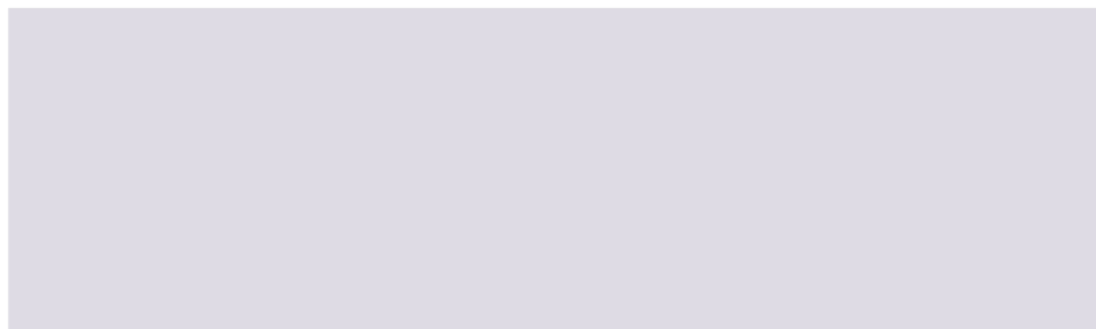


Guided Enrollment

Training Guide



**Texas Children's[®]
Health Plan**

zelis[®]


Table of Contents

(Click to jump to the desired section)

- **Getting Started** 3
- **Completing Your Guided Enrollment** 4
 - How to Log In*..... 4
 - Step 1: Service Enrollment 5
 - Step 2: Business contact and information 5
 - Step 3: Bank Account Information 6
 - Settlement Types..... 6
 - Step 4: Payment delivery 7
 - Step 5: ERA Delivery 8
 - Step 6: Payment Notifications..... 9
 - Step 7: Review Agreement and Submit Enrollment 10
 - Confirmation 12
 - Email Confirmation..... 13

Getting Started

Guided Enrollment “guides” you through the enrollment process when opting-in to ACH+. To request ACH+, call **877-828-8770** to speak with a Zelis® Team Member. The Zelis® representative will send you the email below. Simply click the **“Complete Zelis ACH Enrollment”** button to begin the enrollment process.

 | Provider Portal

Zelis Payments Enrollment Code

We've received your ACH enrollment request.

You're on your way to transforming your payments process.

Let's get you authenticated and registered for the Provider Portal.

Here is the information you will need to authenticate at the portal:

Enrollment Code: 19yXtLvIj

You will be asked to enter your banking information including routing and account numbers. Make an error? Don't worry. You will have an opportunity to review and edit all your information before submitting your request.

[Complete Zelis ACH Enrollment](#)

Please DO NOT reply to this message. Questions? Contact the Client Service Team at 877.828.8770 or email us at clientservice@zelispayments.com . Thanks for choosing Zelis Payments .

Confidentiality Notices
The information contained in this transmission may include confidential information and is intended for the personal and confidential use of the named recipient only. Such information may be protected by applicable State and Federal laws from this disclosure or unauthorized use and may subject you to fines and/or prosecution. If the reader of this transmission or any accompanying information is not the named recipient, such reader is hereby notified that any disclosure, review, discussion, copying, or taking any action in reliance on the contents of this transmission is strictly prohibited. If you have received this transmission in error, please contact the sender immediately

Completing Your Guided Enrollment

The guided enrollment screens make enrolling simple. Your enrollment code should even be automatically pulled from your email to save you entering it.

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Thank you for continuing your Zelis ACH enrollment.

Enter your enrollment code (provided via email) and your business Tax ID number below.

Questions? contact Zelis Payments Membership Services at 855-496-1571

Enrollment Code*

Tax ID number*

Sign in

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How to Log In

1. The Enrollment Code should automatically be entered on your behalf. However, you will need to **enter your Tax ID Number** (TIN) to authenticate that you are who the system believes you to be.
2. **Click Sign in.**

The steps required to complete the enrollment will show along the left of the screen, as you progress through the enrollment screens.

Step 1: Service Enrollment

The first screen simply confirms what you are about to do. The you can simply **click Continue**.

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Step 1
Service Enrollment

Zelis ACH[®]
Receive Payments directly into your bank

Zelis ACH allows you to receive claim payments directly into your bank account. Payments typically settle within 24-48 hours.

✓ Currently Selected

Exit Enrollment Back Continue

Step 2: Business contact and information

On this screen, you will **confirm any prepopulated fields** and **enter any missing information**. The items marked with a red asterisk (*) are required fields. Once the information is filled out **click Continue**.

Note: The Provider Name, Tax ID, and NPI cannot be changed. If you need any of this information changed, contact Zelis[®] at 877-828-8770.

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Step 2
Business Contact & Information[®]
Provide information about your business

Required fields are indicated with an asterisk *

Business Information

Provider Name CSTraining Test Tax ID (TIN or EIN) 089789098 NPI 9098765467

Street* fake street

Street (continued) Continue Street Address

City* Awesomeville State* Pennsylvania Zip Code* 09876

Principal Contact[®]

First Name* Becky Last Name* Muller

Title* Training Manager

Email Address* becky.muller@zelis.com Telephone Number* 7179611191

Fax Number 555-555-5555

Exit Enrollment Back Continue

Step 3: Bank Account Information

You will need to enter the information for the bank account you wish to use for ACH+ payments. Filling in the Routing Number will automatically fill in the Financial Institution's name.

The screenshot shows the Zelis Guided Enrollment interface for Step 3: Bank Account Information. The left sidebar lists the enrollment steps: Product Enrollment (checked), Business Information (checked), Banking Information (active, step 3), Payment Delivery, Data Delivery Configuration, Payment Notification Configuration, and Processing Fees & Agreement. The main content area includes instructions: "Please provide banking information for the account of your choosing. The information provided will be the account details we use to distribute payments. If the information you enter does not match your bank account records this will delay your enrollment. Please ensure the Account Owner Name, Account Type, and Tax ID used to open the account are accurate." The form fields are: Financial Institution Routing Number* (with a help icon and a text input field labeled "Enter Routing Number"); Provider Account Number with Financial Institution (with a red asterisk and a help icon, and a text input field labeled "Enter Account Number"); Provider Account Number with Financial Institution (Confirm) (with a red asterisk and a help icon, and a text input field labeled "Confirm Account Number"); Financial Institution Name; Tax ID used to open Account at Financial Institution* (with a red asterisk and a help icon, and a text input field labeled "Tax ID"); Type of Account at Financial Institution (with a red asterisk and a help icon, and a dropdown menu labeled "Please Select"); Ownership Type* (with a red asterisk and a help icon, and a dropdown menu labeled "Business"); Credit Bank Account Owner Name* (with a red asterisk and a help icon, and a text input field labeled "Account Owner Name"); Settlement Type* (with a red asterisk and a help icon, and two buttons: "Net" and "Gross", where "Gross" is selected); and Debit from Same Account* (with a red asterisk and a help icon, and two buttons: "Yes" and "No", where "Yes" is selected). On the right, there is an image of a Zelis Business Check with fields for Check Number, Account Number, and Routing Number. At the bottom, there are "Exit Enrollment", "Back", and "Continue" buttons.

Settlement Types

- /// **Gross:** Zelis® deposits the full amount of each payment, then deducts the cost separately.
- /// **Net:** Zelis® takes the fee out of payments, depositing the payment minus the fee.

If you choose "No" for "Debit from Same Account", when dealing with the Gross Settlement Type, a second area to enter the debit account information will appear. This enables you to define the account for receiving payments and another for debiting the ACH+ fees. Once you have entered all necessary information, you can click Continue.

Step 4: Payment delivery

On this screen, choose if you wish to consolidate payments. You can choose:

- ✓ No, meaning each payment will arrive individually.
- ✓ To consolidate all payments from all payers into as few payments as possible.
- ✓ To consolidate all payments from each payer (so all payments from Payer 1 will arrive together as one large payment).

The screenshot shows the 'Step 4: Payment Delivery' screen in the Zelis Guided Enrollment process. On the left, a vertical progress bar lists the steps: Product Enrollment, Business Information, Banking Information, Payment Delivery (highlighted with a '4' and a blue circle), Data Delivery Configuration, Payment Notification Configuration, and Processing Fees & Agreement. The main content area asks 'Do you want your payments consolidated?' and provides three radio button options: 'No (default)' (selected), 'Consolidated payment for all Payers', and 'Consolidated payment for each Payer'. Each option includes a brief description of how payments will be handled. At the bottom, there are three buttons: 'Exit Enrollment', 'Back', and 'Continue'.

When reconciling your accounts, remember that several payments will be included if you consolidate. Be sure to utilize the EOPs to ensure you received all expected payments. You can also switch to the consolidated view within the Payments view, in the Provider Portal.

Step 5: ERA Delivery

On this screen, confirm the contact information for the person responsible for handling incoming remittance data; and define how you wish to receive your ERAs. Once filled out, you can click Continue. Note that while Download is the default, you can choose FTPS, Clearinghouse or Fax as your delivery option.

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Step 5
ERA Delivery

Please indicate the contact information of the person responsible for handling incoming remittance data at your facility.

Contact Information

Contact Name*
Backy Muller

Contact Email Address*
backy.muller@zelis.com

Contact Telephone Number*
7179611191

Delivery Options

Please select your preferred electronic remittance advice (ERA) delivery method and format below.

Note: You can also download claim payment information from the Provider Portal at any time.

Select Delivery*
Download Clearinghouse FTPS Fax

Download Selected
ERA will be accessible from the Provider Portal.

Exit Enrollment Back Continue

Callout 1: Select Delivery*
Download Clearinghouse FTPS Fax
Format(s)*
835
Select Clearinghouse*
Please Select

Callout 2: Select Delivery*
Download Clearinghouse **FTPS** Fax
Format(s)*
835 PDF
Delivery Details
FTP Name* Enter Name
FTP Host* Enter Host
Login* Enter Login
FTP Remote Path* Enter Path
Password* Enter Password
Confirm Password* Confirm Password

Callout 3: Select Delivery*
Download Clearinghouse FTPS **Fax**
Format(s)*
Paper
Delivery Details
Fax Number*
Enter Fax Number

Step 6: Payment Notifications

On this screen, define if and how you would like to receive notifications when payments are available. You must choose a notification method or choose not to receive any notifications, before you can click Continue.

The screenshot shows the Zelis Guided Enrollment interface for Step 6: Payment Notifications. On the left, a vertical progress bar lists seven steps: Product Enrollment, Business Information, Banking Information, Payment Delivery, Data Delivery Configuration, Payment Notification Configuration (the current step, marked with a '6' in a blue circle), and Processing Fees & Agreement. The main content area is titled 'Step 6 Payment Notifications' and includes the following text: 'If you would like to be notified when payments are available, please select your preferred method for receiving notifications. After your enrollment is complete more notification types will become available to you, such as a notification when remittance data is available for download.' Below this is the heading 'Send payment notification to:' followed by the text 'You can select as many as you like, or opt to receive none. After enrollment, you can make changes to these preferences anytime.' A bold instruction reads 'Please select at least one option below to continue with your enrollment'. There are three radio button options: 'Email Address' (with an input field 'Enter Email Address'), 'Text Message' (with an input field 'Enter Telephone Number'), and 'Fax Number' (with an input field 'Enter Fax Number'). A fourth radio button option is 'I would prefer not to receive any notifications'. At the bottom of the screen, there are three buttons: 'Exit Enrollment', 'Back', and 'Continue'.

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Step 6
Payment Notifications

If you would like to be notified when payments are available, please select your preferred method for receiving notifications.

After your enrollment is complete more notification types will become available to you, such as a notification when remittance data is available for download.

Send payment notification to:

You can select as many as you like, or opt to receive none. After enrollment, you can make changes to these preferences anytime.

Please select at least one option below to continue with your enrollment

Email Address Text Message Fax Number

Enter Email Address Enter Telephone Number Enter Fax Number

I would prefer not to receive any notifications

Exit Enrollment Back Continue

Step 7: Review Agreement and Submit Enrollment

This screen shows all of the selections you made during the enrollment process for your final review and approval. At the very top, you will see the fee for opting-in to ACH+. Below that is all information entered during enrollment. You must scroll to the bottom of the page to complete the enrollment. This includes reading the entire legal document before signing.

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Step 7

Review Agreement & Submit Enrollment

Review the information below and make any edits, if needed. Once the information is verified, download and sign the agreement to begin receiving streamlined claim payments through Zelis.

Our Fee Structure is Simple:
Processing Fee per Payment = 1%

Note: Zelis Payments does not charge additional fees for ERA/EOP/EOR data delivery.

In comparison to your Credit Card merchant vendor, We Do Not Charge:

- Dues & Assessment Fees
- Batch Fees
- PCI Fees
- Service Fees
- Card Not Present Fees

Business & Contact Information

Business Information		Principal Contact	
Provider Name:	CSTraining Test	First Name:	Becky
Tax ID (TIN or EIN):	089789098	Last Name:	Muller
NPI:	9098765467	Title:	Training Manager
Street:	feka street	Email Address:	becky.muller@zelis.com
City:	Awesomerville	Telephone Number:	7179611191
State:	Pennsylvania	Fax Number:	555-555-5555
Zip:	09876		

Banking Information

Banking Account Information

Financial Institution Routing Number:	221262241
Provider Account Number with Financial Institution:	98876576878
Settlement Type:	Gross
Type of Account at Financial Institution:	Checking
Ownership Type:	Business
Credit Bank Account Owner Name:	Providers name
Tax ID used to open Account at Financial Institution:	123456789

Once you have reviewed and confirmed that everything is accurate and understand the Terms & Conditions, **check the “I have read the agreement and I accept the terms & conditions” box**. Then, enter your name in the **Signed by** field, your **Title** in the Title field, and your email address in the **Email Address** field; and **click Finish**.

The screenshot displays a multi-step enrollment process. On the left, a vertical progress bar shows steps: Product Enrollment (checked), Business Information (checked), Banking Information (checked), Payment Delivery (checked), Data Delivery Configuration (checked), Payment Notification Configuration (checked), and Processing Fees & Agreement (current step, marked with a '7').

Data Delivery Configuration

Contact Name:	Becky Muller	Delivery Format:	PDF
Contact Telephone Number:	7179611191	Delivery Method:	Download
Contact Email Address:	becky.muller@zelis.com		

Notifications Configuration

Delivery Method:	Email	Email Address:	becky.muller@zelis.com
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Terms & Conditions

The preview shows a document titled "Zelis ACH Provider Membership Agreement". It includes sections for "Provider Member" Health Care Provider Information, Corporate Representative, and Account for Credit Entries.

Note: A downloadable version of your signed agreement will be available on the next page after completion of your enrollment. Zelis ACH-Direct Delivery Enrollment verification process takes an average of 7-10 business days to be completed.

I have read the agreement and I accept the terms & conditions.

Signed By* **Title*** **Email Address***

Buttons: Exit Enrollment, Back, Finish

Confirmation

After enrollment is complete, the confirmation page provides a summary of what happens next and allows you to download a signed copy of your agreement.

As noted on this screen, Zelis® will run a test transaction to verify the bank account. Be sure to note that credit or debit blocks applied to that account will create an issue. If you have blocks on your accounts, you will need to ensure that your bank permits the Bank IDs listed to have access.

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Zelis Enrollment Confirmation

Thank you for submitting your enrollment. [CLICK HERE](#) to download a copy of your signed agreement

What Happens Next?

Verifying Your Bank Account.

To ensure funds are delivered to the correct bank account, Zelis will run a test transaction to verify your bank account. We will credit (add) a sum of less than \$1.00 into your account and then debit (subtract) the same amount from your account.

- If you have a credit block applied to your bank account, please ask your bank to allow Bank ID 5452579291 and 1043575881 to credit your account. This will allow us to deposit your claim payments into your account.
- Notify your bank that you want to receive the CCD+ formatted files associated with these payments. The Reassociation Trace Number (TRN) in this file will match the Electronic Remittance Advice (ERA)/Explanation of Payment (EOP) you receive in the delivery method and format you chose during enrollment. Refer your financial institution to NACHA Operating Rules Subsection 3.1.5.3, should your financial institution need further clarification regarding this request.

Our agreement with you only allows us to:

1. Credit (add) claim payments to your account
2. Debit (subtract) fees owed for payment transaction
3. Make corrections to these transactions (if needed)

Once we verify your bank account, we will notify you that your enrollment is complete, and you will start receiving claim payments to this account. The verification process takes an average of 7-10 business days to be completed. We will contact you immediately if we have any issues during the verification process.

Receiving Payments During the Verification Process

During the verification process you will continue to receive claim payments and data in the same method you received prior to enrollment, so you do not experience delays receiving these payments.

Confirm Access to Your Provider Portal Account

The Zelis Provider Portal is where you can view payment data and download remittance information on-demand. [CLICK HERE](#) to login and confirm access to the Portal. You will create your username and password of your choice. Make note of your username and password. Do not share them with anyone.

Thank you again for enrolling with Zelis. If you have any questions, please contact Customer Service at 877-828-8770.

Email Confirmation

You will also receive an email with this information.

zelis | Provider Portal

Enrollment

Almost there! We've received your ACH enrollment request. You're on your way to transforming your payments process.

What happens next?

- Zelis conducts a pre-note process
 - We will verify your bank account to credit future claims payments
 - You should notice a credit for less than \$1.00 into your account
 - We will debit the same amount from your account
- Notify your bank of Bank IDs
 - Tell your financial institution to allow Bank IDs 5452579291, 6452579291 and 1256852000 to credit and debit your account
 - This will allow us to process your claims payments according to the terms of our Service Agreement
- Notify your bank of CCD+ files
 - Let your bank know that you will be receiving CCD+ formatted files and that you would like to receive this payment-related information
 - The Re-Association Trace Number (TRN) in this file will match the ERA/EOP you are provided in the format you have chosen

Our Service Agreement allows us to credit your account for claims payments or make corrections to these transactions. If you selected the gross settlement option, the Agreement may also allow us to debit your account for any transaction fees as set forth in the Agreement.

Now, what happens?

- The verification process usually takes 7-10 business days
- Once your bank is verified you will start to receive credits from us and will be notified that the process is complete
- You will also receive a copy of your service agreement
- Once verified – all future payments will be made to this account

And you're all set!
Should there be a problem with your financial institution, we will contact you immediately.

What about my current payments?

Until your bank account is verified, we will continue to make payments and send your data based on your current enrollment, so payments are not delayed.

Get access to more information. [Login to the portal to:](#)

- Download electronic remittances - import directly into your practice management or accounting system via standard 835, CSV and more
- View, download and print your Explanation of Payment (EOP)
- Export individual or all payments right into your accounting system
- Search historical payments and claims up to 10 years back
- Modify your notification alerts

[Take me to the portal](#)