

Health Plan Testimonial

RelayHealth

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John Golden

Senior Product Manager
RelayHealth

About RelayHealth

A division of McKesson, a managed service organization that supports the healthcare industry, RelayHealth supplies claims adjudication services to multiple payers and Medicare health plans.

Challenges

RelayHealth needed to be able to help its payer clients offer electronic payment services to providers while complying with HIPAA requirements. At the same time, they wanted to enable payers to offer options to providers who still want to receive paper checks.

“We picked Payspan because of their flexibility in developing the best solutions for provider reimbursement methodologies,” says John Golden, senior product manager for RelayHealth. “They also have expertise in HIPAA 835 creation and posting, and their provider portal access for providers is intuitive.”

Solution

RelayHealth implemented Payspan’s EFT, Print and Member EOB services, which enables their payer clients to offer flexibility to providers who can register to receive electronic payments and electronic remittances, or they can opt to continue receiving paper checks and remittances.

RelayHealth’s payers also have the option of requiring providers who continue receiving paper checks to log on to Payspan’s portal to download their HIPAA 835s to their practice management systems and/or their EOPs as a PDF.

“The flexibility in the portal has been phenomenal because a lot of providers still want to see paper EOPs in addition to the electronic 835,” says John. “This way they can easily log on and print out the EOP, which makes them happy and cuts back on our manual labor significantly.”

“We generate \$1.7 billion in provider reimbursements per year and Payspan absorbs them without hesitation or delay to assure our payments get to our providers the quickest,” says John. “We are always implementing new payer clients, and Payspan’s implementation team delivers flawless execution and rapid deployment, which enables us to go to market sooner. Payspan’s Client Services team have always been very responsive, timely, helpful and forward-thinking in terms of implementing new ideas. We have been with Paysan since 2014, and we are very impressed with their services.”

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.

