



NETWORK *Notification*

Notice Date: January 20, 2022
To: Indiana Medicaid Dental Providers
From: CareSource
Subject: Clarification on Dental Electronic Payment Process Change

Summary

Thank you for your continued participation with CareSource serving our Indiana Medicaid members. Since our previous [notification](#) on Nov. 5, 2021, SKYGEN has been partnering with Zelis to offer CareSource providers options to simplify processing payments through ACH and Virtual Card electronic solutions. Zelis streamlines the revenue cycle process, eliminates manual tasks, and reduces overhead expenses. A single connection with Zelis gives dental providers access to streamlined payments from over 150 payers, including SKYGEN/CareSource. If you're already using Zelis, you will now see SKYGEN listed as a participating payer.

Impact

Action Required: See Enrollment and Disenrollment section below. If providers do not enroll in one of the Zelis payment options or E-Payment platform, they will receive paper checks.

Please note, these are optional service solutions through Zelis where providers can choose which payment methods work for them, including ACH, virtual card, paper check or a new electronic payment (e-Payment) platform via SKYGEN to accelerate and add efficiency to our claims payment process.

Importance

Payment Options Available to Providers:

I. Zelis Electronic Options

- **Zelis ACH** - ACH is the most efficient way to maximize payments for your practice, facility, or health system by directly depositing electronic payments into your bank account. ACH payment delivery is CAQH CORE®- certified, which ensures compliance with ACA standards and HIPAA requirements. Once enrolled, your funds are automatically deposited into your bank account. ACH only allows funds to be directly deposited into your account, **it does not allow funds** to be recouped from your account.
- **Zelis Virtual Card** – Zelis has partnered with MasterCard (through Optum Financial) to provide payments for card-based payments. By utilizing the Zelis Virtual card office staff simply enters the virtual card information into the card terminal to receive payments for the claim(s) submitted. Card numbers and Explanations of Payment can either be delivered by fax or downloaded from the Zelis Payments secure web portal.

By using Zelis, providers can lower their overall costs and speed up their payments with fast, automatic electronic ACH (direct deposit) or virtual card payment. **A fee may apply** for providers who are not currently receiving e-payments from Zelis. That fee depends on a variety of factors,

from the e-payment product you choose to the volume of payments. For additional information, questions or to enroll, please follow the steps below.

Zelis Enrollment and Disenrollment steps:

- Providers who are already enrolled with Zelis do not need to make any changes and will automatically be paid through Zelis.
- To enroll please contact the Zelis Provider Enrollment Department at (855) 496-1571. All potential fees are discussed when you enroll and are dependent on that discussion and contract.
- To change your enrollment status (*including disenrollment from Zelis*), please contact the Zelis Client Service Department at (877) 828-8770.

II. SKYGEN E-Payment Center Option (Administered by Zelis)

- For Providers seeking an alternative payment solution, SKYGEN is excited to introduce a new electronic payment (E-Payment) platform to accelerate and add efficiency to our claims payment process, E-Payment Center.
- By enrolling, providers have the ability to receive a **no-fee** Automated Clearing House (ACH) delivery of claim payments with access to remittance files via download. Delivery of 835 files to clearinghouses is available directly through the E-Payment Center enrollment portal.
- Enrollment instructions and a detailed question and answer guide are available for download at <https://skygen.epayment.center/Registration>.
- Follow the instructions to obtain a registration code. Your registration will be reviewed by a customer service representative and a link will be sent to your email once confirmed.
- For more information please call (855) 774-4392 or email help@epayment.center.

E-Payment Center allows you to:

- Improve cash flow with faster primary payments
- Access your electronic remittance advice (ERA) remotely and securely 24/7
- Streamline reconciliation with automated payment posting capabilities
- Download remittances in various formats (835, CSV, XLS, PDF)
- Search payments history up to 7 years back

III. Paper Check Option

- **Paper Checks – Providers who choose not to enroll with Zelis – or – prefer to receive paper checks can still access their Remittance Reports online.**
 - Providers will need to send an email message to SKYGEN Customer Services to request electronic remittances: providerservices@skygenusa.com.
 - Remittance Reports will be available online through the Provider Web Portal.

SKYGEN looks forward to adding efficiency and speed to the payment of your claims.

Questions?

If you require assistance or clarification on payment options, enrollment, or disenrollment, please use the contact information above for each option.