RMS Payer Solutions Portal
Registration Guide

Step 1: Registration Screen

https://payer.medrxasp.com/530114650/registration

Initial Registration Screen

Payer Assigned Biller ID (BID#)

Tax ID

NPI

REGISTER

➡ Payer- Assigned Biller ID (BID#)
A unique ID provided by the Payer with whom you are enrolling

➡ Tax ID
Your Tax ID (TID) number

➡ National Provider Identifier (NPI)
Your NPI

➡ Register
Once you have filled out all the required fields, click here to move to the next step

▸ **Biller ID** (BID#) is a unique identifier that the NALC Health Benefit Plan uses to further identify your organization.

▸ The BID# is assigned after your first electronically received claim is processed and can be found above the Explanation of Benefits section on the payment voucher, to the right of your Fed Tax ID#.

▸ Registration cannot be completed until you have been assigned a BID#.

Create User

Please provide the following information to create your user account for RMS Payer Solution. Non-corporate email addresses may require further validation by RMS Payer Test which may result in access being denied.
Note the * indicates a required field.

First Name*
Middle Name
Last Name*
Title:
Phone
Email* → **All lowercase letters**
Confirm Email*
Requested Username* → **Remember this for login**

I'm not a robot — reCAPTCHA
Privacy - Terms

A confirmation email with an activation link will be sent to the email address you entered. This email will be sent from psadmin@rmsweb.com.
You will have 24 hours to use the activation link.
If you do not use the activation link within 24 hours, you will need to start this process over.

By clicking "Confirm" I acknowledge that I am authorized by RMS Provider Test to complete this transaction

Confirm   Cancel

Step 2: Activation Email

Once you have confirmed your account, an activation email will be sent to the email address provided

Your email was recently used to create an account with RMS. If you did not authorize this transaction, please disregard this email.

If you did authorize this transaction, click the link below within 24 hours to complete your payer User account activation

If you do not use the link within 24 hours, you will need to start the enrollment process over.

Activate Account

Regards

RMS Customer Support

If you have further questions, please email payersupport@rmsweb.com

This is an automatic email notification. Please do not respond to the sender.

To complete the registration process, click **"Activate Account"** and follow the steps on the next screen

Activate Account

Provider User Confirmation

Thank you for confirming your account. You will now need to create your password for your account.

Username

Password

Confirm Password

SAVE

User Confirmation

After clicking the **"Activate Account"** link in the email provided to you, you will then be taken to this page to set your password.

Login Page

After confirming your username and password, you'll be redirected to login.
Don't forget to bookmark by clicking the ★ or click Ctrl + D.

▶ **Activation link expired?**

  ▶ Go to https://payer.medrxasp.com/findlogin

  ▶ Enter your Tax ID leaving out any leading zeros.

  ▶ Click the "Forgot Password?" link

  ▶ Enter your username and email you used when registering.

  ▶ Once the reset password email is received, click the link and enter your new password. Passwords must be at least 12 characters long and contain 1 lower case letter, 1 upper case letter, 1 special character, and 1 number.

▶ If no email is received, check your spam/junk folders or make sure it's not blocked by your IT dept.

Step: 3 Adding NPIs under one TIN

In the upper right corner of the screen will be a message indicating the number of NPI(s) available to activate.

Test User
(RMS Test)

Logout

1 NPI(s) available to activate

If you do not want to register any additional NPIs or no other NPIs are available to activate, skip to Step 6.

➤ To register those, click the Admin Icon on the home screen 👥 and select Payer Management

➤ Click the Add button and select from the available list. Click Next.

➤ Enter the BID# for each NPI (each NPI has its own BID#). Click Save.

Payer Management

ADD	DEACTIVATE	REMOVE

Payer	NPI	Authentication Date	Active
JOHN TEST E2E	1356335574	12-12-2022	ACTIVATED
NALC HEALTH BENEFIT PLAN	1356335574	05-23-2022	ACTIVATED

Step 4: Bank Account

Add Bank Account

Bank Name:	Test
Account Type:	Checking
Routing Number:	123456789
Confirm Routing Number:	123456789
Bank Account Number:	123456789
Confirm Bank Account Number:	123456789
Account Nickname:	Test
Name on Bank Account:	Test

Please allow 3-5 business days for the ACH authorization process to complete and to start receiving electronic payments.

SAVE   **CANCEL**

- ▶ From Admin screen, go to Banking Details, then Bank Account.

- ▶ Click the "Add Bank Account" button.

- ▶ Fill in all the fields in the Add Bank Account window and click SAVE.

  - ❑ Note: You will not see the banking details in this section once you click Save.

Banking Details

Bank Account

ADD BANK ACCOUNT

Bank Name	Account Type	Routing #	Account #	Nickname	Name on Bank Account
remit test	SAVINGS	xxxxx6789	xxxxxx0323	remit test	test bank
Bank Test Provider	CHECKING	xxxxxx2677	xxxxxx5555	New	

Step 5: Banking Assignment

Change Bank Account

Bank Account Nickname: [Select... ▾]

Bank Account:

Bank Name:

Account Type:

Routing Number:

Please allow 3-5 business days for the ACH authorization process to complete and to start receiving electronic payments.

SAVE   CANCEL

➤ Select the row that shows NALC as the Payer (the row will turn grey when selected) and click the "Edit Enrollment" button.

➤ Select the Bank Account Nickname you choose and click Save.

➤ It can take 3-5 days for the ACH authorization. If there's any issue, you will be notified via email.

Banking Details

Bank Account

Banking Assignment

Adding or modifying the bank information will automatically initiate the electronic payment authorization process. All authorized users will also receive a notification email of the update.

EDIT ENROLLMENT   REMOVE ENROLLMENT

Payer	NPI	Bank Name	Account Nickname	Account Type	Routing Number	Account Number
RMS Payer NALC Test	565656565	Banky Test	Test Test	CHECKING	xxxxx6789	xxxxxx6789

Common Registration Issues/Questions

My link expired

Go to https://payer.medrxasp.com/findlogin and enter your Tax ID leaving out any leading zeros. Click "Forgot password?" link. Enter your username and email you used when registering. Once the reset password email is received, click the link and enter your new password.

I type in my password but nothing happens

Passwords must be at least 12 characters long and contain 1 lower case letter, 1 upper case letter, 1 special character, and 1 number. If that isn't the issue, you can use the Forgot password link to correct your password. Try a screen refresh. If still experiencing an issue, it may be your username is incorrect. Email RMS support payersupport@rmsweb.com for assistance.

It says my email is invalid

The email address cannot contain any capital letters.

I never got an activation link

Check spam/junk folders. Try the expired link instructions. If non-corporate email (Gmail, yahoo, Hotmail, AOL), email RMSquestions@nalchbp.org for additional authentication.

It says my BID# is already registered

If you did not create the account, email RMS support payersupport@rmsweb.com to see who your administrator.