



*The payment process outlined below is specific to payments for Carelon members.
For Anthem, continue with your existing payment process.*

PAYMENTS TRANSITIONING TO THE ZELIS PLATFORM

As part of the upcoming transition to the Zelis payment platform, Carelon Behavioral Health encourages providers who are not yet enrolled with Zelis to take action now to ensure continued access to electronic claim payment data and remittances.

This transition will provide a more streamlined experience, including faster, more secure access to payment information and remittance details. Providers can prepare now by enrolling in the Zelis ePayment Center before the transition is completed.

What you need to know

If you're not currently enrolled with Zelis:

To continue receiving claims payment data and remittances electronically at no cost, register through carelon.epayment.center or call 855-774-4392 for assistance.

If you're already enrolled with Zelis:

No action is required at this time. You will continue receiving payments as usual and can access payment data and remittances through the Zelis Provider Portal.

How to Enroll in the ePayment Center

1. Visit carelon.epayment.center and select Register.
2. Follow the instructions to obtain a registration code.
3. Use the registration link sent to you to complete your account setup.
4. Log in and enter your bank account information.
5. Review and accept the ACH Agreement, then select **Submit**.
6. Your bank account will be validated before electronic funds transfers begin.
Validation may take up to six business days.



Providers will continue to have access to historical payment data through payspanhealth.com

Zelis will continue to communicate directly with providers and share additional information and guidance as the transition approaches.