

[Date]

[Provider name]
[Remit address]
[City/State/Zip]

[TIN]

Dear Provider:

Recent feedback from our network providers indicated quicker reimbursement and more efficient payment reconciliation are a high priority. As part of our ongoing commitment to improve efficiency and make it easier to do business with us, we are offering more choices in payment methods. As a result, we're excited to be rolling out our electronic funds transfer and virtual card payment solution.

Enrollment for the services will begin on **December 13, 2021**. Our EnrollSafe EFT enrollment hub is easy, safe, secure, and available 24-hours a day.

Beginning November 8th, 2021, log onto the enrollment hub at enrollsafe.payeehub.org to enroll in EFT. You'll be directed through the secure portal to the registration page, where you'll provide the needed information to establish a registered user account. You'll then be guided to complete the banking enrollment process, where you will provide the information needed for direct deposit. EFT deposits will begin as soon as the necessary identity and banking information has been validated. Monitoring the progress of your EFT enrollment is easily accessed in EnrollSafe.

For your convenience, we always recommend you register for EFT at the TIN level. Enrolling at the TIN level reduces your administrative burden, as any new providers added to your practice or organization will automatically be set up under your existing EFT enrollment. If you have registration-related questions, EnrollSafe has Help Documents and phone numbers conveniently located on their website.

Enrolling in EFT will help streamline operations and reduce administrative costs. Consider these benefits:

- Reimbursements are deposited to your account faster.
- EFT payments don't get delayed or lost in the mail.
- EFT payments are more protected from fraud.
- Bank fees are lower.
- You save time with fewer trips to the bank.
- You save money by reducing your associated labor and cash security costs.
- You can easily access your remittance advice online.
- Transactions can be posted to your system automatically.

We will also offer enrollment in electronic remittance advice (ERA). Registration for ERA will be via the Availity Portal at www.availity.com. If you have registration-related questions, contact Availity Client Services at **1-800-AVAILITY (282-4548)**. Please note, Availity will be used for registration purposes only. Explanation of Payments (EOP) 835 will continue to be retrieved via the HealthSun Provider Portal <https://provider.healthsun.com/>

If you are currently receiving virtual cards from other payers, you may begin to receive your HealthSun payments in the same manner. Virtual cards allow your office to process payments as credit card transactions. Your office will receive a letter containing a virtual card with a number unique to that payment transaction. Once the number is received, you simply enter the code into your office's credit card

terminal to process payment as a regular card transaction. Normal transaction fees apply based on your merchant acquirer relationship. Providers may be selected for virtual credit cards payment solution if not enrolled EFT/ERA.

We are excited to roll out our new delivery methods and hope to see active participation during the enrollment kick off, **November 8th, 2021**. We look forward to continuing to work with you to help deliver a positive experience for your patients.

Sincerely,

HealthSun, Inc