



We are excited to announce a new electronic payment process using Zelis Payments. This alliance will help you streamline operations by accelerating and adding efficiency to your claim payment processing.

*If you are currently enrolled in Zelis Payments, there is no further action required.*

**The Zelis Advantage:**

- Access all payers in the Zelis Payments network through one single portal
- Experience award-winning customer service
- Streamline your operations and improve revenue stability with virtual card or ACH
- Protect your account with 24/7 Office of Foreign Assets Control (OFAC) fraud monitoring
- Reduce costs and boost efficiency by simplifying administrative work from processing payments
- Gain visibility and insights from your payment data with a secure provider portal. Download files (10 years of storage) in various formats (XLS, PDF, CSV or 835)

Alternative payment options are available:

- Zelis Payments ACH
- SIHO ePayment Center
- Paper Check

If you have general questions or concerns related to the transition of electronic payments, contact Provider Services at 855-774-4392.

***If you are NOT currently enrolled in Zelis Payments:***

Introducing a new electronic payment platform called ePayment Center to accelerate and add efficiency to our claim payment processing. This new platform will improve your cash flow and staff productivity. Please note that you may see mentioning of our administrative partner, SIHO Insurance Services while completing this registration.

**Why is this important to me?**

The ePayment Center is replacing RedCard as the electronic payment vendor for SIHO. Registration for the ePayment Center is now available, with payments transitioning no sooner than November 15th, 2022. Please follow the instructions below to begin the registration process. If you do not sign up, you will receive mailed payment checks.

**What benefits does ePayment Center provide to my organization?**

- Use of an online portal for no-fee ACH direct payments
- Improves cash flow with faster payments and secondary filing/patient collections
- Allows you to access your payment remittance remotely and securely 24/7
- Streamlines reconciliation with automated payment posting capabilities
- Electronic remittance advice (ERA) available via download (835, PDF) or via clearinghouse delivery

- Payment remittances are stored securely online for 7 years

#### **What do I need to register for the ePayment Center?**

- Federal tax identification number (TIN) or employer identification number (EIN)
- Your practice's corporate name and principal information
- Bank account routing transit number (RTN) or ABA routing number

#### **How do I register for ePayment Center?**

- Visit <https://SIHO.epayment.center/registration>
- Follow the instructions to obtain a registration code (a link will be sent to you)
- Follow the link to complete your registration and set up your account
- Log in to the portal and enter your bank account information
- Review and accept the ACH Agreement and click "Submit"

#### **Key Points**

- ePayment Center replaces your currently electronic payment and ERA delivery process
- Improve cash flow with faster payments
- Register now for ePayments

#### **We're here to help**

Go to <https://SIHO.epayment.center/registration> for more information. Call 855-774-4392 or email [help@epayment.center](mailto:help@epayment.center) with questions.

MyTruAdvantage has HMO and PPO plans with a Medicare contract. Enrollment in MyTruAdvantage depends on contract renewal. MyTruAdvantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.844.425.4280 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1.844.425.4280 (TTY: 711)