FAQ on transitioning to Paperless Payments and Remittances

How does transitioning to paperless payments benefit care providers?
Paperless payments and remittances provide easy and secure access to necessary information, improve operational efficiency, and provide the convenience of fast payments by greatly reducing the cost and time of paper correspondence. Moreover, the transition to paperless is more eco-friendly.

Where and how can I access my payment information including digital copies of 835 electronic remittance advices (ERAs) and EOPs ?
Log in to https://provider.healthsun.com/. You can see payment details and access a digital or PDF copy of your EOP whenever required. If you don't have an account, contact your Provider Relations Representative to create one.

How can I modify my payment method?
Electronic funds transfer (EFT) is recommended, and EnrollSafe is the platform to set up and configure EFT — the most secure and fastest way to receive payment. Visit **enrollsafe.payeehub.org** to complete the EFT registration and enrollment process. Virtual credit cards (VCCs) are sent to care providers not enrolled in EFT. If you prefer not to receive VCCs, call **800-833-7130**. Care providers using a payment vendor should discuss payment method changes with them.

Why are we transitioning to paperless payments?
Paperless payments, leveraged via tools like EFT and VCCs, are secure, fast, and significantly reduce administrative burdens.

How can I enroll in or disenroll from EFT?
Visit **enrollsafe.payeehub.org** to either register for a new EnrollSafe EFT enrollment or make changes to a pre-existing EnrollSafe EFT enrollment. Contact Support@payeehub.org for further assistance with registering and enrolling in EFT via EnrollSafe.

Do I enroll in EFT at the tax ID level or NPI level for my organization?
You can enroll in EFT based on your business needs, either at the tax ID/EIN level or at the NPI level. You should choose:

- **Tax ID/EIN level enrollment** if you want a single bank account to receive payments for all care providers associated with the specified tax ID/EIN in your profile.
- **NPI level enrollment** if you have multiple bank accounts under one tax ID/EIN and want each account associated with specific billing NPIs.

For more information on how to enroll in EFT, please refer to the **EnrollSafe User Guide**.

HealthSun Health Plans is an HMO plan with a Medicare Contract and a Medicaid contract with the State of Florida Agency for Health Care Administration. Enrollment in HealthSun Health Plans depends on contract renewal. We do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age, or disability in our health programs and activities. Hablamos español y podemos ayudarle a encontrar el plan ideal para usted. If you speak a language other than English, translation and alternate format services are available to you on a standing basis, free of charge. Just call 1-877-336-2069 (TTY: 711), 8 a.m. to 8 p.m., seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30. CPN-A-CDCRCM-084350-25-CPN84350 [09/25]

Is there a fee associated with VCC payments?
Although the health plan does not charge any fees for use of the VCC payment method, there are fees associated with VCCs from the card processing network.

How can I opt out of VCCs?
Enrolling in EFT with your tax identification numbers and NPIs will ensure you get EFT payments. To opt out of virtual cards, call **800-833-7130**.

Are there fees linked to different payment methods?
We do not charge fees for any payment method. However, fees may be applied by your merchant processor or financial institution. HealthSun Health Plans may also receive compensation for some payment methods.

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