New Payment Options for Colorado Access Providers

Colorado Access transitioned to a new claims payment system in November 2013. Providers are **required** to take action and choose a new payment option. These changes only affect the manner in which you receive your payments from Colorado Access. All other claim and authorization requirements remain the same. Please read the information below and choose the option that best fits your practice.

All payments are distributed through Emdeon, regardless of the option you choose. If no action is taken on your part, Option 2 below is the default payment option.

Option 1 - Electronic Fund Transfer (EFT) payments

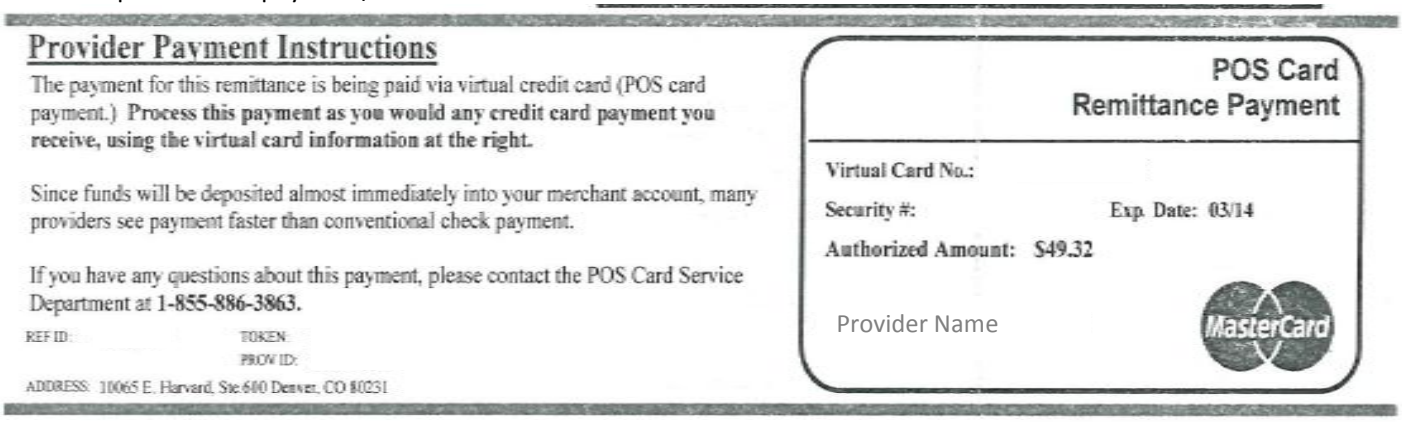
This will be the easiest and most efficient method of receiving your payments, once your initial setup is completed. We strongly recommend that you enroll in the EFT payment program. Funds will be securely deposited directly into the financial institution you choose and you will have access to your Electronic Remittance Advice (ERA) online at anytime and this is the quickest way to receive your funds.

- If you already receive EFT through Emdeon for other payers, you will still need to select/add Colorado Access (payer ID 84129)
- To sign up for EFT, please go to www.emdeon.com/epayment and click on the orange Enroll Now button to start the process.
- You will then receive an email from Emdeon with the information you need to continue the enrollment process.
- If you have questions or need assistance, call Emdeon's customer service at 1-866-506-2830.

Option 2 – Virtual Credit Card (VCC)

This is the default payment option if a provider takes no action to choose the manner in which they receive their payments.

- If you do not want to receive a VCC payment you must opt-out by calling 1-855-886-3863. If your initial payment was paid via VCC you can also call 1-855-886-3863 and request the payment be reissued in the form of EFT or a paper check.
- This option acts as a credit card and comes on your explanation of payment/voucher. The provider is subject to fees associated with the use of this VCC.
- There are instructions and a credit card image titled "POS Card Remittance Payment" at the bottom of your explanation of payment/voucher.



Provider Payment Instructions

The payment for this remittance is being paid via virtual credit card (POS card payment.) **Process this payment as you would any credit card payment you receive, using the virtual card information at the right.**

Since funds will be deposited almost immediately into your merchant account, many providers see payment faster than conventional check payment.

If you have any questions about this payment, please contact the POS Card Service Department at **1-855-886-3863.**

REF ID: TOKEN:
PROV ID:

ADDRESS: 10065 E. Harvard, Ste 600 Denver, CO 80231

POS Card Remittance Payment

Virtual Card No.:

Security #: Exp. Date: 03/14

Authorized Amount: $49.32

Provider Name

MasterCard

Option 3 – Paper Check

Paper checks and ERA will be distributed, by mail, from Emdeon using the remit address on record with Colorado Access.

- To receive payment via a paper check, you must opt out of the VCC by calling 1-855-886-3863, and choose the paper check option.