To receive ERAs for this payer, you have to first register with PaySpan. Enrolling with PaySpan will enable you to obtain ERAs from multiple payers through Office Ally. Registration is free, fast and is done online. To learn more about PaySpan, please visit their website: **https://www.payspanhealth.com**.

REGISTER FOR PAYSPAN

1. Click on the link below or call PaySpan Customer Service to request a Registration Code (You will be issued a Registration Code along with a PIN Number for that code):
    o https://www.payspanhealth.com/RequestRegCode
    o Call (877) 331-7154 Option 1
2. When you receive your registration code, go to www.payspanhealth.com
3. Click the "Register Now" button
4. Enter your registration code and click "Submit"
5. Enter your PIN, Tax ID and NPI and click "Start Registration"
6. Fill out the basic contact and account information and click "Next"
7. Enter an Account Name
8. **IMPORTANT:** Under Enveloping Format you MUST select "Payer Plan ID"
9. Check the Request Paper Remittance box only if you wish to receive paper as well
10. If you do **not** want Electronic Payments (EFT), remove the check mark in the "Enable Electronic payment" box by clicking on it and then click "Next" and proceed to Step 12
11. If you do want EFT, complete the Financial Institution information and then click "Next"
12. Verify your information, then read the Services Agreement and check the box that you agree to it, click "Confirm"

ACTIVATING EFT ACCOUNT

If EFT was requested, you will receive a deposit of less than one dollar from PaySpan within a few business days

1. Access your bank account online or contact your bank to obtain the amount of the test deposit from PaySpan
2. Log into PaySpan
3. Click "Your payments"
4. Click "Account Verification" link on the left side of the screen
5. Enter the amount of the deposit you received in this format: 0.00

Note: The deposit does not need to be returned to PaySpan

ROUTING YOUR ERAS TO OFFICE ALLY AFTER REGISTRATION

1. Select "Your Payments"
2. Under "Manage" click "Accounts"
3. Click the Account Name
4. Click "Mailbox Settings"
5. Click "Create Mailbox"
6. Click "Close"
7. On the Edit Account page, click "Delivery Settings"
8. Select "Office Ally" from the drop down under the 835 Recipient Column
9. Click "Save"
10. Click "Close"
11. Click "Save" on the Edit Account page