



# NETWORK *Notification*

**Notice Date:** November 5, 2021  
**To:** Indiana HHW/HIP Providers  
**From:** CareSource  
**Subject:** Skygen Electronic Payment Process Change  
**Effective Date:** November 8, 2021

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## **Summary**

Effective Nov. 8, 2021, SKYGEN USA will be partnering with Zelis to simplify processing payments through ACH and Virtual Card electronic solutions.

## **Impact**

Providers who are already enrolled with Zelis do not need to make any changes and will automatically be paid through Zelis. Providers who are not enrolled will be contacted by a Zelis representative to help with the enrollment process.

## **Importance**

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. Providers can choose what payment methods work for them.

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.

Zelis Virtual Card – Zelis has partnered with MasterCard (through Optum Financial) to provide payments for card-based payments. This consolidated card option allows payments as a single transaction per payer per day. 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 download from the Zelis Payments secure web portal.

Zelis payments benefits include:

- Easy Access - Providers have multiple options to access data and customize notifications.
- Easy-to-use Portal - Offers providers dedicated customer service and a secure portal that allows payment history review anytime and anywhere.
- Easy Reconciliation - Integrated with the providers RCM and/or practice management system for automatic reconciliation using an electronic 835/ERA.
- Secure Technology HIPAA-compliant payment platform.
- Simplified Processes - All remittance information is available 24/7 and can be downloaded into a PDF, CSV, or standard 835 file format.

**Questions?**

Together with Zelis, SKYGEN USA looks forward to adding efficiency and speed to the payment of your claims. For additional information, questions or to enroll, please contact the Zelis Client Service Department at **1-877-828-8770**.

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