

Update on Zyantus Claims Processing Delays

Dear Valued Customer,

We received the following positive update from Zyantus yesterday evening (Tuesday, November 3) and wanted to make sure to pass the information along to those of you who may have been affected by recent Zyantus claims processing delays. Our purpose is to keep you in the loop regarding progress and we will continue to do so until the issue is fully resolved.

Here is the text of the communication we received last night from Zyantus's CEO:

"The IT Team has informed me that BCBS and Medicare claims are now being built out and going to [the affected secondary clearinghouse]. Backlogged claims will continue to be sent through the rest of this week. Estimating payer responses to be caught up by the middle of next week for those particular claims."

As per our prior communication, we have had a very limited number of clients who have contacted us about this issue, but wanted to make you aware so you can monitor your accounts receivable.

Zyantus has also asked us to advise those of you who may be affected to contact their Client Service Department directly to report your issue. Their contact information is:

- Phone 888-576-0800 or 308-698-5400
- E-mail clientsupport@Zyantus.com

Please note that Zyantus is currently experiencing high call volumes on this issue and their callback time may be delayed.

Thank you for your patience while Zyantus resolves this issue. Again, we will be monitoring this situation closely, and we will continue to keep you informed. If we can be of more direct assistance, you can always contact our Service Desk.

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

Thank you.

Best regards,

PayDC/APS Support Team