legacy Number: Enter the provider's 10-digit Legacy Number (PIN) as displayed on current Provider Payment Advisories and Provider Detail Advisories.

Payee Name: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Payee Recipient ID: Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Location City: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Location State: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Location Zip: Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Location Country: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Shipping Account Number: Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

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Online Payments and Remittance
Questions/Comments?

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Document Archive
Search for and view documents from the Document Archive. [Help on this page](#)

Management Reporting Vendor Load Payables PCP Capitation Global Capitation Standard Claim Payments

Search Criteria: Payee Name: JAMES FEIGL SR.

Results

Recipient ID	Payee Name	Payee Recipient ID	Last Login Date	PackageLocation ID	Location Description	Location Company	Location Contact	Location Address 1	Location Address 2	Location City	Location State	Location Zip	Location Country	Shipping Account Number	NPI	Legacy Number	
1107426	JAMES FEIGL SR.		1/18/2008	154157	USPS								NULL				<input type="checkbox"/>
1107426	JAMES FEIGL SR.		1/18/2008	154158	USPS								NULL				<input type="checkbox"/>

Total: 2 items items/pg << page of 1 >>

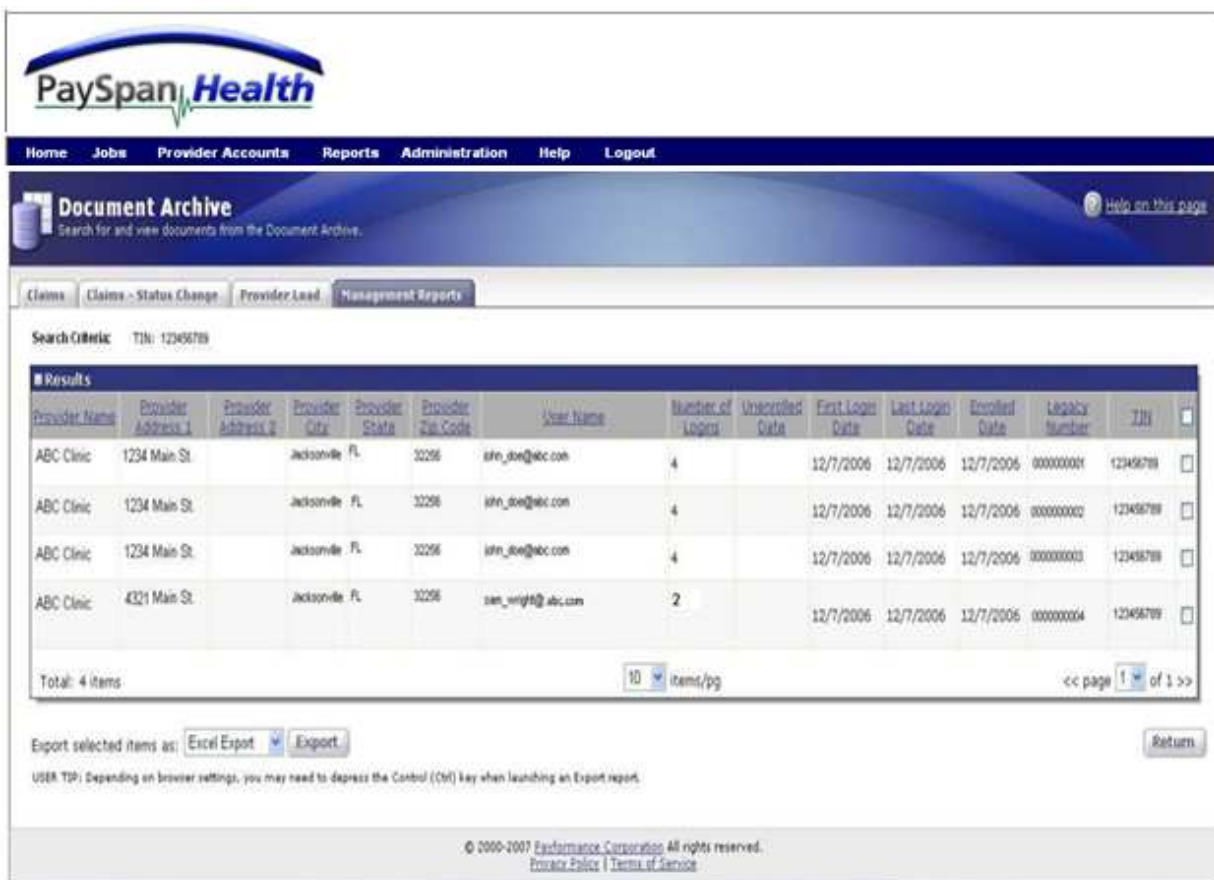
Export selected items as:

USER TIP: Depending on browser settings, you may need to depress the Control (Ctrl) key when launching an Export report.

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Provider Load

In this second example, one specific TIN search again renders four separate results, but this time, with two user names. John Doe logged into the system under his user id john_doe@abc.com four times. Since the Legacy Numbers 000000001, 000000002, 000000003, (with TIN 123456789) are all connected to his user name; we see the number of logins for each combination reflected as four. Sam Wright, on the other hand, logged into the system using his user id sam_wright@xyz.com. Since the Legacy Number 000000004 (with TIN 123456789) is connected to his user name, we see the number of logins for that combination reflected as two.



The screenshot shows the PaySpan Health Document Archive interface. The search criteria is TIN: 123456789. The results table is as follows:

Provider Name	Provider Address 1	Provider Address 2	Provider City	Provider State	Provider Zip Code	User Name	Number of Logins	Unsubscribed Date	First Login Date	Last Login Date	Enrolled Date	Legacy Number	TIN
ABC Clinic	1234 Main St.		Jacksonville	FL	32296	john_doe@abc.com	4		12/7/2006	12/7/2006	12/7/2006	000000001	123456789
ABC Clinic	1234 Main St.		Jacksonville	FL	32296	john_doe@abc.com	4		12/7/2006	12/7/2006	12/7/2006	000000002	123456789
ABC Clinic	1234 Main St.		Jacksonville	FL	32296	john_doe@abc.com	4		12/7/2006	12/7/2006	12/7/2006	000000003	123456789
ABC Clinic	4321 Main St.		Jacksonville	FL	32296	sam_wright@xyz.com	2		12/7/2006	12/7/2006	12/7/2006	000000004	123456789

Total: 4 items. 10 items/pg. << page 1 of 1 >>

Export selected items as:

USER TIP: Depending on browser settings, you may need to depress the Control (Ctrl) key when launching an Export report.

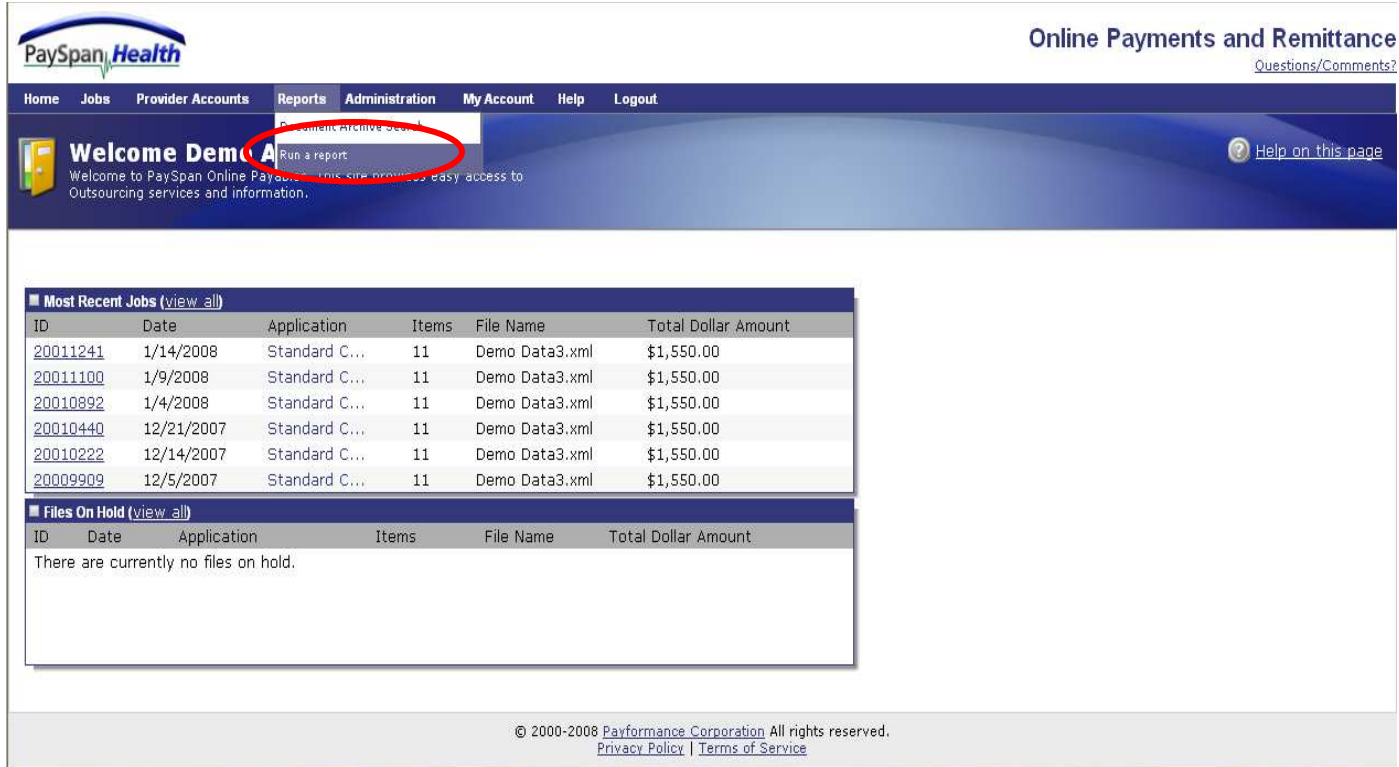
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Should either John or Sam log in another time, the “last login date” field will be updated to the current date for all of the Legacy Numbers/TIN combinations present for their specific user IDs.

Search results rendered can be exported into Excel, HTML, or PDF.

Run a Report

The screen below displays the Run a Report option available from the Reports Tab.



PaySpan Health Online Payments and Remittance

Home Jobs Provider Accounts **Reports** Administration My Account Help Logout

Welcome Demo [Run a report](#)

Welcome to PaySpan Online Payments. This site provides easy access to Outsourcing services and information.

[Help on this page](#)

Most Recent Jobs ([view all](#))

ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

Files On Hold ([view all](#))

ID	Date	Application	Items	File Name	Total Dollar Amount
There are currently no files on hold.					

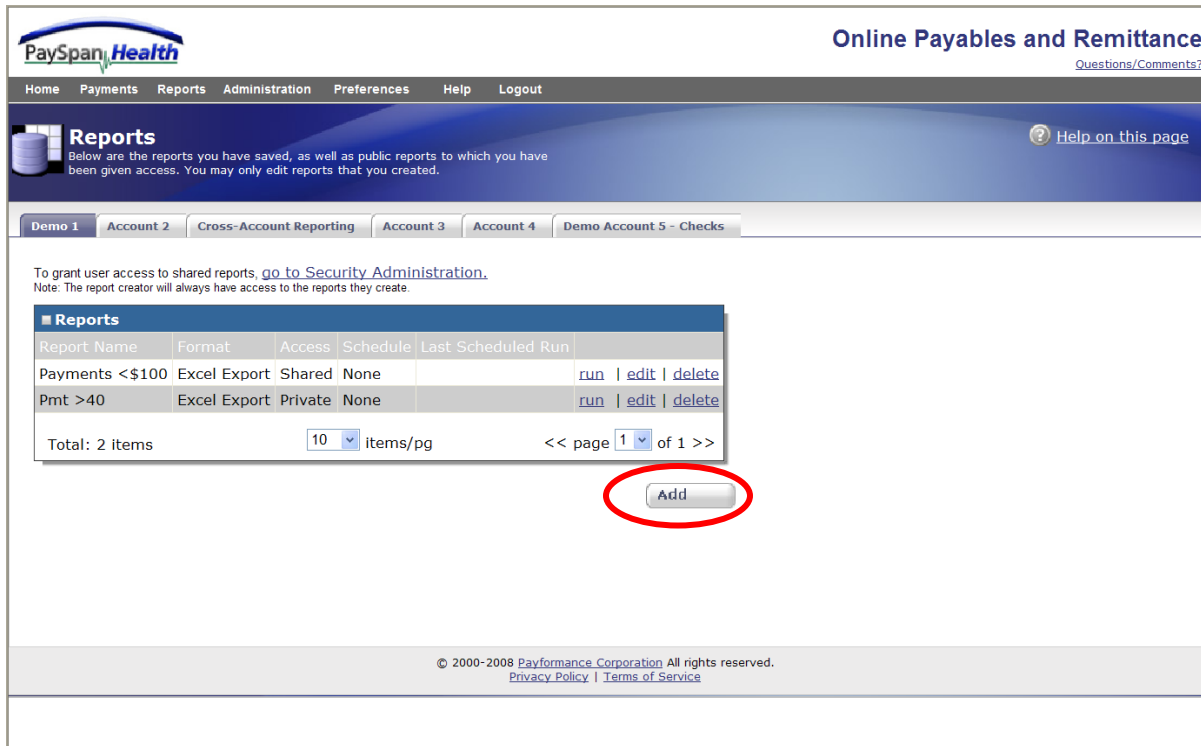
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Run a Report

If the user has already saved custom reports, the names of the reports will display here.

The administrator of the account has the option to grant or decline access to specific reports to certain individuals in the office. To grant access to reports, go to Security Administration under the Administration tab.

To add a new report to the list, select the **Add** button.



PaySpan Health Online Payables and Remittance

Home Payments Reports Administration Preferences Help Logout

Reports Help on this page

Below are the reports you have saved, as well as public reports to which you have been given access. You may only edit reports that you created.

Demo 1 Account 2 Cross-Account Reporting Account 3 Account 4 Demo Account 5 - Checks

To grant user access to shared reports, [go to Security Administration](#).
 Note: The report creator will always have access to the reports they create.

Report Name	Format	Access	Schedule	Last Scheduled Run	
Payments <\$100	Excel Export	Shared	None		run edit delete
Pmt >40	Excel Export	Private	None		run edit delete

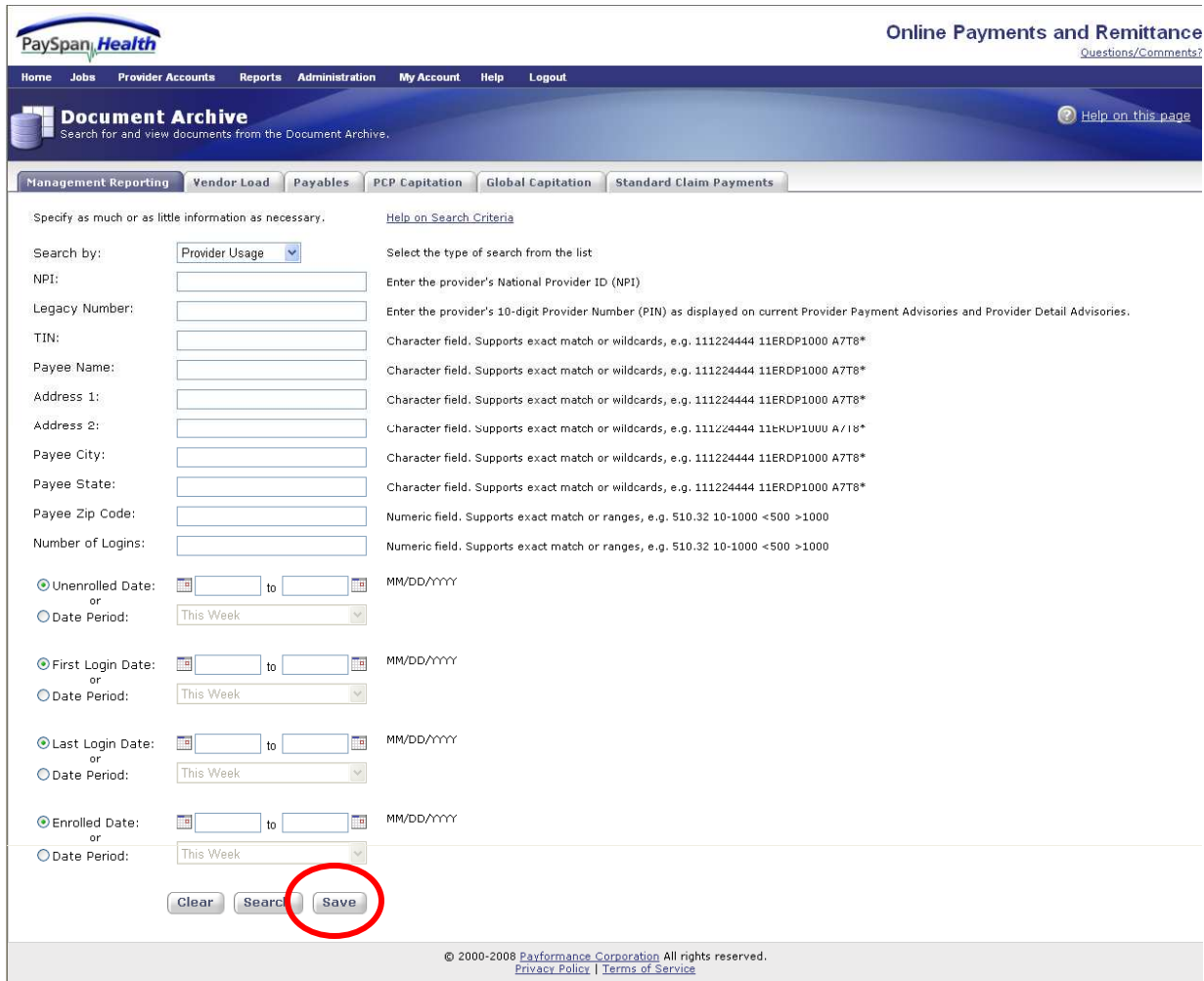
Total: 2 items 10 items/pg << page 1 of 1 >>

Add

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Run a Report

Once the Add button in the Run a Report tab has been selected, the user can complete the information below and choose the **Save** button to save the query as a saved report.



PaySpan Health Online Payments and Remittance

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Document Archive Search for and view documents from the Document Archive. [Help on this page](#)

Management Reporting Vendor Load Payables PCP Capitation Global Capitation Standard Claim Payments

Specify as much or as little information as necessary. [Help on Search Criteria](#)

Search by: Select the type of search from the list

NPI: Enter the provider's National Provider ID (NPI)

Legacy Number: Enter the provider's 10-digit Provider Number (PIN) as displayed on current Provider Payment Advisories and Provider Detail Advisories.

TIN: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Payee Name: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Address 1: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Address 2: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Payee City: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Payee State: Character field. Supports exact match or wildcards, e.g. 111224444 11ERDP1000 A7T8*

Payee Zip Code: Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Number of Logins: Numeric field. Supports exact match or ranges, e.g. 510.32 10-1000 <500 >1000

Unenrolled Date: to MM/DD/YYYY
or
 Date Period:

First Login Date: to MM/DD/YYYY
or
 Date Period:

Last Login Date: to MM/DD/YYYY
or
 Date Period:

Enrolled Date: to MM/DD/YYYY
or
 Date Period:

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Save/Edit Report

Users can save reports in the PaySpan Health System and set them to run automatically.

A private report is a report where the user does not wish to share the report with others.

A shared report is a report that others can view and also run.

Only the report owner can edit or delete their reports.



The screenshot shows the 'Save/Edit Report' page in the PaySpan Health system. The page title is 'Save/Edit Report' and it includes a sub-header: 'Save a set of search criteria for future use and for sharing with other users. Customize the report output by selecting a format.' There is a 'Help on this page' link.

The form contains the following sections:

- Application:** Standard Claim Payments: Searching by Payment
- Report Name:** A text input field.
- Accessibility:** Radio buttons for 'Private' (selected) and 'Shared'.
- Output Format:** A dropdown menu set to 'Excel Export'.
- Schedule:** Radio buttons for 'None' (selected), 'Daily', 'Weekly', and 'Monthly'. A 'Run at:' field is set to '12:00 AM'.
- Search Criteria:** A table with columns 'Field Name' and 'Criteria: Prompt at Runtime*'.

Field Name	Criteria: Prompt at Runtime*
Line of Business	<input type="checkbox"/>
Payment Date	<input type="checkbox"/>
Provider Payee #	<input type="checkbox"/>
Provider Name	<input type="checkbox"/>
Tax ID	<input type="checkbox"/>
Amount	<input type="checkbox"/>
Check/EFT Number	<input type="checkbox"/>
Pest Method	<input type="checkbox"/>
Job ID	<input type="checkbox"/>

Below the table is a note: '*If checked, user will be prompted for selected field values when the report is executed.' At the bottom of the form are 'Save' and 'Cancel' buttons.

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Administration

The administrator of the account will have full rights to all access of the system. It is recommended that at least two users have full administrative rights.

The following options are available from the Administration Tab:

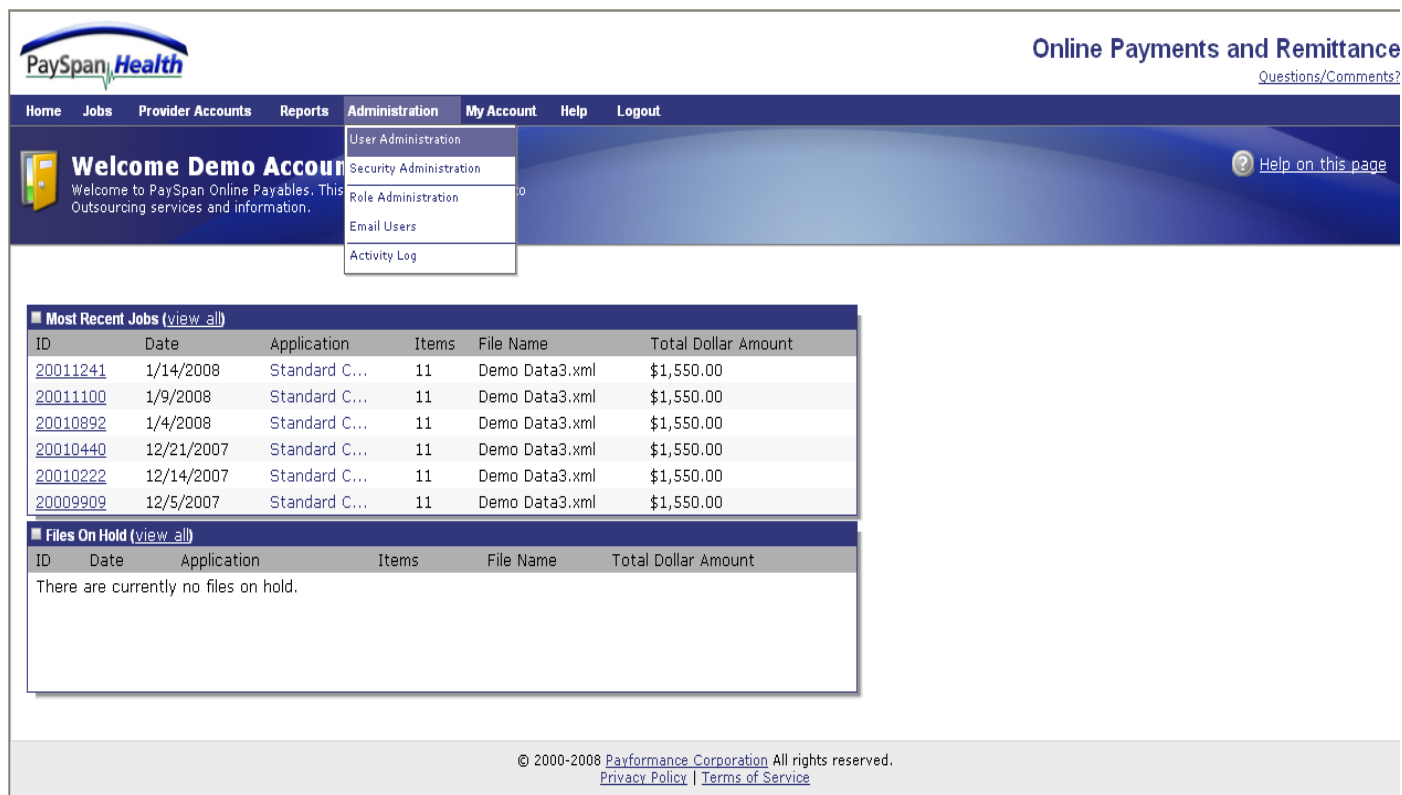
User Administration – To add new users or to deactivate users.

Security Administration – To assign levels of access to specific users.

Role Administration – To create, edit or deactivate specific user roles.

Email Users – To send a message to active or inactive users or both.

Activity Log – To review history of activity by a specific user or all users.



Online Payments and Remittance [Questions/Comments?](#)

Home Jobs Provider Accounts Reports Administration My Account Help Logout

[User Administration](#)
[Security Administration](#)
[Role Administration](#)
[Email Users](#)
[Activity Log](#)

Welcome Demo Account
 Welcome to PaySpan Online Payables. This page provides information on Outsourcing services and information. [Help on this page](#)

ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

ID	Date	Application	Items	File Name	Total Dollar Amount
There are currently no files on hold.					

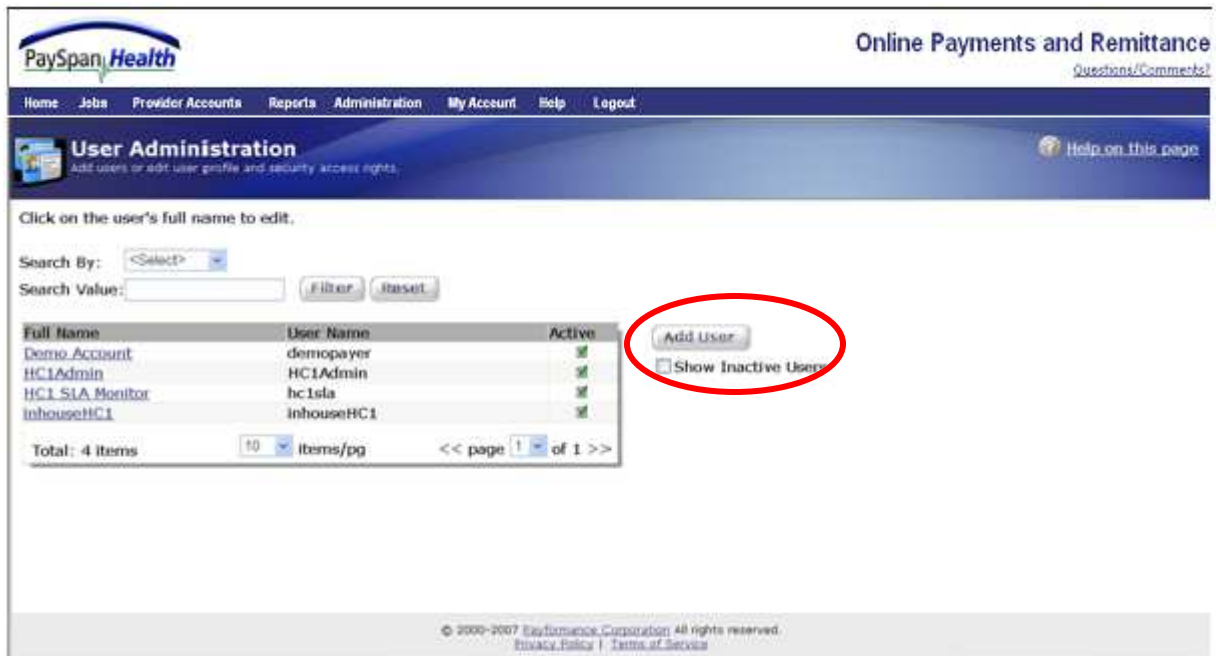
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User Administration

Below is the User Administration screen. This screen allows the administrator to add new users to the system, change passwords for users, edit access of users and deactivate users.

To deactivate a user, select the user name and uncheck the active box.

To change a user's password, enter a password in the password fields and check the 'password expires next logon' box.



Online Payments and Remittance
[Questions/Comments](#)

Home Jobs Provider Accounts Reports Administration My Account Help Logout

User Administration
 Add users or edit user profile and security access rights. [Help on this page](#)

Click on the user's full name to edit.

Search By:
 Search Value:

Full Name	User Name	Active
Demo Account	demopayer	<input checked="" type="checkbox"/>
HC1Admin	HC1Admin	<input checked="" type="checkbox"/>
HC1 SLA Monitor	hc1sla	<input checked="" type="checkbox"/>
InhouseHC1	inhouseHC1	<input checked="" type="checkbox"/>

Total: 4 items items/pg << page 1 of 1 >>

Show Inactive Users

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An example of the Add/Edit User screen is pictured on the following page.

Add User

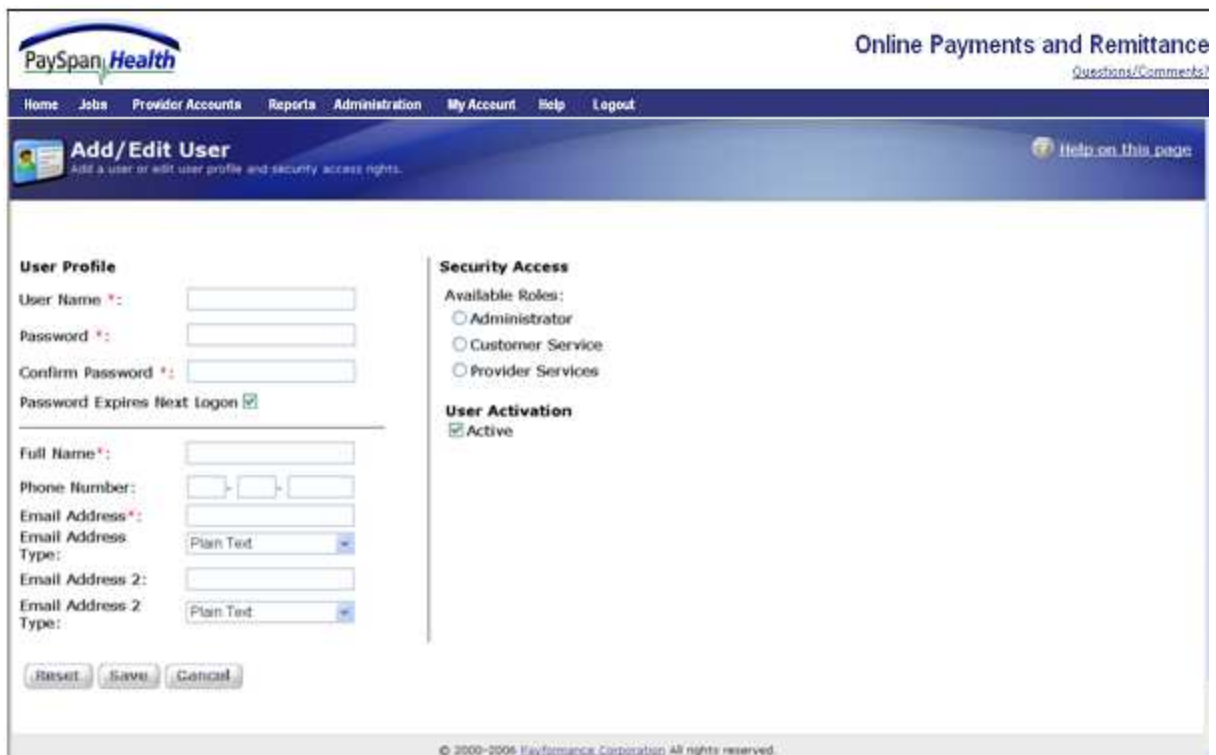
The User Name should be the User's email address. This helps users remember their User Name more easily.

The password should be at least 8 characters in length, with alpha and numeric characters combined.

When the Administrator adds a new user, the 'Password Expires Next Logon' box is automatically checked for security purposes.

The Administrator must choose what level of access a new user should have. Available Roles may vary depending on the use of the PaySpan Health system.

Required fields are indicated by a red asterisk. (*)



PaySpan Health Online Payments and Remittance
[Questions/Comments?](#)

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Add/Edit User Add a user or edit user profile and security access rights. [Help on this page](#)

User Profile

User Name *:

Password *:

Confirm Password *:

Password Expires Next Logon

Full Name *:

Phone Number: --

Email Address *:

Email Address Type:

Email Address 2:

Email Address 2 Type:

Security Access

Available Roles:

Administrator

Customer Service

Provider Services

User Activation

Active

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Security Administration

To access the Security Administration section of the system, choose the Administration tab, and then Security Administration.

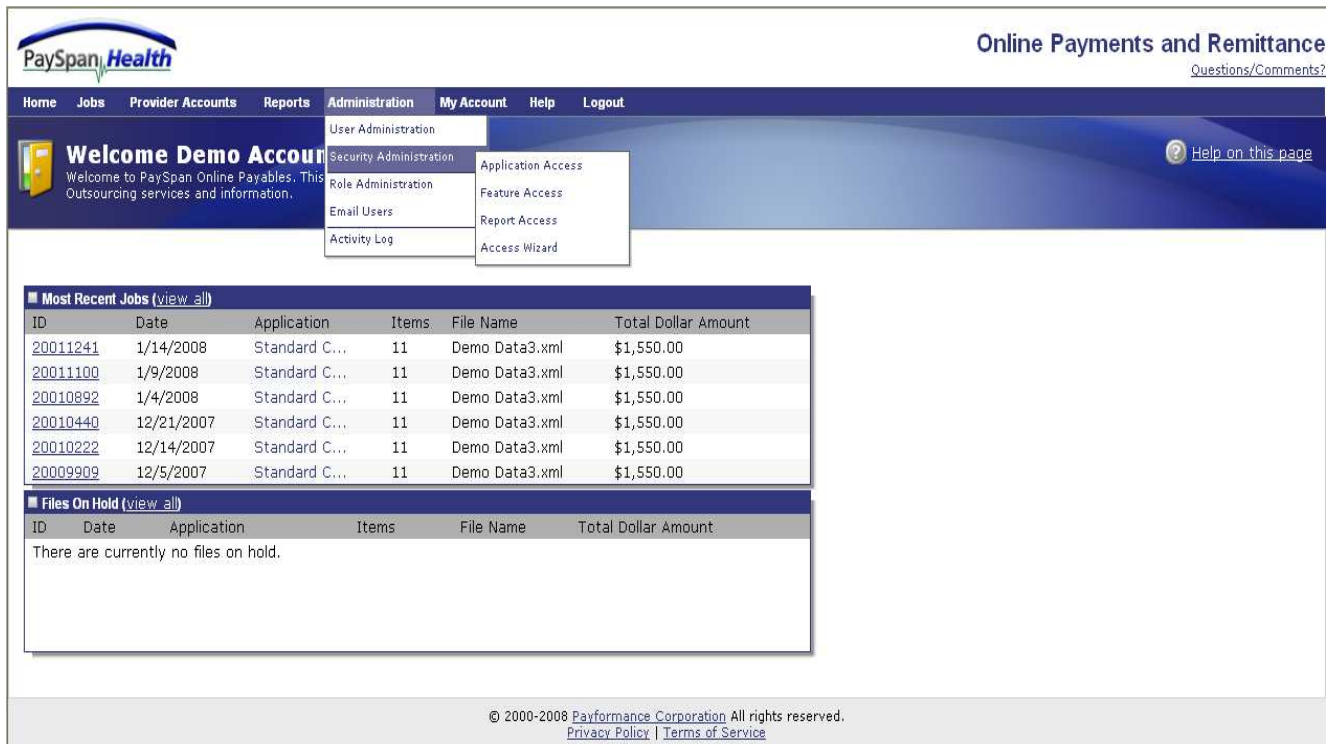
The Security Administration option breaks out into four choices:

Application Access – To allow users access to specific applications.

Feature Access – To allow users access to specific features.

Report Access – To allow users access to Shared Reports.

Access Wizard – To assign users access to applications, features and reports in just three easy steps.



The screenshot shows the PaySpan Health web application interface. At the top right, it says "Online Payments and Remittance" with a link for "Questions/Comments?". The navigation menu includes "Home", "Jobs", "Provider Accounts", "Reports", "Administration", "My Account", "Help", and "Logout". The "Administration" menu is expanded, showing options: "User Administration", "Security Administration", "Role Administration", "Email Users", "Activity Log", "Application Access", "Feature Access", "Report Access", and "Access Wizard".

Below the navigation menu, there is a "Welcome Demo Account" message. The main content area displays two tables:

Most Recent Jobs (view all)

ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

Files On Hold (view all)

ID	Date	Application	Items	File Name	Total Dollar Amount
There are currently no files on hold.					

At the bottom of the page, there is a copyright notice: "© 2000-2008 Payformance Corporation All rights reserved." with links for "Privacy Policy" and "Terms of Service".

Application Access

To assign access to a specific user or users to a certain application, simply select the arrows to move them to the selected roles side.

In this example, all of the selected roles have access to the Management Reporting application.



PaySpan Health Online Payments and Remittance

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Application Access Modify the roles that have access to a given application. [Help on this page](#)

Application Access Feature Access Report Access Access Wizard

Application Selection
Please select the role(s) for security rights assignment.
Note: You must click "Save" to save any changes.
Select: Management Reporting

Available Roles

Selected Roles
Administrator
Customer Service
Provider Services

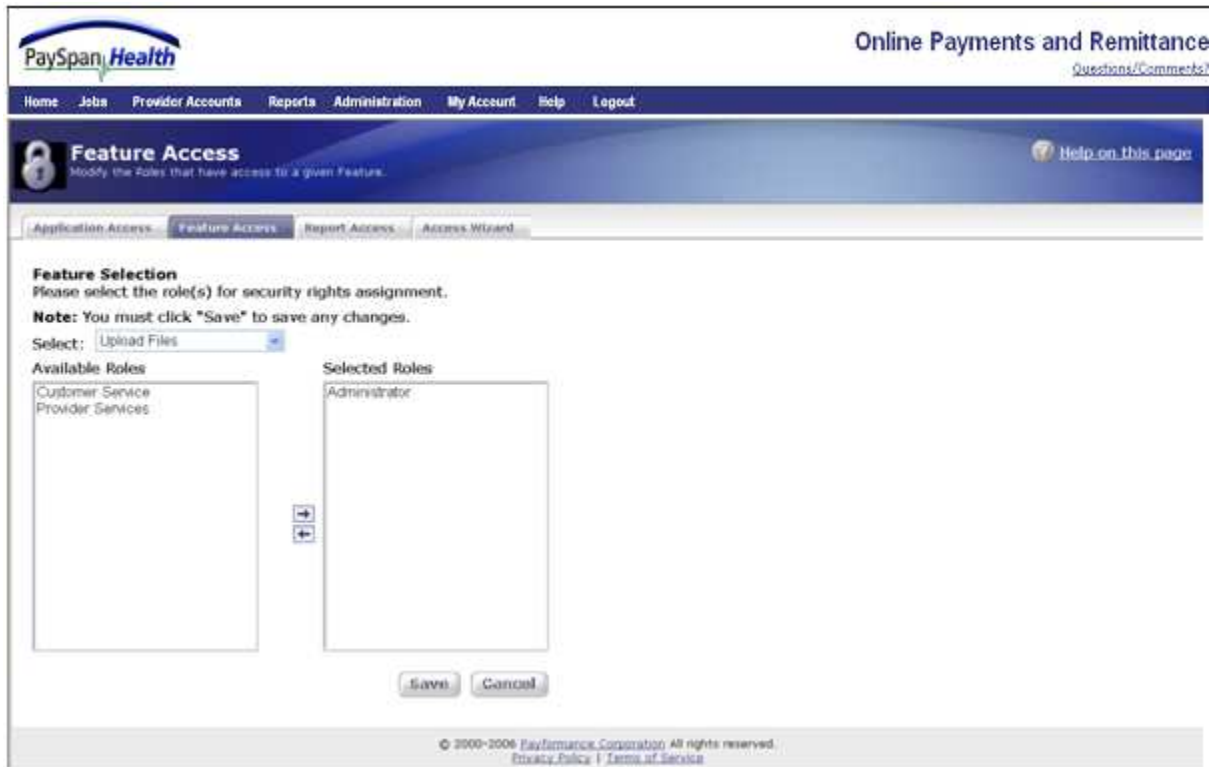
Save Cancel

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Feature Access

To assign access to a specific user or users to a certain feature or features, simply select the arrows to move them to the selected roles side.

In this example, the Administrator has access to the Upload Files feature access.



PaySpan Health

Online Payments and Remittance

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Feature Access

Modify the Roles that have access to a given Feature.

Application Access Feature Access Report Access Access Wizard

Feature Selection
Please select the role(s) for security rights assignment.
Note: You must click "Save" to save any changes.

Select: Upload Files

Available Roles

- Customer Service
- Provider Services

Selected Roles

- Administrator

Save Cancel

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Report Access

To assign access to a specific user or users to a certain report or reports, simply select the arrow to move them to the selected roles side.

In this example, only the Administrator has access to the 4thQtrPmts2 Custom Report.



PaySpan Health Online Payments and Remittance
Questions/Comments?

Home Job Provider Accounts Reports Administration My Account Help Logout

Report Access Help on this page
Modify the roles that have access to a given Report.

Application Access Feature Access **Report Access** Access Wizard

Report Selection
Please select the role(s) for security rights assignment.
Note: You must click *Save* to save any changes.
Select: 4thQtrPmts2

Available Roles
Customer Service
Provider Services

Selected Roles
Administrator

Save Cancel

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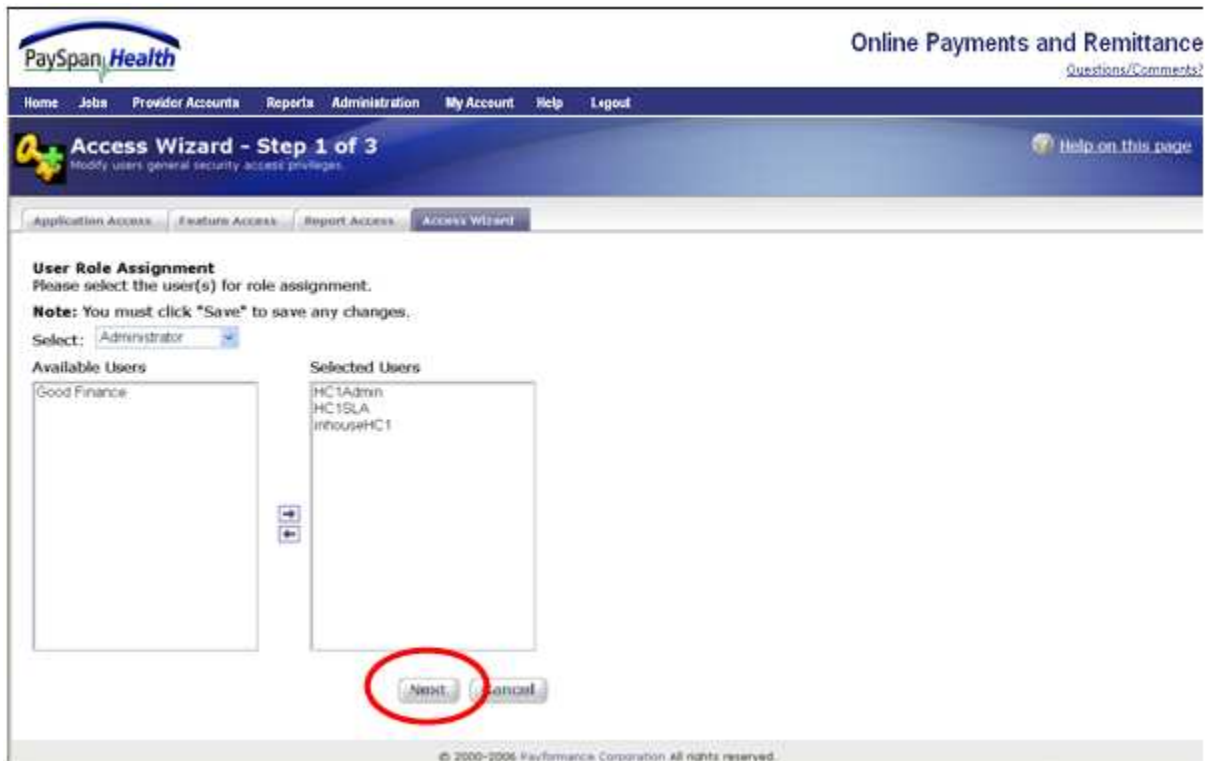
Access Wizard

Step One of Three

The Access Wizard allows the Administrator to set up users with Application, Feature and Report Access at the same time.

Simply use the arrows to move users from one side to the other.

Once done, select the Next button.



PaySpan Health Online Payments and Remittance
Questions/Comments?

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Access Wizard - Step 1 of 3 Help on this page
Modify users' general security access privileges.

Application Access Feature Access Report Access **Access Wizard**

User Role Assignment
Please select the user(s) for role assignment.
Note: You must click "Save" to save any changes.
Select: Administrator

Available Users Selected Users

Good Finance JHC1Admin
JHC1SLA
jrhous@HC1

Next Cancel

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Access Wizard

Step One of Three

In Step One of the Access Wizard, the Administrator selects the Application, Feature and Reports access the User will need. When finished, the Administrator should select the Next button.



PaySpan Health Online Payments and Remittance
Questions/Comments?

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Access Wizard - Step 1 of 3
Modify users general security access privileges. Home > Administration > Security Administration

Security Rights Summary
The selected role will provide the previously selected users access to the following security rights:

Security Access

Applications:

- Management Reporting
- Standard Claim Payments
- Reprintable Claim Payments

Features:

- Upload Files
- User Administration
- Submit Jobs
- View Documents
- Application Configuration
- View File Details
- Notifications
- Document Archive

Shared Queries:

- RHQBPrints2

Back Next Cancel

Access Wizard

Step Two of Three

In Step Two of the Access Wizard, the Administrator verifies the Application, Feature and Reports access the User has is correct. When finished, the Administrator should select the Next button.



PaySpan Health Online Payments and Remittance
[Questions/Comments?](#)

Home | Jobs | Provider Accounts | Reports | Administration | My Account | Help | Logout

Access Wizard - Step 2 of 3 [Home > Administration > Security Administration](#)
Modify users general security access privileges.

Security Rights Summary
The selected role will provide the previously selected users access to the following security rights.

Security Access

Applications:

- Claims
- Claims - Status Change
- Provider Load
- Management Reports

Features:

- Upload Files
- User Administration
- Submit Bills
- View Documents
- Application Certification
- View File Details
- Notifications
- Document Archive

Shared Queries:

- Fax
- My Report
- Frequent Care Calls
- Short Stay Report
- Show me the Money
- Download

Access Wizard

Step Three of Three

In Step Three of the Access Wizard, the Administrator confirms that the Application, Feature and Reports access the User will need is correct. When finished, the Administrator should select the *Confirm* button.



PaySpan Health Online Payments and Remittance
[Questions/Comments?](#)

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Access Wizard - Step 3 of 3 [Home](#) > [Administration](#) > [Security Administration](#)
Modify users general security access privileges.

Security Access Confirmation

Please review and confirm the user(s) and security role that you are about to assign. If you wish to edit the user(s) selected or role assigned, click back to return to the previous selection screens.

Selected Users	Selected Role
Good Finance	Customer Service
June Smith	Customer Service

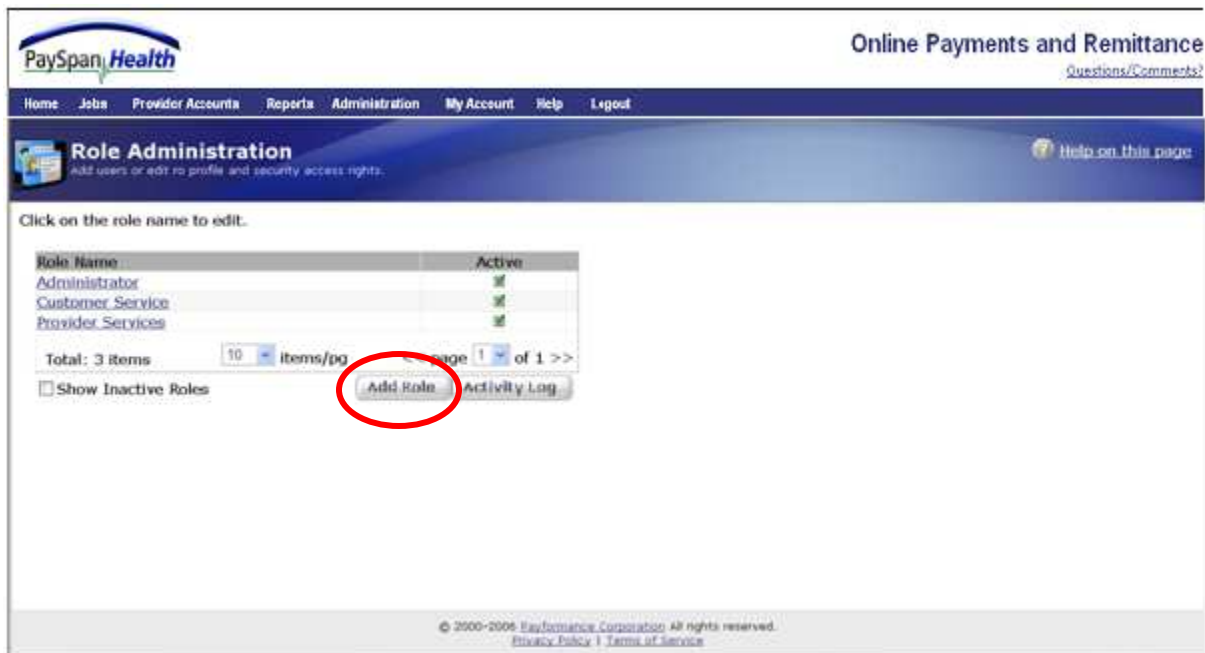
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Role Administration

The Payer has the rights to modify an existing Role in Role Administration. This can be done by selecting the Role Name, which takes the user to the Add/Edit User Screen.

The Payer can also deactivate a role if needed by clicking the Role Name, unchecking the active checkbox, and clicking Save. All users assigned to a Role must be changed to other Roles before a Role can be deactivated.

To add a new Role, select the **Add Role** button.



Online Payments and Remittance
Questions/Comments?

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Role Administration
Add users or edit profile and security access rights. Help on this page

Click on the role name to edit.

Role Name	Active
Administrator	<input checked="" type="checkbox"/>
Customer Service	<input checked="" type="checkbox"/>
Provider Services	<input checked="" type="checkbox"/>

Total: 3 items 10 Items/pg Page 1 of 1 >>

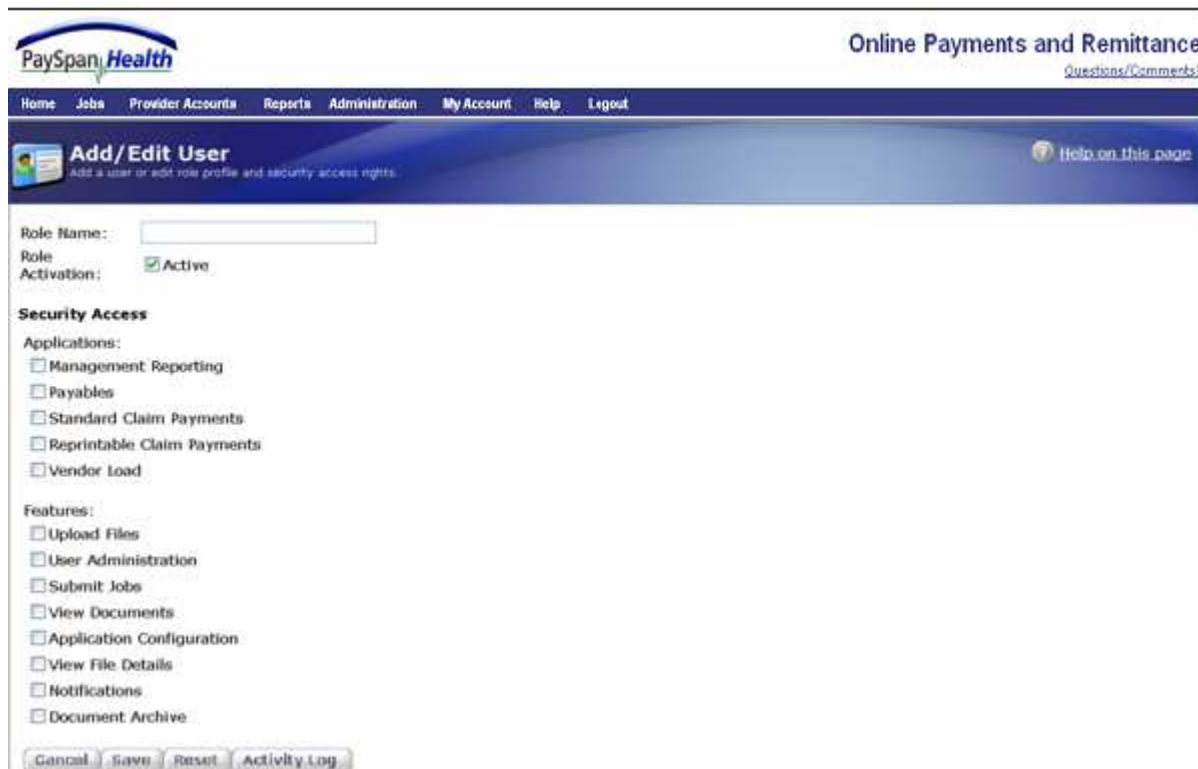
Show Inactive Roles **Add Role** Activity Log

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Add Role

To create a new Role, enter the Role Name in the designated box. The Role Activation Box will automatically be checked when creating new roles.

Select the Application and Feature access desired for the Role and then select the Save button.



The screenshot shows the 'Add/Edit User' interface in the PaySpan Health system. The page title is 'Add/Edit User' with a subtitle 'Add a user or edit role profile and security access rights.' The navigation bar includes 'Home', 'Jobs', 'Provider Accounts', 'Reports', 'Administration', 'My Account', 'Help', and 'Logout'. The main content area has a 'Role Name:' text input field. Below it, the 'Role Activation:' checkbox is checked and labeled 'Active'. The 'Security Access' section is divided into 'Applications' and 'Features', each with a list of items and checkboxes. At the bottom, there are buttons for 'Cancel', 'Save', 'Reset', and 'Activity Log'.

Role Name:

Role Activation: Active

Security Access

Applications:

- Management Reporting
- Payables
- Standard Claim Payments
- Reprintable Claim Payments
- Vendor Load

Features:

- Upload Files
- User Administration
- Submit Jobs
- View Documents
- Application Configuration
- View File Details
- Notifications
- Document Archive

Security Access Levels

Applications:

Applications are the names of the file types that will be processed. Giving a user access to an application allows them to view data associated with that application.

Features:

Upload Files – Allows a user to Upload a file for processing by the PaySpan Health System.

User Administration – Allows a user to add additional users to the system, deactivate users, change user access and user passwords, send email messages to system users and view the activity log for all users.

Submit Jobs – Allows a user to submit a job for processing by the PaySpan Health System.

View Documents – Allows a user to view individual online presentation of documents.

Application Configuration – Allows a user to view the way applications are configured.

Notifications – Enables a user to receive email notifications regarding their account.

Document Archive – Enables a user to review archived documents by entering specific criteria.

Provider Accounts – Enables a user to obtain information for Provider Receiving Accounts.

Shared Queries:

These are customized reports that can be shared among users by granting them access in Reports Access. This option will only display if there are Shared Reports available.

User Activation

This box will be checked automatically upon adding a new user. Should the employee leave the company, this box should be unchecked to deactivate the user.

Email Users

The Email Users feature allows the Administrator to send a message to Active, Inactive or Both types of users of the PaySpan Health System.



The screenshot shows the 'Email Users' interface in the PaySpan Health system. At the top, there is a navigation bar with the PaySpan Health logo on the left and 'Online Payments and Remittance' on the right, with a link for 'Questions/Comments?'. Below the navigation bar is a menu with items: Home, Jobs, Provider Accounts, Reports, Administration, My Account, Help, and Logout. The main content area is titled 'Email Users' and includes a sub-header: 'Select your criteria for the users you wish to email. To email all users, simply click Send.' Below this, there are three radio button options: 'Active' (which is selected), 'Inactive', and 'Both'. At the bottom of the selection area are 'Send' and 'Cancel' buttons. A footer at the very bottom of the page reads: '© 2004-2007 Payformance Corporation All rights reserved. Privacy Policy | Terms of Service'.



The screenshot shows the 'Email Users' message composition interface. It features the same navigation bar and menu as the previous screenshot. The main content area is titled 'Email Users' and includes a sub-header: 'Select your criteria for the users you wish to email. To email all users, simply click Send.' Below this, there is a text input field for 'Email Subject:' and a larger text area for 'Email Message:'. At the bottom of the composition area are 'Send' and 'Cancel' buttons. A footer at the very bottom of the page reads: '© 2004-2007 Payformance Corporation All rights reserved. Privacy Policy | Terms of Service'.

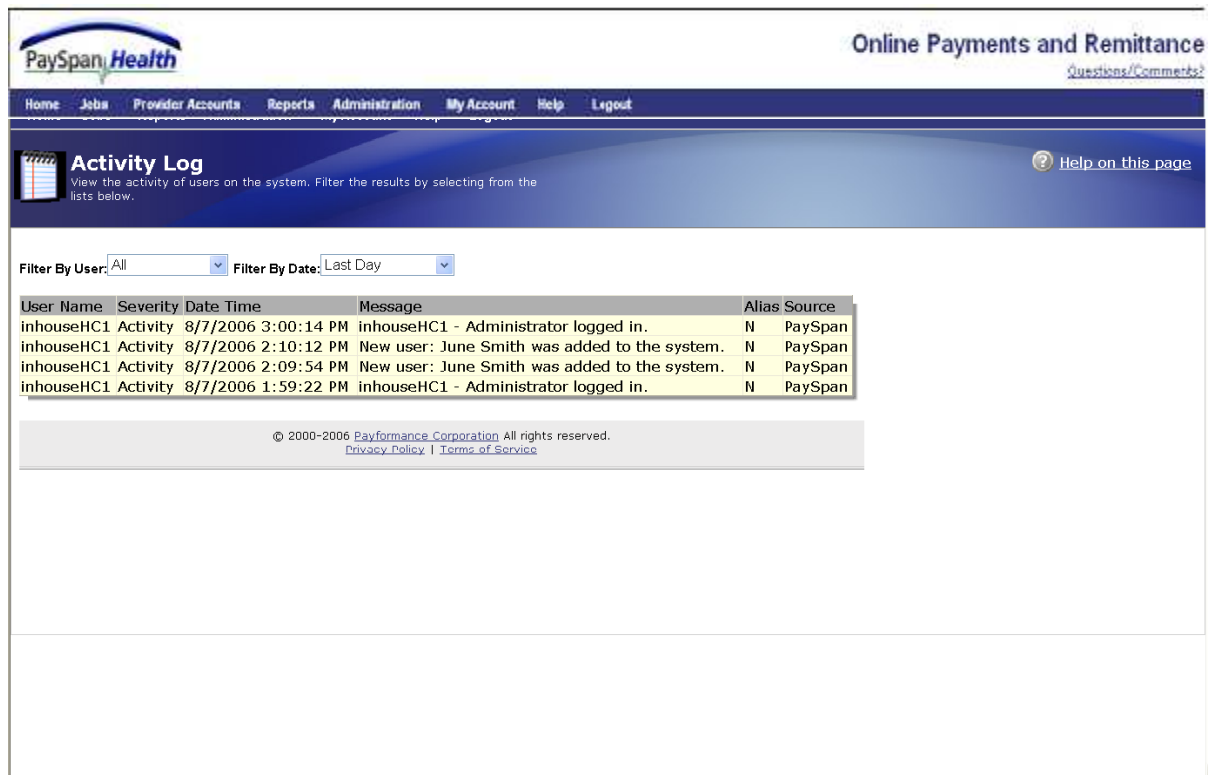
Activity Log

The last choice on the Administration Tab is the Activity Log. The Activity Log displays all system activity. These events cannot be deleted or edited in any way. Only an Administrator can view user activity.

Users can filter by user to review a single users' activity if desired.

Users can also filter by date in the Activity Log.

All activity will always display in the Activity Log and is never removed or purged.



PaySpan Health Online Payments and Remittance [Questions/Comments?](#)

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Activity Log [Help on this page](#)

View the activity of users on the system. Filter the results by selecting from the lists below.

Filter By User: All Filter By Date: Last Day

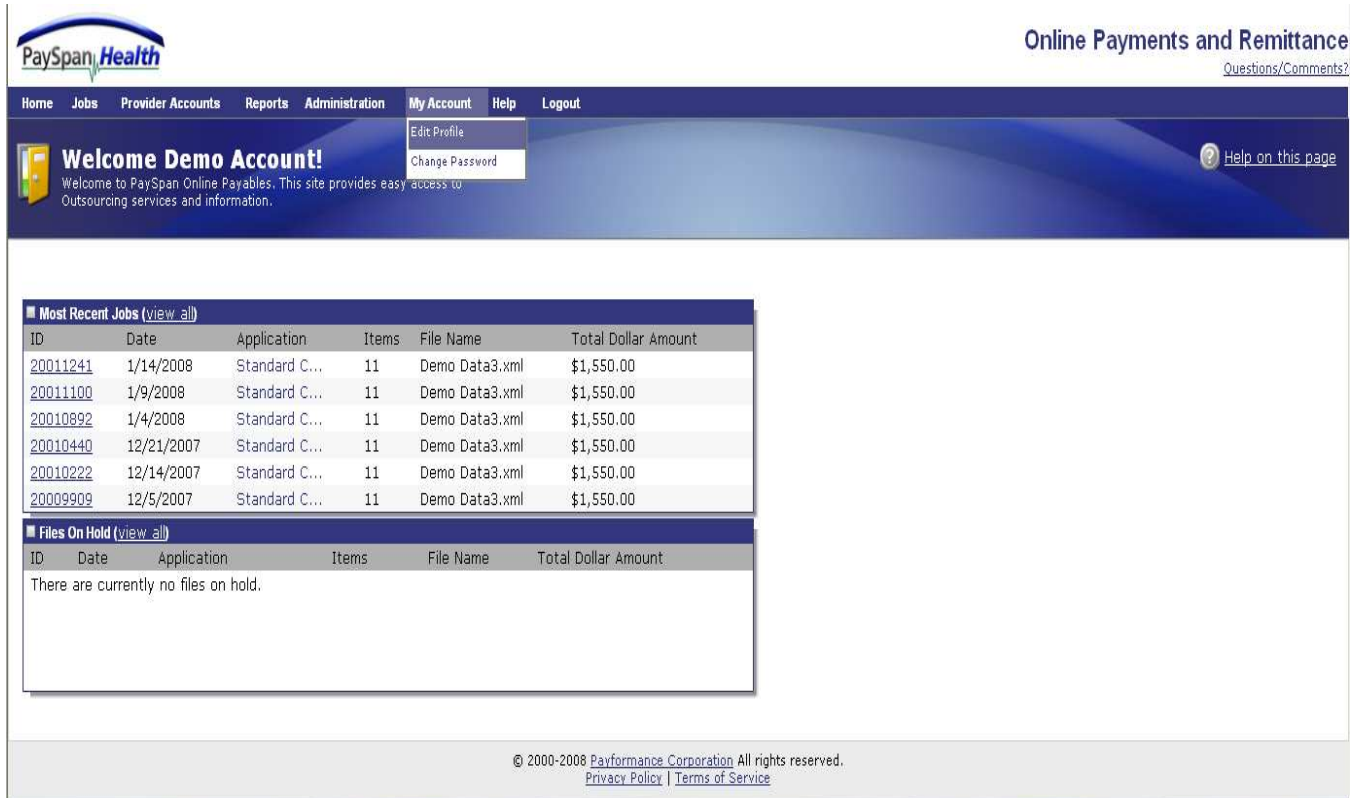
User Name	Severity	Date Time	Message	Alias	Source
inhouseHC1	Activity	8/7/2006 3:00:14 PM	inhouseHC1 - Administrator logged in.	N	PaySpan
inhouseHC1	Activity	8/7/2006 2:10:12 PM	New user: June Smith was added to the system.	N	PaySpan
inhouseHC1	Activity	8/7/2006 2:09:54 PM	New user: June Smith was added to the system.	N	PaySpan
inhouseHC1	Activity	8/7/2006 1:59:22 PM	inhouseHC1 - Administrator logged in.	N	PaySpan

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My Account

Below is the *My Account* Tab as seen from the Home Page.

My Account is where a user can edit their user name, email address and change their password.



PaySpan Health Online Payments and Remittance [Questions/Comments?](#)

Home Jobs Provider Accounts Reports Administration **My Account** Help Logout

Welcome Demo Account!
Welcome to PaySpan Online Payables. This site provides easy access to Outsourcing services and information.

Edit Profile
Change Password

Help on this page

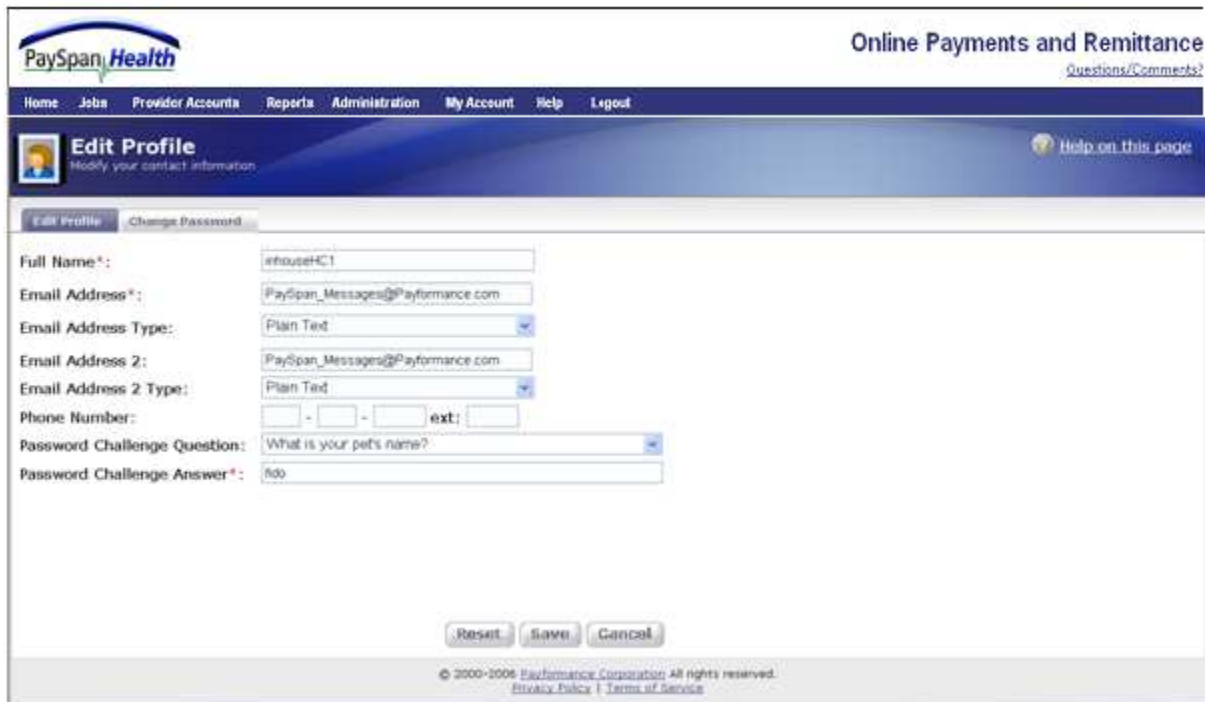
Most Recent Jobs (view all)					
ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

Files On Hold (view all)					
ID	Date	Application	Items	File Name	Total Dollar Amount
There are currently no files on hold.					

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Edit Profile

Below is the Edit Profile screen. Edit Profile is where a user can edit their user name, change the user email address or change the challenge question and answer.



The screenshot shows the 'Edit Profile' page within the PaySpan Health system. The page header includes the PaySpan Health logo and the text 'Online Payments and Remittance' with a link for 'Questions/Comments?'. A navigation menu contains links for Home, Jobs, Provider Accounts, Reports, Administration, My Account, Help, and Logout. The main heading is 'Edit Profile' with the subtext 'Modify your contact information' and a 'Help on this page' link. Below the heading are two tabs: 'Edit Profile' (selected) and 'Change Password'. The form contains the following fields:

- Full Name*: enhouseHC1
- Email Address*: PaySpan_Messages@Payformance.com
- Email Address Type: Plan Text (dropdown menu)
- Email Address 2: PaySpan_Messages@Payformance.com
- Email Address 2 Type: Plan Text (dropdown menu)
- Phone Number: [] - [] - [] ext: []
- Password Challenge Question: What is your pet's name? (dropdown menu)
- Password Challenge Answer*: fido

At the bottom of the form are three buttons: 'Reset', 'Save', and 'Cancel'. The footer contains the copyright notice: '© 2000-2006 Payformance Corporation. All rights reserved. Privacy Policy | Terms of Service'.

Change Password

This is the *Change Password* screen.

Users can change their password at any time - provided they remember their old password.

The password needs to contain at least 8 characters, at least one capital letter, and at least one number.

Password changes are required every 90 days.

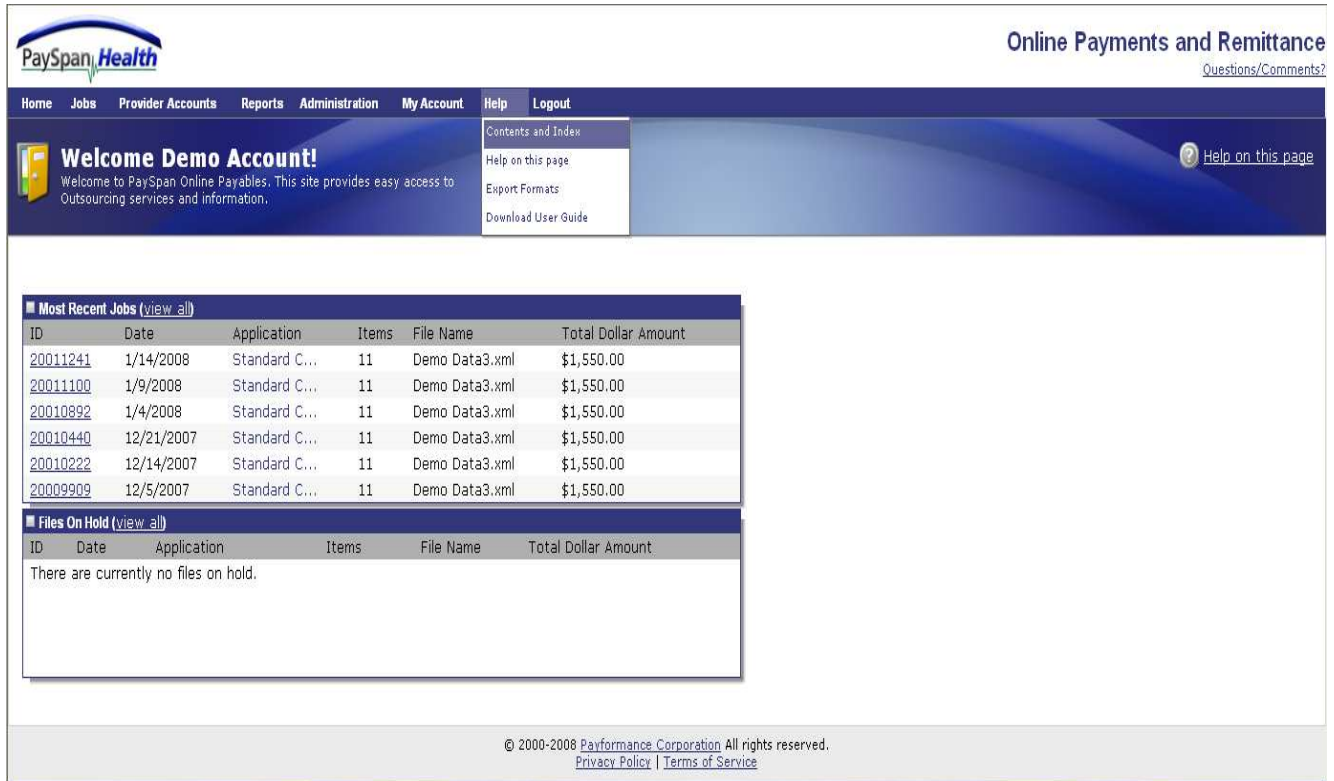


The screenshot shows the 'Change Password' page on the PaySpan Health website. The page header includes the PaySpan Health logo, the text 'Online Payments and Remittance', and a link for 'Questions/Comments?'. A navigation menu contains links for Home, Jobs, Provider Accounts, Reports, Administration, My Account, Help, and Logout. The main heading is 'Change Password' with a sub-instruction: 'Select a new password for accessing the site'. Below this is a breadcrumb trail with 'Edit Profile' and 'Change Password'. The form contains three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. At the bottom of the form are 'Save' and 'Cancel' buttons. The footer of the page contains the copyright notice: '© 2005-2006 Payformance Corporation All rights reserved. Privacy Policy | Terms of Service'.

Help

Users can get help by selecting the Help tab from any screen.

The User Guide is available for download from the Help Menu. Both the Provider and Payer Guides are available.



The screenshot shows the PaySpan Health web application interface. At the top right, it says "Online Payments and Remittance" with a link for "Questions/Comments?". The navigation menu includes "Home", "Jobs", "Provider Accounts", "Reports", "Administration", "My Account", "Help", and "Logout". The "Help" menu is open, showing options: "Contents and Index", "Help on this page", "Export Formats", and "Download User Guide".

Below the navigation, there is a "Welcome Demo Account!" message. The main content area features two tables:

Most Recent Jobs (view all)

ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

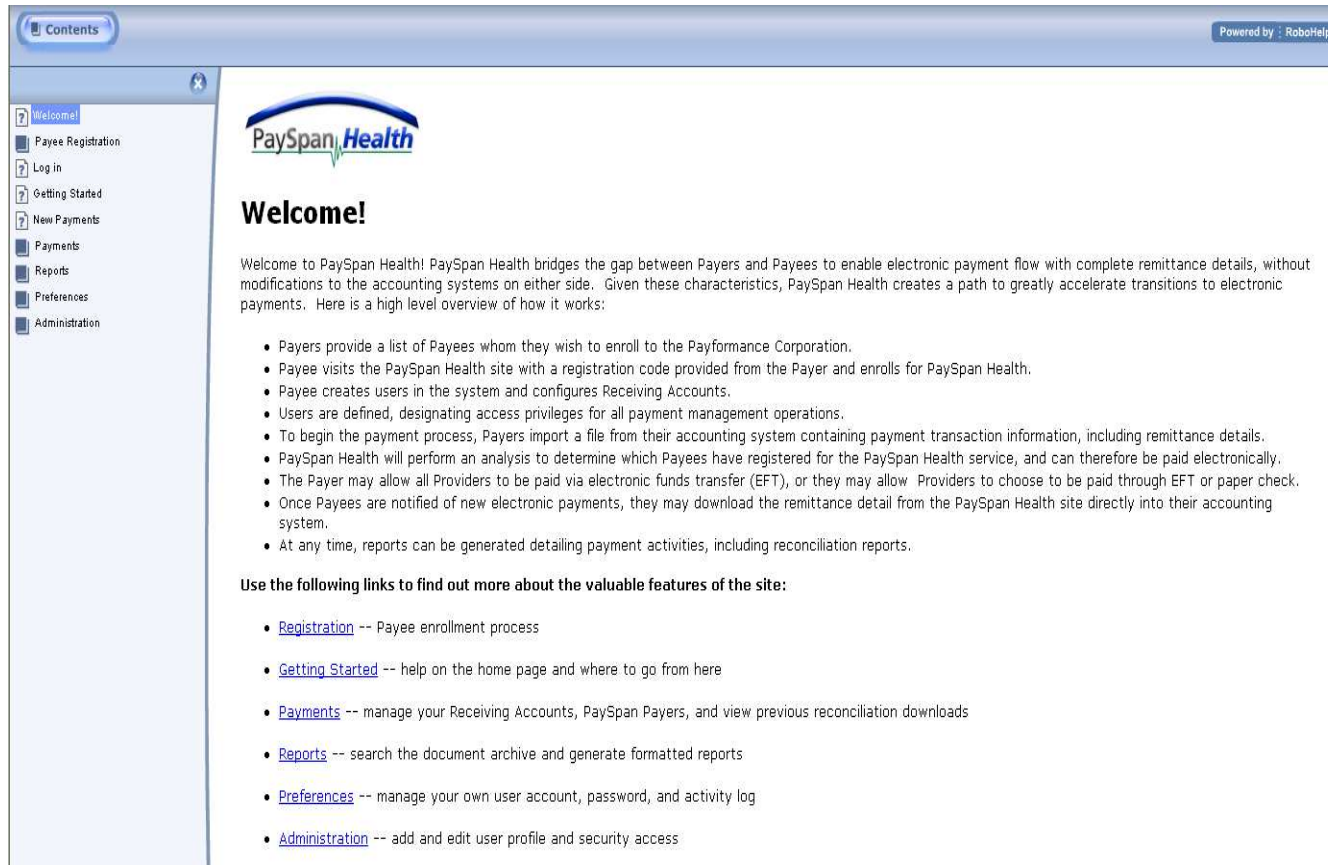
Files On Hold (view all)

ID	Date	Application	Items	File Name	Total Dollar Amount
There are currently no files on hold.					

At the bottom of the page, there is a copyright notice: "© 2000-2008 Payformance Corporation All rights reserved. Privacy Policy | Terms of Service".

Help

The PaySpan Health Help Files can guide the user through the PaySpan Health site.



The screenshot shows the PaySpan Health website interface. At the top, there is a "Contents" button and a "Powered by: RoboHelp" indicator. On the left, a navigation menu lists various sections: Welcome!, Payee Registration, Log in, Getting Started, New Payments, Payments, Reports, Preferences, and Administration. The main content area features the PaySpan Health logo, a "Welcome!" heading, and a paragraph explaining the service's purpose. Below this, a bulleted list details the process from payer enrollment to reporting. At the bottom, a section titled "Use the following links to find out more about the valuable features of the site:" provides links to Registration, Getting Started, Payments, Reports, Preferences, and Administration.

Contents Powered by : RoboHelp

Welcome!

Welcome!

Welcome to PaySpan Health! PaySpan Health bridges the gap between Payers and Payees to enable electronic payment flow with complete remittance details, without modifications to the accounting systems on either side. Given these characteristics, PaySpan Health creates a path to greatly accelerate transitions to electronic payments. Here is a high level overview of how it works:

- Payers provide a list of Payees whom they wish to enroll to the Payformance Corporation.
- Payee visits the PaySpan Health site with a registration code provided from the Payer and enrolls for PaySpan Health.
- Payee creates users in the system and configures Receiving Accounts.
- Users are defined, designating access privileges for all payment management operations.
- To begin the payment process, Payers import a file from their accounting system containing payment transaction information, including remittance details.
- PaySpan Health will perform an analysis to determine which Payees have registered for the PaySpan Health service, and can therefore be paid electronically.
- The Payer may allow all Providers to be paid via electronic funds transfer (EFT), or they may allow Providers to choose to be paid through EFT or paper check.
- Once Payees are notified of new electronic payments, they may download the remittance detail from the PaySpan Health site directly into their accounting system.
- At any time, reports can be generated detailing payment activities, including reconciliation reports.

Use the following links to find out more about the valuable features of the site:

- [Registration](#) -- Payee enrollment process
- [Getting Started](#) -- help on the home page and where to go from here
- [Payments](#) -- manage your Receiving Accounts, PaySpan Payers, and view previous reconciliation downloads
- [Reports](#) -- search the document archive and generate formatted reports
- [Preferences](#) -- manage your own user account, password, and activity log
- [Administration](#) -- add and edit user profile and security access

Export Formulas

Users can view the format specs for the Export Formula file type from the Help Tab.



PaySpan Health Online Payments and Remittance
[Questions/Comments?](#)

Home Jobs Provider Accounts Reports Administration My Account Help Logout

Export Formats

Select your accounting system from the list for more information on PaySpan's available download formats. [Home > Help](#)

PaySpan Export Formats

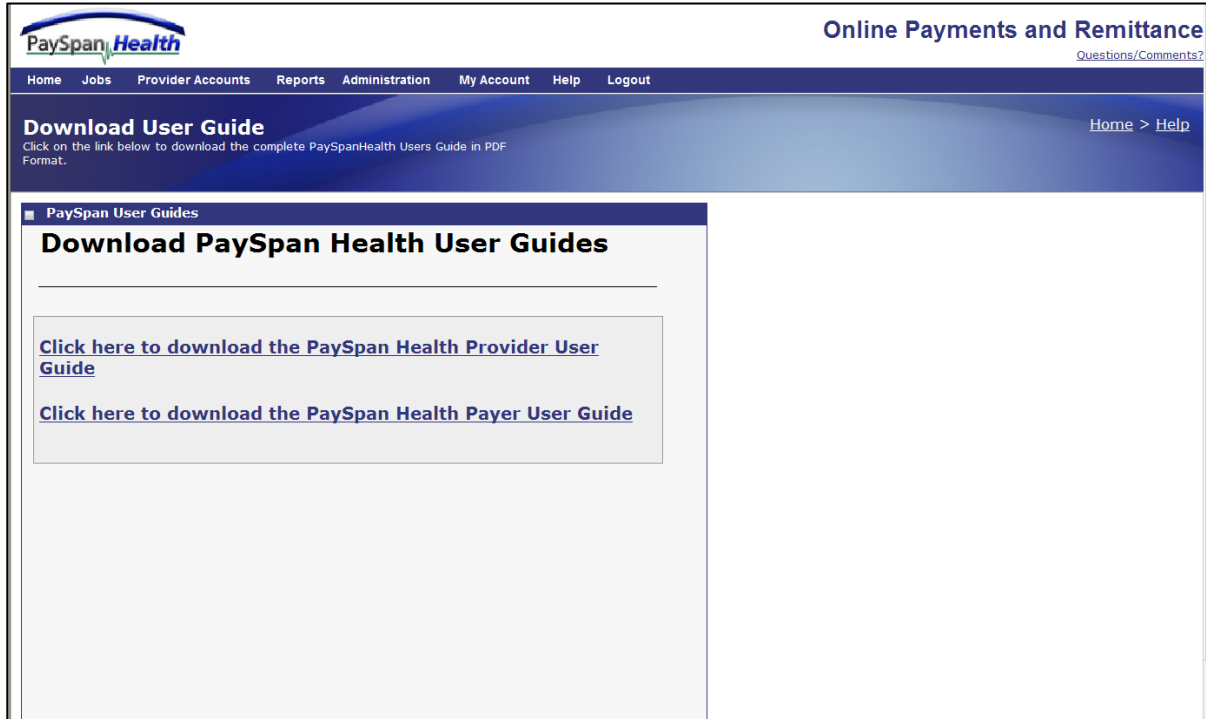
Format for Generic HealthCare System:

835 4010A1
ACS X12N 835 version 004010X091A1

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Download User Guides

Payer Site Users have the ability to download a PDF version of the Payer or Provider Guide from the Help Menu.



The screenshot shows the PaySpan Health website interface. At the top right, it says "Online Payments and Remittance" with a link for "Questions/Comments?". A navigation menu includes "Home", "Jobs", "Provider Accounts", "Reports", "Administration", "My Account", "Help", and "Logout". The main content area is titled "Download User Guide" and includes the instruction: "Click on the link below to download the complete PaySpanHealth Users Guide in PDF Format." Below this, there is a section titled "PaySpan User Guides" with a sub-header "Download PaySpan Health User Guides". Two links are provided: "Click here to download the PaySpan Health Provider User Guide" and "Click here to download the PaySpan Health Payer User Guide".

Questions/Comments

On every page of the PaySpan Health application, there is a questions and comments link. Use this link to send a message to the PaySpan Health Client Support Center.

Online Payments and Remittance
[Questions/Comments?](#)

Home | Jobs | Provider Accounts | Reports | Administration | My Account | Help | Logout

Welcome Demo Account!
 Welcome to PaySpan Online Payables. This site provides easy access to Outsourcing services and information. [Help on this page](#)

Most Recent Jobs (view all)					
ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

Files On Hold (view all)					
ID	Date	Application	Items	File Name	Total Dollar Amount
There are currently no files on hold.					

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Online Payments and Remittance
[Questions/Comments?](#)

Home | Jobs | Provider Accounts | Reports | Administration | My Account | Help | Logout

Questions/Comments [Home](#)
 Send a question or comment to Payformance.

Send us your questions or comments:
 * All Fields are Required.

Name:

Email Address:

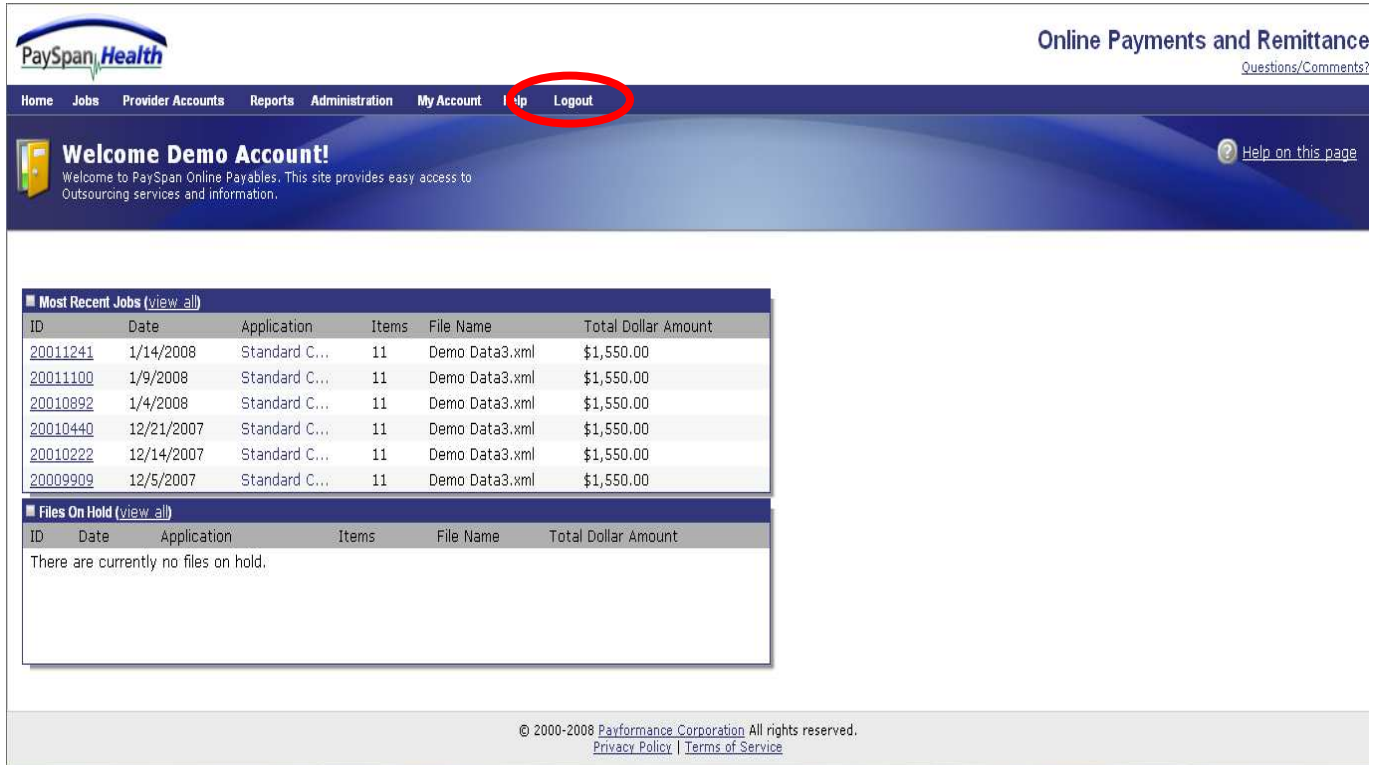
Company:

Question/Comment:

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Log Out

Users can log out of the system at any time by selecting the Log Out option, or by closing the browser.



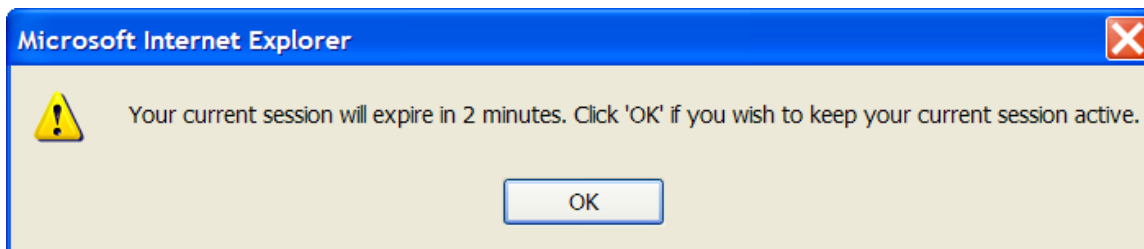
The screenshot shows the PaySpan Health system interface. The navigation menu at the top includes: Home, Jobs, Provider Accounts, Reports, Administration, My Account, **Help**, and **Logout**. The 'Logout' link is circled in red. Below the navigation menu, there is a 'Welcome Demo Account!' message. The main content area displays two tables: 'Most Recent Jobs' and 'Files On Hold'. The 'Most Recent Jobs' table has the following data:

ID	Date	Application	Items	File Name	Total Dollar Amount
20011241	1/14/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20011100	1/9/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010892	1/4/2008	Standard C...	11	Demo Data3.xml	\$1,550.00
20010440	12/21/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20010222	12/14/2007	Standard C...	11	Demo Data3.xml	\$1,550.00
20009909	12/5/2007	Standard C...	11	Demo Data3.xml	\$1,550.00

The 'Files On Hold' table is currently empty, displaying the message: 'There are currently no files on hold.'

At the bottom of the page, there is a copyright notice: © 2000-2008 Payformance Corporation All rights reserved. Privacy Policy | Terms of Service

The PaySpan Health System will automatically end a session if left idle for 20 minutes or more. The message below will display on the screen when the system has been left idle and is about to time out.



Log Out

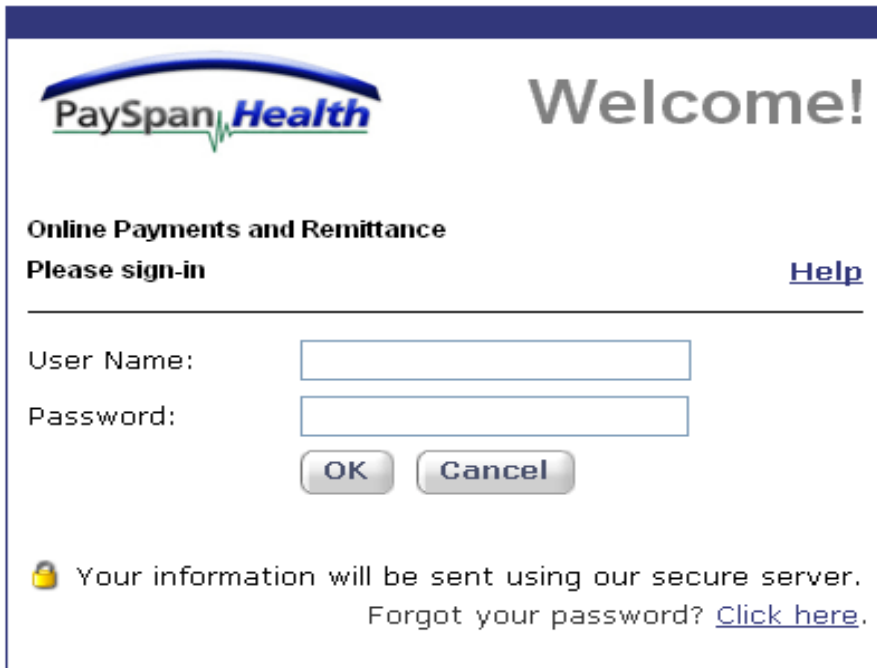
Once the user has logged out of the system, the below screen will display.

To log in again, select the Login Again link.



Forgotten Passwords

If a user has forgotten their password, they can select the link next to the 'Forgot your password?' text on the Sign-In screen.



The screenshot shows the PaySpan Health sign-in interface. At the top left is the PaySpan Health logo, and at the top right is the word "Welcome!". Below the logo, the text "Online Payments and Remittance" is displayed. Underneath, it says "Please sign-in" followed by a "Help" link. There are two input fields: "User Name:" and "Password:". Below these fields are "OK" and "Cancel" buttons. At the bottom, there is a lock icon and the text: "Your information will be sent using our secure server. Forgot your password? [Click here.](#)"

The user will be prompted to enter their email address and answer their challenge question.



The screenshot shows the PaySpan Health email entry screen. At the top left is the PaySpan Health logo, and at the top right is the word "Welcome!". Below the logo, the text "Enter the email address that you have registered with us." is displayed. There is a single input field for the email address. Below the field are "Next" and "Cancel" buttons.

Users who are unable to reset their own password should seek assistance from their system administrator.