



06/28/2022

- PHP (Medicare) MSSRP/Ryan White (AHF Grants) Primary Care Physicians Specialists
 PHC California (Medicaid) Hospitals Ancillary

New Electronic Payment Methods via Change Healthcare

Beginning June 2022, PHP and PHC California, along with the Ryan White Specialty Pools Program will partner with Change Healthcare and Echo Health, Inc to provide new electronic payment methods. Many of our providers already work with Change Healthcare today. All contracted providers should have received a letter in early May (via fax or mail) outlining these needed steps:

1. **Virtual Card Services: NO ACTION IS NECESSARY** to start receiving Virtual Credit Card payments.

If you are not currently registered to receive payments electronically, beginning June 2022, you will receive Virtual Credit Card payments with your Explanation of Payment (EOP). If you have a HIPAA certified fax number on file, your office will receive fax notifications; if not, your virtual card will be mailed. Each notification will contain a virtual credit card with a number unique to that payment transaction including an instruction page for processing. The steps for processing this payment is like how you manually key-in patient payments today. Be sure to enter the payment information for the full amount of the card's value and do so prior to the expiration date on the card. Normal transaction fees apply based on your merchant acquirer relationship.

2. **New to EFT Payments:** If you are interested in receiving payment via electronic funds transfer (EFT), setting up EFT is a fast and reliable method. In addition to your banking account information, you will need to provide a Change Healthcare payment draft number and payment amount as part of the enrollment authentication.

Change Healthcare is committed to data privacy and security, and the prevention of fraud. We employ the latest intrusion prevention and fraud mitigation technologies to protect our clients. Our fraud mitigation strategy includes specific authentication, identity and account verification vendor technologies, and robust internal fraud prevention protocols to identify potential fraud before processing payments to enrolled accounts.

Please note: Payment will appear on your bank statement from Huntington National Bank and ECHO as "HNB – ECHO".

To sign-up to receive EFT from all payers processing payments on the ECHO platform, visit

<https://enrollments.echohealthinc.com/EFTERAInvitation.aspx>. A fee for this service may be required.

To sign up for EFT, through Settlement Advocate for AHF only, visit

<https://enrollments.echohealthinc.com/EFTERADirect/AIDHealthcarefoundation/> No Fees apply.

3. **Medical Payment Exchange (MPX):** If you are not enrolled with us to receive payments via electronic funds transfer (EFT) and you opt-out of virtual card, and have enrolled for MPX with another payer, you will continue to receive your payments in your MPX portal account. Otherwise, you will receive a paper check via print and mail.
4. **Paper Check:** To receive paper checks and paper explanation of payments (EOP), you must opt out of the Virtual Card Services by visiting us at <https://echovcards.com/letter>. To access this site, use your Tax ID and verification access code provided in the May letter you received.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF or PHP. If you have any questions, contact the Provider Relations Department. Florida providers please email Provider Relations Department FLPR@ahf.org. California providers please email the California Provider Relations Department at CAPR@ahf.org.



Provider Bulletin



835 Electronic Remittance Advice (ERA):

Providers who enroll for EFT payments will continue to receive the associated ERAs from ECHO with the Change Healthcare Payer ID. If you have not already, please make sure that your Practice Management System is updated to accept the Change Healthcare Payer ID: applicable to the line of business: 95411 for PHP plans; 95422 for PHC California plan; and 95433 for Ryan White programs. All generated ERAs will be accessible to download from the ECHO provider portal (www.providerpayments.com).

Changes to the ERA enrollment or ERA distribution can be made by contacting the ECHO Health Enrollment team at (440) 835-3511.

In addition, we want to make you aware of another enhancement. You can now log into www.providerpayments.com to access a detailed explanation of payment for each transaction. To manage your payment options, please visit us at <https://echovcards.com/letter>. To access this site, you will need your Tax ID and verification access code that was shared in the letter sent to you in May.

If you have any difficulty with the website or have additional questions, please call Echo Healthcare, Inc at (800) 886-5918. You can also reach out to your Provider Relations team for assistance.

Thank you for your cooperation!

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