



High call volumes affecting Zyantus client response times

Dear Valued Customer,

For those of you utilizing Zyantus clearinghouse services, Zyantus has asked us to communicate with you that they are experiencing very high call volumes associated with the ICD-10 conversion. As a result, they are running 24-48 hours behind on responding to inquiries. They expect response times will return to normal, as call volumes subside, hopefully next month. Thank you for your understanding as we work through the transition period together.

Sincerely,

PayDC/APS Support Team

Questions? You can always contact the 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](#)