

Change Healthcare and ECHO Health, Inc.**Information for all network providers**

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

Beginning Aug. 30, 2022, Molina will partner with Change Healthcare and ECHO Health, Inc. (ECHO) to provide these new electronic methods. Many of our providers already work with ECHO today. Please refer to the schedule below for Ohio-specific start dates and payer ID information.

Outlined below are the payment options and any action items required by your office prior to Aug. 30, 2022:

- 1. Existing Electronic Funds Transfer (EFT) Payments: NO ACTION IS NECESSARY** if you currently receive EFT payments from Molina. Note: Payment will appear on your bank statement from Huntington National Bank and ECHO as "HNB – ECHO."
- 2. New to EFT Payments:** If you are interested in receiving payment via EFT, setting up EFT is a fast and reliable method. In addition to your banking account information, you will need to provide an ECHO 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."
 - **Molina Only:** Visit enrollments.echohealthinc.com/EFTERADirect/MolinaHealthcare to sign up for EFT through ECHO for Molina only. No fees apply.
 - **All Payers:** Visit enrollments.echohealthinc.com/EFTERAInvitation.aspx to sign-up to receive EFT from all payers processing payments on the ECHO platform. A fee for this service may be required.
- 3. 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 Aug. 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 with ECHO, 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 step for processing this payment is similar to 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.

Important Note: To opt out of the Virtual Card Services, you must contact ECHO at echovcards.com/letter. To access this site, use your Tax ID and verification access code provided below. If

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Questions?

Provider Services – (855) 322-4079
8 a.m. to 5 p.m., Monday to Friday
(MyCare Ohio available until 6 p.m.)

Email us at OHProviderRelations@MolinaHealthcare.com

Visit our website at MolinaHealthcare.com/OhioProviders

Connect with Us

www.facebook.com/MolinaHealth
www.twitter.com/MolinaHealth

Join Our Email Distribution List

Get this bulletin via email. Sign up at MolinaHealthcare.com/ProviderEmail.

you do not have a Tax ID, you may reference the number displayed in the Tax ID field on the Explanation of Payments you receive.

4. **Medical Payment Exchange (MPX):** If you have enrolled for ECHO's MPX with another payer, are not enrolled with ECHO to receive EFT payments, and opt out of the virtual card, you will receive your payments in your MPX portal account. Otherwise, you will receive a paper check via print and mail.
5. **Paper Check:** 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, use your Tax ID and verification access code provided by ECHO. If you do not have a Tax ID, you may reference the number displayed in the Tax ID field on the Explanation of Payments you receive. If you do not have your verification access code, contact ECHO at (800) 946-7758.

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. Please ensure that your Practice Management System is updated to accept the Change Healthcare Payer ID referenced below. All generated ERAs will be accessible to download from the ECHO provider portal (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 providerpayments.com to access a detailed EOP for each transaction. Providers already registered can use existing login credentials.

If you have any difficulty with the website or have additional questions, ECHO has a Customer Services team available to assist with this transition. You can reach them by calling (800) 946-7758.

As a reminder, Ohio's Payer ID is 20149.

We appreciate your support as we roll out these new payment options, and we look forward to continuing to work with you to deliver a positive experience for your patients.