

Provider Memorandum

More Electronic Payment Options Coming from Change Healthcare/ECHO Health

As part of our ongoing commitment to simplify and improve payment transactions for your business, Molina Healthcare of Illinois (Molina) is offering another choice in payment methods. Recent provider feedback indicates that quicker reimbursement and more efficient payment reconciliation are high priorities for our providers, and we're excited to offer additional payment solutions.

Beginning **August 30, 2022**, Molina will partner with Change Healthcare and ECHO Health, Inc. to provide these new electronic methods. Many providers already work with Change Healthcare.

Provider Payment Options and Action Items

- **You Currently Receive Electronic Funds Transfer (EFT) Payments:** No action is necessary if you are currently receiving EFT payments from Molina Healthcare.
Note: Payment will appear on your bank statement from Huntington National Bank and ECHO as "HNB – ECHO".
- **You Are New to EFT Payments:** Setting up EFT is a fast and reliable payment method. In addition to your banking information, you will provide an ECHO Health payment draft number and payment amount as part of the enrollment authentication.
Note: Payment will appear on your bank statement from Huntington National Bank and ECHO as "HNB – ECHO".
 - To sign up for EFT for Molina only through ECHO Health, visit enrollments.echohealthinc.com/efteradirect/molinaHealthcare. No fees apply.
 - To sign up for EFT from all payers processing payments on the ECHO platform, visit enrollments.echohealthinc.com/EFTERAInvitation.aspx. A fee for this service may be required.
- **Virtual Card Services:** No action is necessary to start receiving Virtual Credit Card payments.

If you are **not** currently registered to receive EFT payments, beginning **August 30, 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 instructions for processing. The step for processing this payment is similar to how you manually key in patient payments today.

Note: Providers must enter the payment information for the full amount of the card's value prior to the expiration date on the card. Normal transaction fees apply based on your merchant acquirer relationship.

Important: To opt out of the Virtual Card Services, you must contact Change Healthcare at echovcards.com/letter. To access this site, use your Tax ID and unique verification access code.

- **You Participate In Medical Payment Exchange (MPX):** If you are not enrolled with us to receive payments via EFT, and you opt-out of Virtual Card, and you are 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 mail.
- **You Want Paper Checks:** To receive paper checks and paper EOP, **you must opt out** of the Virtual Card Services by visiting echovcards.com/letter. To access this site, you will need your Tax ID and unique verification access code.

835 Electronic Remittance Advice (ERA)

Providers who enroll for EFT payments will continue to receive the associated ERAs from ECHO Health with the Change Healthcare Payer ID. **Important:** Your Practice Management System must be updated to accept Molina's Change Healthcare Payer ID: 20934. All generated ERAs will be accessible to download from the ECHO provider portal providerpayments.com.

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

Paperless EOPs

You can now log into providerpayments.com to access a detailed EOP for each transaction. To manage your payment options, visit echovcards.com/letter. To access this site, you will need your Tax ID and unique verification access code. If you do not have your unique verification access code, please call your Provider Network Manager.

If you have any difficulty with the website or have additional questions, please call ECHO Health Provider Support at **(888) 492-0032**.

We appreciate your support as we roll out these new payment options.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.