

## ECHO 835 Payment Issue

An update by our vendor partner, ECHO Health Inc, resulted in an unforeseen impact on the generation of 835 files for Molina payments. This resulted in the Provider Level Balance (PLB) segment, which is a section of the 835 that holds information that adjusts the total claim amount to balance to the total payment amount, was missing. This PLB segment occurs when there are claims with interest, refunds, if a forwarding balance is created, or if a forwarding balance is applied.

Due to this omission, providers will have difficulty balancing their payments to the claims being posted.

### **What dates does this impact?**

This issue occurred for payment dates 07/07/25 through 07/17/25 and was fixed on 07/18/2025.

### **What payments were impacted?**

As of 10:17 a.m. PST 07/22/25, Molina is pending the final report of all impacted providers who had an 835 created with this issue. ECHO is still running the data to identify these payments.

### **How will providers receive the fixed 835's?**

Once the 835's have been identified, they will be re-generated and posted to the ECHO portal, for providers or clearinghouses to pull and allow them to post. Molina will communicate that timeline as soon as possible once we have confirmation they have been re-generated.

### **What is being done to ensure it does not occur again?**

Our vendor partner will be implementing redundancy validations on future code deployments for process that may not directly impact 835's, but may touch upon payment tasks, to ensure 835's are not negatively impacted again.