



Zelis Payments Network

Frequently Asked Questions



**Texas Children's[®]
Health Plan**

zelis.com



Introduction:

The purpose of this document is to detail frequently asked questions that a Payer may receive regarding Zelis Payments. Please refer to the below scenarios and solution.

If you still have questions regarding Zelis payments, please call Zelis Payments Client Service toll free at **(877) 828-8770**.

Zelis Payments Overview	
Scenario	Solution
Who is Zelis Payments?	<ul style="list-style-type: none">• Complete healthcare payments solutions• Leader in healthcare electronic payments• HITRUST CSF® Certified• CAQH Core Certified <p>For more information, please call Zelis at (877) 828-8770.</p>
Why is Zelis sending payments to my office?	<ul style="list-style-type: none">• Contracted with more than 550+ payers• Delivers payments to over 850,000 providers• Payment and data delivery choices• Faster payments• Secure and easy to use provider web portal <p>For more information, please call Zelis at (877) 828-8770.</p>

Payment Questions	
Scenario	Solution
<p>When will I receive my payment?</p>	<ul style="list-style-type: none"> • Zelis Payments delivers your payment via your elected payment method • Allow 5-7 business days for your payment <p>For more information, please call Zelis at (877) 828-8770.</p>
<p>Why is my payment delayed?</p>	<ul style="list-style-type: none"> • Payment is not delayed • Payments will be delivered faster and easier with your elected payment method with Zelis Payments <p>For more information, you may call Zelis Payments at (877) 828-8770.</p>
<p>What is my elected payment method?</p>	<ul style="list-style-type: none"> • ACH • Virtual Card <p>To find out which payment method you are enrolled in, please call (877) 828-8770.</p>

<p>Why can't I process my Virtual Card?</p>	<ul style="list-style-type: none"> • Zelis Payments can assist you • Call (877) 828-8770
<p>Is there a fee for the Zelis Payments service?</p>	<ul style="list-style-type: none"> • Call (877) 828-8770
<p>How can I change my method of payment with Zelis Payments?</p>	<ul style="list-style-type: none"> • Call (877) 828-8770

Enrollment Questions	
Scenario	Solution
<p>How do I enroll in electronic payment options such as Virtual Card or Direct Deposit (ACH)?</p>	<ul style="list-style-type: none"> • To get started, please call (855) 496-1571.
<p>Why should I enroll with Zelis Payments?</p>	<ul style="list-style-type: none"> • Zelis offers complete transparency and easy access to payment and remittance data. • Zelis works with over 550+ payers for all applicable TINs. • Less manual work and faster payment processing. • For more information please call (855) 496-1571.

<p>How can I change my data/ERA/EOP delivery method with Zelis Payments?</p>	<ul style="list-style-type: none"> • Call (877) 828-8770
<p>How do I cancel Zelis Payments?</p>	<ul style="list-style-type: none"> • Speak to Zelis Payments before making a decision • They offer various payment and data delivery options <p>For more information, please call Zelis Payments at (877) 828-8770.</p>

<p>Zelis Payments Provider Portal</p>	
<p>Scenario</p>	<p>Solution</p>
<p>How can I get access to the Zelis Payments Provider Portal?</p>	<ul style="list-style-type: none"> • If you already have a login, go to https://www.zelis.com/log-in/ • If your organization does not have a login, please call (877) 828- 8770 for support.



Escalations				
Scenario	Solution			
Payment Inquiry Escalation Matrix	Client Services			
	Client Services	Hours	Supports	Scenario
	Primary: (877) 828- 8770	Monday- Friday	Providers	Updating Payment Method
	Escalation 1: Client Services Supervisor	8:00 AM- 7:00 PM (EST)		Updating Account Information
	Escalation 2: Client Service Manager			Updating Data Delivery Preferences
				Assistance with Zelis Payments Portal
				Requesting Additional Copies of EOR's
				Assistance with 835 Set-Up
				Payment Reversals
				Payment Research Items
			Refaxing Payments	
			Reissuing Checks	
Provider Enrollment Escalation Matrix	Provider Enrollment			
	Provider Enrollment	Hours	Supports	Scenario
	Primary: (855) 496-1571	Monday- Friday	Providers	Disputes and Delays
	Escalation 1: Provider Enrollment Supervisor	8:30 AM- 5:30 PM (EST)		Enrollment Issues
Escalation 2: Provider Enrollment Manager			Product Inquiries/Product Features	