

## Health Plan Case Study

# *Payspan Uses ePayments Expertise To Develop Travel Reimbursement Debit Card*

*“Payspan really stepped up even though this was not within the scope of their services with us. This success exemplifies Payspan’s commitment to a true partnership relationship. Their can-do attitude and willingness to step up and explore options is a unique commodity in the Payspan team.”*



**Alan Avery**  
COO, Kern Health Systems

### The Challenge

Kern Health Systems is a Medicaid-only health plan based in California, where health plans are required by the State to provide members with transportation to and from medical appointments. One of the requirements by the State is reimbursing members for travel expenses. Kern needed help determining how to reimburse members for travel expenses without having to issue individual checks. “We were brainstorming with Payspan to see if they could help us, and they really stepped up, even though this was not within their scope of services,” says Kern COO Alan Avery. “Payspan immediately began to explore options.”

### Our Solution

As an electronic payments company, the Payspan team knew they had the expertise to help Kern solve one of their biggest challenges – how to reimburse individual members for travel expenses. Payspan developed a solution that could be implemented quickly so Kern could get it to the market as soon as possible. Payspan’s solution was to issue a health plan-funded prepaid Kern Health Systems-branded debit card for each member to use for transportation costs.

### Results

The implementation took roughly 3-4 months from start to finish, which is really fast for an electronic payment solution. Kern was pleased with the results. Kern’s Medicaid members received their cards and immediately begin using them to cover travel expenses for their doctor visits. Avery says this success exemplifies Payspan’s commitment to a true partnership relationship. “This can-do attitude and willingness to step up and explore options is a unique commodity in the Payspan team,” Avery says.

Payspan offers the largest healthcare payment automation platform in the nation, connecting 1.3 million provider payees with more than 600 health plans who serve over 100 million consumers.