

AvMed → Zelis Payments Provider Quick Guide

AvMed is partnering with **Zelis** to deliver claim payments. Providers can choose between the multi-payer Zelis Payments Network (ZPN) or the AvMed-only ePayment Center (EPC). The table below highlights the key differences.

SELECT THE BEST OPTION FOR YOUR PRACTICE

Feature	ZPN — Zelis Payments Network	EPC — AvMed ePayment Center
What it is	Multi-payer electronic payments via Zelis. Opt-in network where you can receive AvMed and hundreds of other payer payments in one place.	AvMed-only electronic payments portal sponsored by AvMed. Standard ACH direct deposit at no cost to provider.
Scope	Multi-payer consolidated view of payments across participating payers.	Single-payer (AvMed only).
Payment methods	ACH+ (direct deposit with advanced features) or Virtual Credit Card (VCC). *If no enrollment, checks can continue.	ACH (standard direct deposit). *If no enrollment, checks can continue.
Provider fees	ACH+: Nominal provider fee. VCC: standard merchant processing fees.	No provider fees for ACH.
835/ERA delivery	Supports 835 to clearinghouse/SFTP/portal; downloadable EOP/EOB, CSV/XLS/PDF.	Supports 835/ERA downloads and delivery settings within the portal; downloadable EOP/EOB.
Multi-TIN support	Yes. Single Sign-On can tie multiple TINs and locations under one admin/login.	Each TIN enrolls separately (1:1 with AvMed).
Portal & URL	Zelis Provider Portal: provider.zelispayments.com	ePayment Center: http://avmed.epayment.center/avmed.epayment.center/Registration
Verification timeline	Banking changes may require verification (often up to 10 business days).	Pre-note verification typically completes within 6 business days before ACH starts.
Best for	Groups that want one login across many payers, consolidated deposits, configurable 835 delivery, and Zelis multi-payer support.	Practices that want simple, no-cost ACH for AvMed only, with straightforward setup.
Support	Zelis Payments Network Support: 855-496-1571	EPC Support: 855-774-4392 help@epayment.center
Already enrolled?	If you already use ZPN, no action is needed—AvMed payments will route to your current ZPN method.	If you prefer AvMed-only ACH at no cost, enroll this TIN in EPC.
Change later?	Yes—contact Zelis support or update in portal to switch methods (ACH+/VCC) or banking.	Yes—you can move between EPC and ZPN later; contact support for help.