

IMPORTANT ANNOUNCEMENT

Transition Instructions for Billing Clients Using Zyantus Clearinghouse (Zyantus Ceasing Clearinghouse Services December 22)

December 3, 2015

Dear Valued Customer,

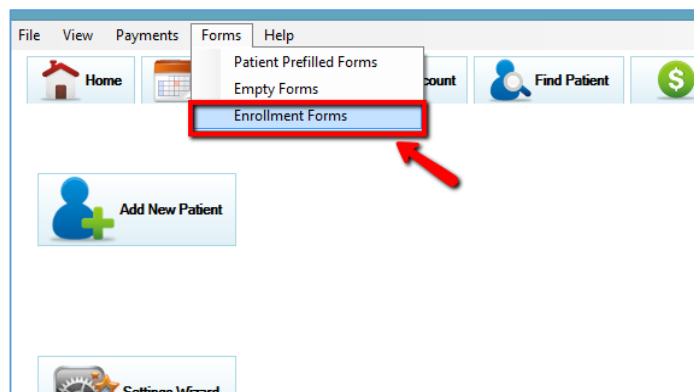
If you did not read the important announcement emailed to your practice and posted on our Support Site on November 24, please do so now. This concerns Zyantus's decision of November 23 to cease operations effective December 22, 2015. You can access our announcement at this link:

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

We are committed to ensuring a smooth and orderly transition for your claims processing that will minimize disruption to your practice. We have made the necessary arrangements. **In order to execute effectively, we now urge you to comply with our instructions below IMMEDIATELY and complete your enrollment forms no later than by the close of business on Monday, December 7.**

CLEARINGHOUSE TRANSITION INSTRUCTIONS

1. Login to the PayDC/APS application as soon as possible.
2. Read the pop-up message you will see on your Home page.
3. This pop-up message will direct you to a set of Enrollment Forms you must complete.
4. To access your Enrollment Forms, you will go to the dropdown menu of "Forms" at the top of the Main Menu in the PayDC/APS Program, where you will select "Enrollment Forms".



5. Follow the instructions for completing each of the Enrollment Forms posted for your practice. (Note: This should not take more than one hour and is required.)

PLEASE COMPLETE THESE INSTRUCTIONS BY CLOSE OF BUSINESS ON MONDAY, DECEMBER 7.



Your compliance with these instructions will minimize delays and disruption associated with processing claims and ERAs/remittances for your practice. Please beware and inform us of any direct communication you may receive from alternative clearinghouses. Our system automatically uploads claims for you through authorized channels, and alternative clearinghouses will likely not result in a smooth transition of claims processing for your practice.

Thanks you for your support and assistance with this important request. We look forward to guiding you through a smooth transition in the aftermath of Zyantus deciding to close their clearinghouse business.

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](#)