

Electronic Funds Transfer Payspan Migration to Zelis

Following Zelis's acquisition of PaySpan, **Centene Corporation** will transition all claims and non-claims payments across every line of business to Zelis.

How the Move to Zelis Impacts You

The transition to [Zelis](#) will offer greater efficiency and more choice in how you receive claims payments and remittance data. Your options include:

- **ZAPP Edge** – the Zelis premium payments experience for providers, offering direct settlement into the provider bank accounts via ACH plus data and financial performance insights from 485+ payers in a single portal.
- **Virtual Card (VCC)** – a one-time-use virtual card.
- **ePayment Center** – no-cost standard EFT/ERA solution that delivers payment via ACH.
- **Paper Check** – no-cost paper check delivery via USPS (default payment method).

South Carolina Transition Dates

The transition will occur in phases, with Ambetter, Medicare, Medicaid and Behavioral Health, programs moving during December and into early 2027. To ensure uninterrupted access to electronic payments and remittance information across all participating lines of business, we encourage you to enroll now. Once enrolled, any additional eligible lines of business that move to the new platform will automatically be included, and no further action will be required.

Health Plan	Transition Date
Ambetter from Absolute Total Care	1/22/2027
Wellcare - South Carolina* Medicare Plans	1/25/2027
Absolute Total Care Healthy Connections Medicaid**	2/5/2027
Wellcare By Absolute Total Care Dual Align	2/5/2027
Non-claims Payment	5/1/2027
*Other Medicare states are transitioning between 12/2/26 and 12/7/2026	
**Including Behavioral Health	

What You Need to Know

- **If you are already enrolled in Zelis payments** on ZAPP Edge to receive claim payments via ACH or VCC, no action is needed. Following our move to Zelis, payments will be sent according to your current Zelis enrollment, fee schedule, and other terms and conditions.
- **If you are not enrolled in Zelis payments on ZAPP Edge**, you can avoid any disruption to your payment preferences by enrolling now and selecting your preferred electronic payment method using the contact information below.
 - **ZAPP Edge or VCC:** call a Zelis Advisor at 855-496-1571.
 - **Centene Claims ePayment Center** (no-cost standard EFT/ERA): visit centeneclaims.payment.epayment.center/Registration.
- **If you are not already enrolled with Zelis for VCC or ZAPP Edge and do not enroll in the free ePayment Center, payments will be sent by paper check through USPS.**
- **If you receive non-claims payments**, you may have additional registration steps to complete. Registration for non-claims payments can be completed by visiting CenteneAlternativePayments.epayment.center. More information on this process will be provided closer to the transition.

Provider Resources

- **Guided Enrollment Training Guide:** Guides providers through enrollment, including selecting and setting up an available electronic payment method.
- **ePayment Center Training Guide:** Step-by-step instructions for registering for and using the ePayment Center to receive electronic payments and access related payment information.
- **Payments Portal Training Guide:** Explains how providers access and navigate the Payments Portal to manage payment preferences and review available payment information.
- **Payments Portal Training Guide for Administrators:** Instructs portal administrators on how to manage users, permissions, payment settings, and organizational access.



Questions

Zelis offers you high-quality customer service and is committed to supporting you throughout this transition. If you have questions about your payment options, need additional help making your selection, or want to change your payment method, please use the contact information below.

- **ePayment Center:** Call 855-774-4392 or email help@epayment.center.
- **ZAPP Edge or VCC:** Contact Zelis Client Services at 877-828-8770.