



# Bulletin



Simply Healthcare Plans  
dba Clear Health Alliance

10/15/2013

## **SIMPLY PARTNERS WITH EMDEON ON NEW ELECTRONIC FUNDS TRANSFER AND VIRTUAL CREDIT CARD PROCESS!**

Simply Healthcare is committed to strengthening its relationship with its outstanding provider partners. We are listening to you and making improvements that will assist you in providing excellent care to our members.

Simply will offer Electronic Funds Transfer (EFT) and Virtual Credit Card (VCC) services, via Emdeon October 15, 2013.

- If you are a participating provider with Emdeon, you will begin receiving Simply payments via your registered preferred method.

- If you are **not** registered with Emdeon and have a Point of Sale Device, you will receive payments via the VCC process.
  - If you are **not** registered with Emdeon and do not have a Point of Sale Device, you will receive a paper check or you can register with Emdeon to create an account
- Please note, registration with Emdeon is not required to receive payment.

The EFT and VCC process optimizes cash-flows by having faster access to funds. We are very excited to introduce our latest enhancement.

## FAQ



Q-What if I am an existing EMDEON customer?

A-No action required, Emdeon will send the existing provider Simply's payment the same way other payments are currently received.

Q-What if I am not registered with Emdeon and want to be enrolled?

A-You can view the Emdeon "How to enroll online" pamphlet on [www.emdeon.com/eft](http://www.emdeon.com/eft) or call 1-866-506-2830.

Q-If I am an existing customer with Emdeon, can I opt out of the EFT or VCC Process?

A-Yes, when you log on to Emdeon you will be prompted a question on whether you would to opt-out of EFT or VCC and receive paper checks.

Q- Will I have to enroll with each payer to receive a Virtual Card Payment?

A- No, this transformative solution removes the need to enroll with each payer. Virtual Card Payments can be processed through the Point-of-Sale (POS) device you already have in your practice.

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### Contact Us

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Eligibility Verification, Prompt # 1

Referrals and Authorizations, Prompt # 2

Claims Status, Prompt # 3

Provider Relations, Prompt # 4

Pharmacy Department, Prompt # 5