

# PROVIDER Bulletin



March 23, 2023

This Provider Bulletin applies to the lines of business and provider types checked below:

PHP (Medicare)  Primary Care Physicians  Specialists  
 PHC (Medicaid)  Hospitals  Ancillary  AHF Grants

## System Notification with EHealthsuite

**Effective April 1, 2023-** Please consider this Provider Bulletin as the Plan's formal announcement that Ehealthsuite will no longer be operational on our website after 04/01/2023.

Our in-network providers will have the opportunity to utilize alternative functions, such as viewing claims status, authorization submissions, etc. All contracted providers can refer to the following alternative functions.

### Electronic Payment Methods\*

PHP, PHC California, and the Ryan White Specialty Pools Program will be distributed through Change Healthcare and Echo Health, Inc.

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/AIDShealthcarefoundation/> \* No Fees apply.

### Authorization

PHC/PHP Providers who have access to EQSuite can view the following:

- Submit and view status of inpatient/outpatient authorizations
- Request an extension on an existing authorization
- Request a reconsideration on an existing authorization
- View Member eligibility

Provider Information and Demographic Updates (excludes delegated groups\*\*)

PHC/PHP Providers will have access to submit their updates on our website or with the following links:

- PHC CA – <https://positivehealthcare.net/california/phc/providers/provider-info/>
- PHP CA – <https://positivehealthcare.net/california/php-for-providers/provider-info/>
- PHP FL – <https://positivehealthcare.net/florida/php/for-providers/provider-info/>

\*\*Please note PHC/PHP (Health Plan) would like to remind all delegated groups are expected to submit full rosters quarterly to our PDM team at [PDMdept@ahf.org](mailto:PDMdept@ahf.org).

As we prepare for the pending transitions, should you have any questions surrounding the expirations of Ehealthsuite, please contact your Provider Relations Department.

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@phcplans.org](mailto:FLPR@phcplans.org). California providers please email the California Provider Relations Department at [CAPR@aidshealth.org](mailto:CAPR@aidshealth.org).