

IMPORTANT UPDATE

Important Update for Billing Clients Using Zyantus Clearinghouse (Zyantus Ceased Clearinghouse Services December 22)

December 24, 2015

Dear Valued Customer,

If you did not read the important announcement emailed to your practice and posted on our Support Site on November 24, please do so now. This concerns Zyantus's decision of November 23 to cease operations effective December 22, 2015. You can access our announcement at this link:

<http://paydc.com/paydcsupport/wp-content/uploads/2014/02/Zyantus-Announcement-2015-11-24.pdf>

Thank you for your prompt attention to our prior Clearinghouse Transition Instructions and your completion of required Payer Enrollment Forms. As you know, Zyantus ceased operations on December 22. Accordingly, your Claims are no longer being submitted electronically through Zyantus Clearinghouse. They are now being routed through our new clearinghouse services.

Please be aware that there may still be some outstanding Payer Enrollments that are not yet completed. If you receive any rejections related to Payer Enrollment forms, please reach out directly to your Payer for resolution as soon as possible.

You will also want to review your Claim Audit and Rejection Reports in PayDC/APS on a daily basis to make sure your claims are processing correctly. Here is a link on our Support Site that will help clarify for you the reports you'll want to run and review:

<http://paydc.com/paydcsupport/billing/reports/e-claims-reports/>

Thank you for attentiveness to these requests and for your support and assistance during this transition period. Our goal is to work together to minimize disruption to your practice.

Sincerely,

PayDC/APS Leadership Team

Questions? Please contact our Service Desk.

- If you are a PayDC customer, the phone number is (888) 306-1257; please choose option 4 for Service Desk.
- If you are an Advanced Provider Solutions customer, the phone number is (855) 283-4940; please choose option 4 for Service Desk.
- If you would like to contact the Service Desk via e-mail, please use the [Contact Us form on our website](#)