



## **PROVIDER ALERT**

**Subject:** First Provider Payments of 2025 and Payspan Registration

**Issued:** December 19, 2024

**Target Audience:** All Behavioral Health Providers

As the new Administrative Services Organization (ASO) for Maryland's Public Behavioral Health System, Carelon Behavioral Health of Maryland (Carelon) will conduct its first check run on **January 6, 2025**.

Carelon will issue the initial payment as a **mailed, paper check**. Please note arrival times by mail may vary. For Medicaid providers, Carelon uses the "pay to" information from the provider file in MMIS. Providers are responsible for ensuring their address is current in that system as these are the files used by Carelon to mail checks and communicate other important information. Click the [ePREP](#) hyperlink to verify your address.

To receive payments electronically after your first paper check, providers will need to register with Carelon in the [Payspan portal](#). Providers will still have access to the Payspan portal using their current Optum credentials and can add Carelon to their existing account. Providers will not receive the PIN and registration code until they have their first set of claims processed and paid with a paper check.

### **Why do I need to register again?**

- Although both Optum and Carelon use Payspan as their source for provider payments, accounts are set up to be vendor-specific. This new registration is necessary for providers to be paid under the new ASO (Carelon).

Please refer to the step-by-step instructions on the following pages for how to add Carelon to your existing account. Providers will be required to input their Provider Identification Number (PIN), Tax Identification Number (TIN), and Carelon vendor code (referred to as a "registration code" by Payspan).

### **Where can I find my codes?**

- Providers will receive Carelon's vendor code (registration code) and PIN on the remittance advice associated with their first check. Existing provider TINs supplied by the IRS do not change.

*Please note: PINs are not the same as NPI and Carelon ID numbers.*

If providers have any questions about information contained in this alert, please email [MDHtransitionsupport@carelon.com](mailto:MDHtransitionsupport@carelon.com).

Thank you,

Carelon Behavioral Health Team

## How to Add Carelon's Registration Code to Your Existing Payspan Account

**Step 1:** Go to [payspanhealth.com](https://payspanhealth.com) and log into your Payspan account.

**Step 2:** Click on Your Payments

**Step 3:** Under the Manage Panel, click on Reg Codes.

Receiving Account	Confirmed 'Historical' Payments and Remits	Unconfirmed 'New' Payments and Remits	
VC Test Acct	<a href="#">View</a>	1	\$7,747.52
Total	<a href="#">View All</a>	1	\$7,747.52

**Step 4:** Once on the Manage Reg Code page, click on Add New Reg Code (Upper right corner)

Home > Your Payments

EMPOWERING THE HEALTHCARE ECONOMY™

harry@ofcdemo.com Admin Help Log Out

Manage Reg Codes

Manage Preferences Add New Reg Code

Search Reg Codes:

Export Assign Account Request Paper Remit Cancel Paper Remit Activate De-Activate

Items Per Page: 10 Sort by: Reg Code

Page 1 of 5

Displaying items 1 - 10 of 50

Receiving Account: 4.1 Account (Active)	Reg Code: 12QM7DVN	RegCode Status: Active	Paper Remit: Yes
Payer: Fabrikam Insurance Company	PIN: PIN12345	Payment Method: ACH	Registration Date: 6/4/2010
Provider: CONTOSO HEALTHCARE SYSTEMS	NPI: 222222222		

< Add Registration Code

Verify RegCode Account Info

Verify Your RegCode

RegCode:

Provider Identification Number (PIN):

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN):

Start Registration

• Enter your Provider Identification Number (PIN) and Tax Identification Number (TIN).

• [Support](#)

**Step 5:** Under Add Registration Code, input the following:

- Carelon vendor (registration) code
- PIN
- TIN

**Step 6:** Click Start Registration

🔍 Add Registration Code

Verify RegCode Account Info

Select an Account

Provider Name: DiBarbaraSmith  
 Provider Tax Identification Number: 78-9357421  
 National Provider Identifier: 1234567890

Existing Receiving Account(s):

101 Test	▼
101 Test	
All My Money	
Gay's Twerk Team	
Jolie Is Awesome	
Mailbox Account	
Mailbox Account 2	
Mailbox Demo	
Mailbox Test1	
Non Eft	
Test - Aerial	
Test9192015	

Registration code:

QHTG3IRV

Payer:

Fabrikam Insurance Company

⚠ Viewing Payment Data

Access to view remittance details online is available the day after you complete registration and your account is activated (no longer in Pending status).

Electronic Signature of Person Submitting Enrollment:

I agree to the [Services Agreement](#)

**Step 7:** Select your existing account by clicking on the drop-down menu.

**Step 8:** Agree to the Services Agreement

**Step 9:** Click Confirm