

# Provider Newsbrief

March 22, 2024

## Banner Update

Our focus on getting payments out to you as quickly as we can has been our top priority for several weeks. We continue to work around the clock to receive, process and pay claims due to the Change Healthcare (CHC) outage. We appreciate your patience with this process while you continue to serve patients across the state.

## Online EOP documents


Thanks to our Banner IT partners, we are granting **temporary access** to the secure provider portal on BannerHealthNetwork.com in order for you to retrieve pdf copies of EOPs beginning **Friday, Mar. 29, 2024**.

Providers who have already received a BHN Provider Portal logon will be able to use it to access this additional information.

If you do not already have a logon for the Banner Health Network Provider portal ([www.BannerHealthNetwork.com](http://www.BannerHealthNetwork.com)), we encourage you to get your credentials established as soon as possible.

## To request a Provider Portal logon:

- Visit [www.bannerhealthnetwork.com](http://www.bannerhealthnetwork.com).
- Click the **sign up** button on the blue task bar and complete the request form; **be sure to select the Provider Office responsible for a TIN option**.

 **Personal Information**

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Are you a

Physician

Provider Office responsible for a TIN

First Name \*

Last Name \*

Email \*

- You may be granted immediate access if you can validate your NPI with either processed authorizations or processed claims.
- If not, your account will be created and a logon will be emailed to you within 24 hours. The first time you log on, you'll be asked to change your password and provide a question/answer that only you will know.

**If you are a location based provider or an entity that cannot report an NPI, you may skip to the end of the request form to ask that a logon be sent to you.**

**Please note:**

- This temporary access is intended for retrieval of Remittance Advice/Explanation of Payment Documents **only**.
- Continue to use the eServices and other portals as usual.
- Access to BHN will be removed once electronic payment processing is restored.

**Electronic 835 files available**

If you would like to receive an electronic 835 via email, please reach out to us at [ProviderExperienceCenter@bannerhealth.com](mailto:ProviderExperienceCenter@bannerhealth.com).

Be sure to include the following information in your email:

- *Practice Name*
- *TIN*
- *Check number*

**Change in electronic payment vendors**

Banner Health will be replacing Change Healthcare as our electronic payment vendor in April. An official announcement will be sent via email, fax or mail depending on your current enrollment status with Zelis around Mar. 29. Please contact your Care Transformation Consultant or Specialist to ensure current contact information is on file.

Effective Apr. 19, Banner Health Network has selected Zelis™ Payments (formerly Pay-Plus Solutions, Inc.) to replace Change Healthcare as our ePayment vendor to assist us in expediting payment and remittance transactions, as well as complying with PPACA Section 1104. If you are not already a Zelis customer for ePayments using ACH or Virtual Payment Cards, or electronic remittances (835, Excel, PDF), contact a Zelis Provider Enrollment Advisor today at 1-855-496-1571 or visit <https://www.zelis.com/provider-solutions/provider-enrollment> for more information.

*For additional information about the CHC outage, visit our resource page:  
<https://www.bannerhealth.com/medicare/providers/change-healthcare>*

**If you have additional questions, please contact the Provider Experience Center at [ProviderExperienceCenter@bannerhealth.com](mailto:ProviderExperienceCenter@bannerhealth.com).**