



Provider Payments Portal

QUICK REFERENCE GUIDE

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Provider Payments Login

Refer to the screenshot shown in Figure 1:

- a. If you have already registered (have an account) on the Provider Payments Portal, enter your username and password and click the "Log In" button. The "Inquiry" page (Figure 6) will open. For more information, go to the "Inquiry Page" section of this document (page 7).
- b. If you wish to confirm your ACH deposit (ping), click on the first link, "Confirm your ACH Deposit (Ping) by clicking here." After ping verification, you will be able to set up an account to access the Provider Payments Portal.
- c. If you are a First-time User, click on the second link, "If you have not yet registered for the Provider Payments Portal, you can register / create an account now by clicking here."

-	Log In Prease enter your username and password to log in: ACCOUNT INFORMATION Username Password: Log In Can't access your account? <u>Click Here</u>	CHANGE ECHO Qortur Lan
	If you have not yet registered for the Provider Payments Portal, you can register now by <u>clicking here.</u> Confirm your ACH Deposit (Ping) by <u>clicking here.</u>	

Figure 1





Verifying Ping

Terms and Conditions (Figure 2)

a. If you select the link to verify your ping, you are first directed to a page where you must accept Terms
 & Conditions by checking the box and clicking on the "Accept" button to continue.

	Payment By Checking Account Using ACH - Terms and Conditions
unde appli (c) ye repo auth	ectronic Signature and ACH Authorization. By submitting this ACH authorization form, you agree that: (a) you have read, rstand and agree to these Terms and Conditions, and that this agreement constitutes a "writing signed by you" under any cable law or regulation, (b) you consent to the electronic delivery of the disclosures contained in these Terms and Conditions, ou authorize ECHO to make any inquiries we consider necessary to validate your dispute, which may include ordering a credit r and performing other credit checks or verifying the information you provide against third party databases, and (d) you orize ECHO to initiate one or more authorized ACH entries (debits withdrawals – credits - deposits) for the specified amount(s) your bank account, and you authorize the financial institution that holds your bank account to deduct or add such payments.
the f	stomer Service. All questions relating to any payments made using your bank account should be directed to ECHO, and not to inancial institution that holds your bank account. You may contact us by calling us at 1-888-834-3511 x106, or by writing to CS_Requests@EchoHealthInc.com.
	ror Resolution Policy. If you believe that any payment transaction initiated by ECHO (or its agent) with respect to your bank unt is erroneous, or if you need more information about any such transaction, you should contact us as soon as possible by

Figure 2

Confirmation of Account (Figure 3)

b. After clicking on "Accept", you are directed to the ping verification page (see Figure 3) to enter your Tax ID (TIN) and Deposited Amount (ping).

	Payments Simplified
Please enter the TIN and	Confirmation of Account d the Deposited Amount below to confirm correct Account creation. ACCOUNT INFORMATION TIN: Deposit Amount: Submit Cancel
Phone: 888 834.3511 810 Sharon Drive - Westlake Ohio 44145	
	Copyright ECHO Health, Inc. 2018. All Rights Reserved.

Figure 3

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c. When you have submitted a valid TIN and deposit amount, the "CONFIRMATION OF ACCOUNT" screen (Figure 4) is displayed.

17	Payments Simplified
	Confirmation of Account
Please enter the T	IN and the Deposited Amount below to confirm correct Account creation. ACCOUNT INFORMATION
	TIN:
	Deposit Amount:
	Submit Cancel
Congratulations! Your Accourt	nt Information matches with ours, your TIN from now on will receive payments electronica
If you have already registered	with ProviderPayments.com then please continue to utilize your existing ID.
If you have not registered ther	n your credentials will automatically be emailed to you in the next few minutes.

Figure 4





First-Time Users - Register/Create a New Account Page

First-time users will need to register. Once you have successfully registered, you will be able to log in on the main page.

- a. To register, click on the link shown in Figure 1: "If you have not yet registered for the Provider Payments Portal, you can register now by clicking here."
- b. Clicking on the link opens the "Create a New Account" page shown in Figure 5. When filling in the form, be sure to follow the instructions appearing to the right of the fill-in boxes.
- c. When selecting a password, remember to adhere to the following requirements: Must be at least 16 characters; Use a combination of upper and lower case letters; Use a combination of alpha and numeric characters; Use at least one special character (such as !,@,#,\$,%,^,&,*); Cannot contain more than 2 consecutive characters from your username.

	Tax Identification Number (TIN):
Payments Simplified	Yeu 9-dign Tax Identification Namber (TN) should be entered webout my spaces or dannel {} Part Number Verification Draft Number Draft Number EC+D and numbers contain no space or special characters
1 have	The Dath Annount: Canacat
	Need additional help? <u>Click here</u>
Create a New Account	Prone: 888 834 3511 810 Sharon Drive - Westlake Ohio 44145
ACCOUNT INFORMATION	Copyright ECHO Health, Inc. 2018. All Rights Reserved.
Username:	Figure 5A
Choose a username that is at least four (4) characters long; you may use numbers and/or letters. Email:	Tax Identification Number (11N):
An email address is needed so that your password can be emailed to you if you ever forget it. Password:	entered without any spaces or durines (s) Draft Number Payor Check No Verification Your Payor check number should be ensered without any spaces. Patient Account No
Must be at least 16 characters; Use a combination of upper and lower case letters; Use a combination of alpha and numeric characters; Use at least one special character	Vour Potent Account Number should be entered without any spoce. Register Cancel Need additional help? <u>Click here</u>
(such as !,@,#,\$,%,^^,&,*); Cannot contain more than 2 consecutive characters from your username.	Phone 888.834.3511 B10 Sharon Drive - Westlake Ohio 44145
Confirm Password:	Convictit FCHO Health. Inc. 2018, All Botts, Beaswell





Inquiry Page

When you have logged in, you will see the Inquiry page that lists the most recent payment documents delivered via ECHO (see Figure 6). You can also page back, allowing you to review up to the 48 most recent documents.

Additional capabilities include the following:

- Produce a printable PDF copy of the remittance by clicking on the "EPP" link.
- Select the "835" link to view the associated 835 file.
- View the settlement status (including an image of the cleared check for payments issued on paper) via the links in the "Settlement" column.
- Click on the arrow icon to expand the document to show claim details.

	e, test		Inquiry Advanc	ed Search Add Additi	onal TINs View 1099s	My Account	Help Lor
Se	elect TIN: All TIN	~					
	<u>TIN▼</u>	Production Date of Document	Document ID	Payor	Payment Amount	<u>Image of</u> Document	Settlement
D	191040212	02-26-2018	THE OWNER WATCHING	Plastinchaiter	\$ 485.00	EPP 835	2018-02-20
2	341423878	02-23-2018	-	Reality of Long	\$ 789.30	<u>EPP 835</u>	
	111000075	02-23-2018	100002712	Number of	\$ 603.26	<u>EPP 835</u>	Not Cleared
	11100015	02-23-2018	Norphysics No.	Real Property lies	\$.00	<u>EPP 835</u>	N/A
	111000275	02-21-2018	894218777	Francesco Lingues	\$ 42.35	<u>EPP 835</u>	2018-02-2
2	-	02-21-2018	-	Property Life	\$ 29.83	EPP 835	2018-02-2
2	11004075	02-21-2018	81421922B	Carolinaria	\$ 8,100.00	EPP 835	2018-02-2
3	811.0000.75	02-21-2018	004270270	Carolinarea	\$ 299.16	EPP 835	2018-02-2
3		04-13-2017	in Program	Serial law	\$ 2,384.82	EPP	
	Contraction of the local division of the loc	04-13-2017		the second second	\$ 13,717.76	EPP	

Figure 6

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Advanced Search Page

Choose the "Advanced Search" option in the menu bar near the top of the Inquiry page (Figure 6).

ECHO® Payments Simplified					
Welcome, test	1	Inquiry Advanced Search	Add Additional TINs	View 1099s My Account	Help Logout
Select TIN:	Select Type: Patient Account Number Certificate Number Claim Number ECHO Draft Number Payor Check Number Deposit Amount Optum ID Production Date Claim Payment Date Echeck Date Service Date	Search Criteria:		Search	



A dropdown menu in the Advanced Search allows the user to select the search criteria:

- Patient Account Number
- Certificate Number (patient's insurance card number or SSN)
- Claim Number
- ECHO Draft Number (either the check number or the EFT number)
- Payor Check Number (check number assigned by TPA's adjudication system)

- Deposit Amount (total amount of the bulk check or electronic funds transfer)
- Optum ID (for payments sent by Optum)
- Production Date
- Claim Payment Date
- Echeck Date

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Add New Tin: Users Posting Payments Issued To Multiple Tax Id Numbers

Update your username / password to enable access to multiple Tax ID Numbers by clicking the "Add Additional TINs" link in the top menu bar, Inquiry page (Figure 6). This will open the screen shown in Figure 8.

Payments Simplified							
Welcome, test	Inquiry	Advanced Search	Add Additional TINs	<u>View 1099s</u>	My Account	<u>Help</u>	<u>Logout</u>
Add a new TIN							
Use the form below to add a new TIN to your accou	int.						
Account Information							
● I have a Payment ○ I have No Payment							
TIN:							
Draft Number:							
Draft Amount:							
	Add	Cancel					

Figure 8

Choose the "I have a Payment" button. The 9-digit Tax Identification Number (TIN) you wish to add must be entered without any spaces or hyphens (-). Enter the ECHO Draft Number and Draft Amount for a payment that was issued to the TIN you registered.

If you do not have a draft available, choose the "I have No Payment" button (Figure 9). You can set up a new TIN by entering its 9-digit number (no spaces or hyphens) and the "Patient Account Number".

ECHO [®] Payments Simplified				
Welcome, test Inguity Advanced Search Add Additional TINs View 1099s My Account Help Los ADD A NEW TIN Use the form below to add a new TIN to your account. Account Information I have a Payment I have No Payment TIN: Patient Account Number: Add Cancel	<u>Logout</u>			
Use the form below to add a new TIN to your account Account Information	Cancel			

Figure 9

Once you have successfully added the TIN, the Inquiry page (Figure 6) will show the most recent claims across all of the TAX ID Numbers registered to your username. The Advanced Search options will also search across all of the TINs for which you are registered.

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View 1099s

From the top menu bar on the Inquiry page (Figure 6) select the "View 1099s" link to see your 1099s by TIN (Figure 10). Click on the "View" link (in the "Link to 1099" column) to see the 1099. Be sure to disable pop-up blockers in your browser to allow this feature.

E	$- \bigcirc$										
/el	come, test			Inquiry	Advanced S	Search Add Ad	Iditional TINs	View 10	99s <u>My A</u>	ccount	Help Log
-	1099 - Ad	vanced Sear	ch								
	Select TI	N :	Sel	ect Year:							
	Payment Year	Payer TIN	Payer Name	<u>Payment</u> <u>Amount ▲</u>	<u>Tax</u> <u>Withheld</u>	Payer Street	Payer City	Payer State	Payer Zip	Payer Phone	Link to 1099
	-	-	Carrier Street and	84,276.01	-	-	Association in the local division of the loc	-	-	800-004- 0.000	-
	-		Contrast designed	-	-		-	-	-	-	-

Figure 10

My Account

To update your password, account contact information and email preferences, select the "My Account" link from the top menu bar of the Inquiry page (Figure 6). The screen shown in Figure 11 will appear to allow changes. When finished, click the "Update" button.

come, test		Inquiry	Advanced	Search	Add Addition	al TINs	View 1099s	My Account	<u>Help</u>	L
IY ACCOUNT										
User Details										
User Name:	test									
Email:			*							
Phone Number:			*							
Fax Number:			*							
Contact First Name:			*							
Contact Last Name:			*							
Preferred Contact Method:	Email Phone									
Preferred Notification Select										
Consolidated Email: 🔞	• Yes O No									
Disable Email Notices: 🔞	🔍 Yes 💿 No									
Electronic 1099 Acceptance:	Yes No									
Virtual Card Notices:	Ves No									
835 Distribution Notices:	Yes No									
ACH Payment Notices:	Ves No									
Paper Check Notices:	Yes No									
Change Password										

Figure 11

