



September 29, 2026

Dear Providers,

Great news! With Zelis' acquisition of Payspan we're pleased to announce that NH Healthy Families and Ambetter from NH Healthy Families are transitioning to Zelis for both claims and non-claims payments.

The transition to the new payment platform will occur in phases, moving throughout November, December, and into early 2027. To ensure uninterrupted access to electronic payments and remittance information across all participating lines of business, we encourage you to enroll now. Once enrolled, any additional eligible lines of business that move to the new platform will automatically be included, and no further action will be required.

How This Impacts You

- In partnering with Zelis, we're excited to offer you more efficiency and choice in how you receive claims payments and remittance data. Your options include:
 - **ZAPP Edge** - direct settlement into the provider's bank account via ACH plus data and performance insights from 550+ payers in a single portal
 - **Virtual Card (VCC)** - one-time use virtual card
 - **ePayment Center** - cost-free standard EFT/ERA solution that delivers payment via ACH
 - **Paper Check** - free paper check delivery via USPS (default payment method)
- Through this new partnership, you'll gain access to Zelis' premium payer payments experience, [ZAPP Edge](#), which offers payments, data, and financial performance insights from 550+ payers in a single portal.

What You Need to Know

- If you're **already enrolled with Zelis payments** on ZAPP Edge to receive claim payments via ACH or VCC, no action is needed. Payments will be routed according to your current preferences under your Zelis agreement.
- If you're not enrolled with Zelis payments on ZAPP Edge, to avoid any disruption to your payment preferences, act now and select your preferred electronic payment method using the contact information below:
 - ZAPP Edge or VCC: call a Zelis Advisor at 877-828-8770
 - **CenteneClaims Payment ePayment Center** (free standard EFT/ERA): visit URL: centeneclaimspayment.epayment.center/Registration

2 Executive Park Drive • Bedford, NH 03110

NH Healthy Families: 1-866-769-3085 (TTY: 1-855-742-0123) • NHhealthyfamilies.com
Ambetter: 1-844-265-1278 (TTY: 1-855-742-0123) • Ambetter.NHhealthyfamilies.com

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- **If you are not already enrolled with Zelis for VCC or ZAPP Edge and do not enroll in the free ePayment Center, payments will be sent via paper check through the USPS.**
- If you **receive non-claims payments**, you may have additional registration steps to complete. Registration for non-claims payments can be completed by navigating to CenteneAlternativePayments.epayment.center. More information on this process will be provided closer to the transition period.

Questions

NH Healthy Families, Ambetter from NH Healthy Families and Zelis are committed to supporting you throughout this transition. If you have questions about your payment options, need additional help making your selection, or want to change your payment method please use the contact information below.

- **ePayment Center:** 855-774-4392 or email: help@epayment.center
- **ZAPP Edge or VCC:** Contact Zelis Client Services at 877-828-8770

Sincerely,

NH Healthy Families
Ambetter from NH Healthy Families

