

Electronic Funds Transfer



Enjoy greater convenience and timely payment by switching from paper checks to electronic funds transfer (EFT). Tufts Health Plan offers this service through Payspan for our Commercial, Tufts Medicare Preferred HMO, Tufts Health Plan Senior Care Options, and Tufts Health Public Plans products.

EFT is fast, easy, and secure. The following information and tips can help you make the switch from paper checks to e-payment!



Payment advisories — EOPs and ERA/835

- You'll no longer receive paper checks, EOPs, or ERA/835s directly from Tufts Health Public Plans.
- You will receive your payment advisories from Payspan. Payspan offers 2 electronic methods of delivering remittance advice:
 - **EOPs** — Access images of your Explanations of Payment (EOPs) online with the ability to view, download, and print up to 18 months of EOPs.
 - **ERA/835s** — Choose to have your HIPAA-compliant Electronic Remittance Advice (ERA/835) sent directly to one of the data exchange partners. Simply follow the instructions for routing 835s to an electronic mailbox when activating your account.



Payment schedule

- EFTs are available two business days following payment release at Payspan (for example, if payments are released on a Tuesday, your bank account will reflect payment on Thursday.) If payment release is scheduled for a holiday, payment may be delayed a day.
- It takes at least 48 hours after enrollment for your EFT account to become activated.



Registering with Payspan (new users)

It's easy to get started with Payspan:

1. Obtain a registration code and PIN by calling PaySpan Provider Services at 877-331-7154 (option 1) or by visiting payspanhealth.com/RequestRegCode/.
2. Have your bank name, routing number, and account number, as well as your TIN handy.
3. Follow the step-by-step registration instructions on the [Payspan registration website](#).
4. In the payer drop-down list select:
 - **'Tufts Health Plan'** for Commercial, Tufts Health Medicare Preferred and Tufts Health Plan Senior Care Options
 - **'Tufts Health Public Plans'** for Tufts Health Direct, Tufts Health Together, Tufts Health RITogether and Tufts Health One Care



Adding Tufts Health Plan to your Payspan account (existing users)

If you already have a Payspan account, update it online to include Tufts Health Plan. For assistance, contact Payspan at the phone number or email listed below.



Contact information

For more information about EFT, please contact Payspan at providersupport@payspanhealth.com or call 877-331-7154, option 1 (Mon-Fri, 8 a.m. – 8 p.m. ET)