

Zyantus delays affecting some claims processing

Dear Valued Customer,

Zyantus has informed us that they are having a problem processing some claims through one of their secondary clearinghouses. They are working to resolve the situation but have not provided us a specific time frame for resolution as of yet. Zyantus has assured us that they are receiving your claims, and once the problem is fixed, those of you who have been affected should not need to resubmit those claims.

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.

We will continue to monitor this situation closely to minimize impact to our subscribers, and will keep you informed as we learn more from Zyantus.

Note: If you do not want to wait for the Zyantus "fix" of the situation, you do have the option to file your claims manually for the time being. If you feel more comfortable filing your claims this way, then here is the procedure you should follow:

To print a claim that has the submission method defined as electronic, you have 2 options. One is to change the submission method at a payer level, and the second is to print individual claims.

1. Go into the setting and uncheck the box that says accept claims electronically and it will default the submission method to paper.

The screenshot shows the 'Settings' window in PayDC. The 'Accepts Electronic Claims through EClaims?' checkbox is checked, and a yellow arrow points to it. A red box with the word 'uncheck' is placed over the checkbox. Other settings include: Address Line 1: 123 Anywhere, Address Line 2: (empty), City: Nowhere, State: AL, Zip: 19000 - 0000, Phone Number: (Code) Number, Coverage Type: Other, Identifier To Use For Box 33: National Provider Identifi, Identifier To Use For Box 25: FedTaxID, EClaims Payer ID: Alabama BCBS - ECALB, and a 'Download Infinedi claim files?' link.

2. To just change the submission method from electronic to paper and then print. This will have to be done manually for each claim.

The screenshot shows the 'Primary Claims' window in PayDC. The 'Generated' tab is selected. The 'Claim Search' section shows filters for Patient Name (ALL), Service Date From (9/29/2015), Service Date To (10/29/2015), Provider (ALL), and Carrier (ALL). The 'Results' table lists three claims:

Claim No.	Carrier	Patient Name	Provider Name	Service Date	Claim Status	Total Charges(\$)	Submission Method	Update
KeA-175385	med	Kenney, Justin	Andrea Hoffman	10/16/2015	Generated	110.00	Electronic-EClaims	Update
KeA-4171914	Cigna	A-smith, Ken Jr	PayDC Support	10/16/2015	Generated	50.00	Paper	Update
KeA-4090524	Cigna	A-smith, Ken Jr	PayDC Support	10/02/2015	Generated	50.00	Electronic-EClaims	Update

The 'Submission Method' column shows that the first and third claims are set to 'Electronic-EClaims', while the second claim is set to 'Paper'. The 'Update' column has a red 'X' next to the 'Update' button for each claim.



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