

September 23, 2021

RE: Electronic Payment Option Through Zelis Payments

Dear BadgerCare Plus Provider:

We are pleased to introduce a new electronic payment process through Zelis Payments. This alliance provides us with the latest in secure ePayment technology to accelerate and add efficiency to our claims payment process.

Your Zelis Payments advantage:

- Get paid faster with ACH
- Receive clean and compliant 835s and Explanations of Payment (EOPs)
- Reduce administrative costs and complexities
- Experience award-winning client service
- Enhanced security and fraud monitoring
- Access to more payment choices, data, and notifications

There are two payment options through Zelis: ACH and virtual card. Both give you multiple options to access your data and customize notifications. You will have access to several features via the secure web portal.

- **Zelis ACH**
ACH is the most efficient way to maximize payments for your organization by directly depositing electronic payments into your bank account. ACH payment delivery is a CAQH CORE®-certified vendor product, which ensures compliance with ACA standards and HIPAA requirements.
- **Zelis Virtual Card**
Virtual card payments utilize a reloadable, virtual card which can be faxed or downloaded. You input the card information into your card terminal to receive immediate payment for the claim.

Enrollment online is easy - no form submission required!

Visit zelispayments.com and click "Provider Login" then "Sign Up Now!" to create an account. Follow the prompts to complete your enrollment. After the initial setup, there are no changes or set up programming requirements.

- **Did a Zelis associate send you the Guided Enrollment Link?**
 - **"No"** – If you are interested in enrolling with Zelis Payments but have not received a payment from us in the past, select "No" and then click "Next." Provide your organization's details to request a registration code. Be sure to populate all required fields and click "Submit Request." A registration code will be sent via the delivery method selected.
 - **"Yes"** – If you have received a payment from Zelis Payments in the past, click "Yes." Enter your organization's TIN and NPI and your registration code, then click "Verify"

Registration Code and Continue.” To have your registration code reset, contact the Zelis Payments’ Membership Department at (877) 828–8770.

FAQ

Do I have to switch from paper checks to electronic Zelis payments?

- No. If preferred, you may maintain your current process with paper check payments.

I think I already use Zelis payments for MCW payments.

- Over 50% of our BadgerCare Plus providers are already using Zelis payments for payments through other contracted programs. If this sounds like you, it will be easy to update your BadgerCare Plus payment method!

What if I have other program contracts with My Choice Wisconsin that use paper check payments? Will they be moving to electronic Zelis payments too?

- It is our goal to offer electronic payment options across all of our product lines by the end of 2022. We hope to communicate these changes in Q1 of 2022.

If I sign up for Zelis payments, whom do I call with claims questions? Payment questions?

- BadgerCare Plus member claims are processed by our TPA, SCAS Management Group (SMG). If you have a specific billing and/or claims inquiry, please call (414) 755-3619 or (855) 530-6790 to speak with a Customer Service Representative.
- All remittance information is available 24/7 via provider.zelispayments.com and can be downloaded into a PDF, CSV, or standard 835 file format. For any additional information or questions, please contact Zelis Payments’ Client Service Department at (877) 738-8070.

I’d like more information on Zelis Payments. Whom do I call?

- Call Zelis Payments Client Service Department at (877) 738-8070.

We hope you are as excited about improving the claims payment process as we are. Together with Zelis Payments, we look forward to adding efficiency and speed to the payment of your claims. If you have questions or need assistance, please call Zelis Payments Client Service Department at (877) 738-8070.

Provider Services
My Choice Wisconsin, Inc.