

Provider Network Fax Blast

Wednesday, July 18, 2018



nh healthy families.

2 Executive Park Drive
Bedford, NH 03110

PaySpan Operational Update

Dear Provider,

Thank you for your continued partnership with NH Healthy Families. We are writing to inform you that PaySpan has resumed normal business operations following recent disruptions.

PaySpan will reactivate accounts whose electronic fund transfers (EFTs) were suspended and which were determined not to have been impacted by suspect activity. If your account falls into this category, PaySpan will call to notify you that your account has been reactivated. This requires no action from you; however, you may call PaySpan at 877-331-7154 to confirm your account status.

New providers may now register for EFT payments through PaySpan by calling the number above and requesting a registration code and PIN. This registration process will include the reinstated “penny drop” step which confirms the bank account linked to the registered account.

PaySpan anticipates increased call volumes this week as many providers call in to register. It has also increased the staffing of its call center, accordingly. Providers should be prepared for longer-than-normal wait times as PaySpan addresses the backlog of registrations.

If you have questions please feel free to contact PaySpan directly, or call NH Healthy Families Provider Services at 1-866-769-3085.

Sincerely,

NH Healthy Families

NH Healthy Families thanks you for being a partner in our network.

866-769-3085/TTY 855-742-0123

NHHealthyFamilies.com