ECHO®
Payments *Simplified*

Provider Payments Portal

QUICK REFERENCE GUIDE

Table of Contents

ECHO®
Payments *Simplified*

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."
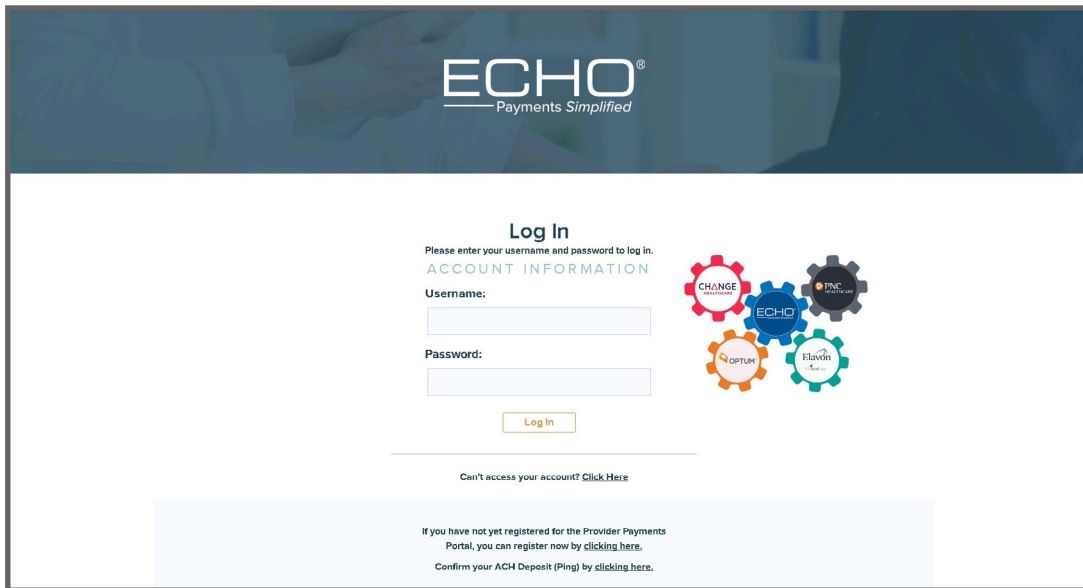

Figure 1

ECHO Health, Inc. • 888.834.3511
810 Sharon Drive • Westlake, Ohio 44145
www.EchoHealthinc.com

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.
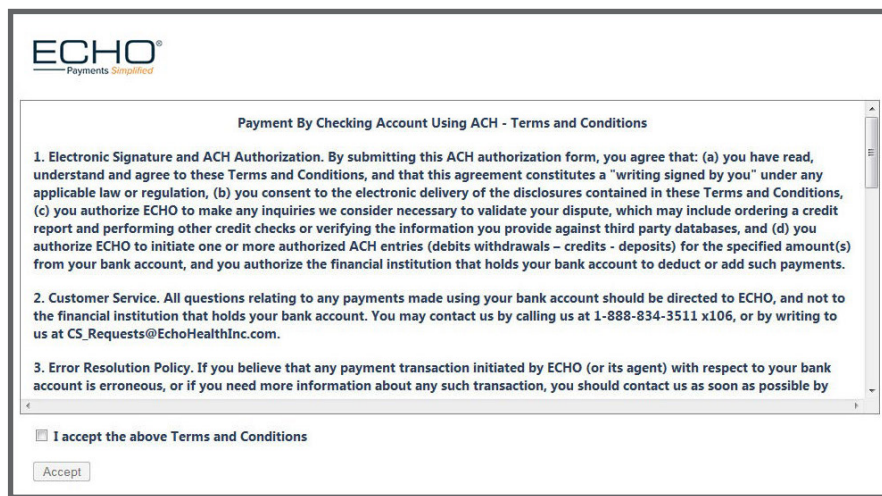

Figure 2

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).
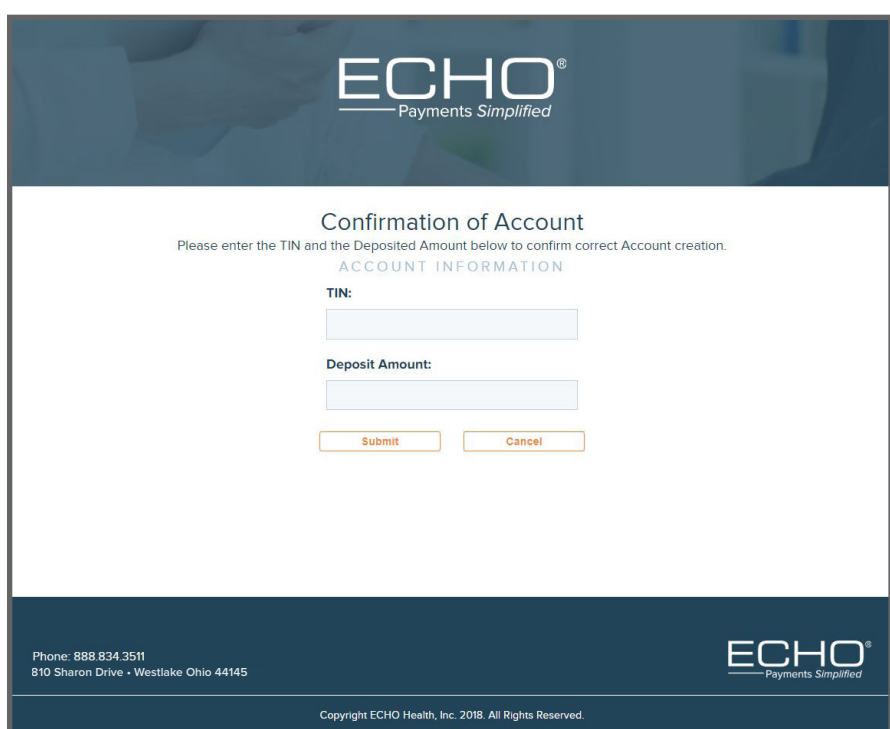

Figure 3

ECHO Health, Inc. • 888.834.3511
810 Sharon Drive • Westlake, Ohio 44145
www.EchoHealthinc.com

ECHO®
Payments *Simplified*

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

Figure 4

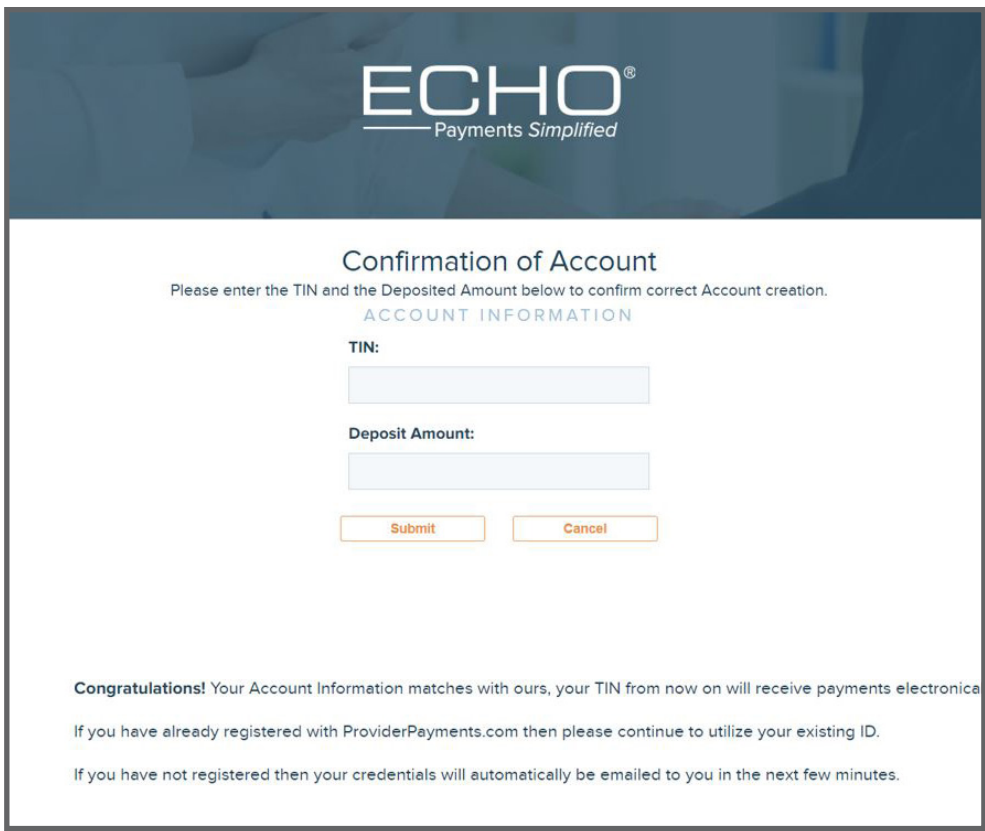**ECHO Health, Inc.** • 888.834.3511
810 Sharon Drive • Westlake, Ohio 44145
www.EchoHealthinc.com

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.

Figure 5

Figure 5A

Figure 5B

BACK TO TABLE OF CONTENTS

ECHO Health, Inc. • 888.834.3511
810 Sharon Drive • Westlake, Ohio 44145
www.EchoHealthinc.com

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.

	TIN▼	Production Date of Document	Document ID	Payor	Payment Amount	Image of Document	Settlement
▶		02-26-2018		HealthChoice	$ 485.00	EPP || 835	2018-02-26
▶		02-23-2018		HealthSCOPE Benefits	$ 789.30	EPP || 835	
▶		02-23-2018		HealthSCOPE Benefits	$ 603.26	EPP || 835	Not Cleared
▶		02-23-2018	Nonpayment Adj	HealthSCOPE Benefits	$ .00	EPP || 835	N/A
▶		02-21-2018		Transamerica Life Insurance Company	$ 42.35	EPP || 835	2018-02-21
▶		02-21-2018		Transamerica Premier Life Insurance Company	$ 29.83	EPP || 835	2018-02-21
▶		02-21-2018		ConSource	$ 8,100.00	EPP || 835	2018-02-21
▶		02-21-2018		ConSource	$ 299.16	EPP || 835	2018-02-21
▶		04-13-2017	In Progress	SantaClara	$ 2,384.82	EPP	
▶		04-13-2017	In Progress	SantaClara	$ 13,717.76	EPP	
▶		01-09-2018	Payer Direct Adj	Santa Clara Family Health Plan	$ 2,506.49	EPP	

Welcome, test   Inquiry | Advanced Search | Add Additional TINs | View 1099s | My Account | Help | Logout

Select TIN: All TIN

Figure 6

ECHO Health, Inc. • 888.834.3511
810 Sharon Drive • Westlake, Ohio 44145
www.EchoHealthinc.com

Advanced Search Page

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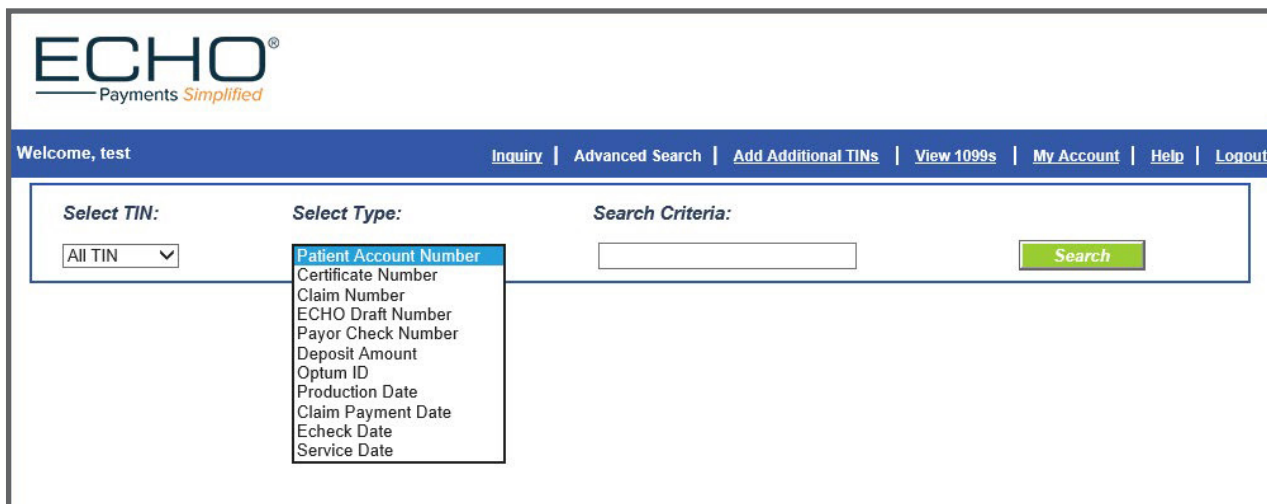

Figure 7

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

ECHO Health, Inc. • 888.834.3511
810 Sharon Drive • Westlake, Ohio 44145
www.EchoHealthinc.com

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.

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".

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.

ECHO Health, Inc. • 888.834.3511
810 Sharon Drive • Westlake, Ohio 44145
www.EchoHealthinc.com

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.
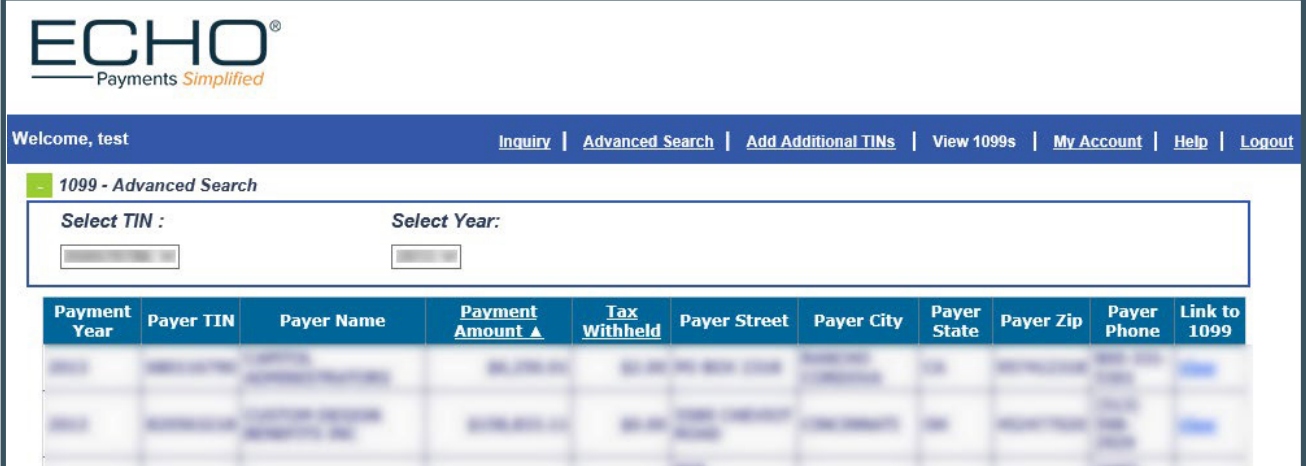

Figure 10

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.
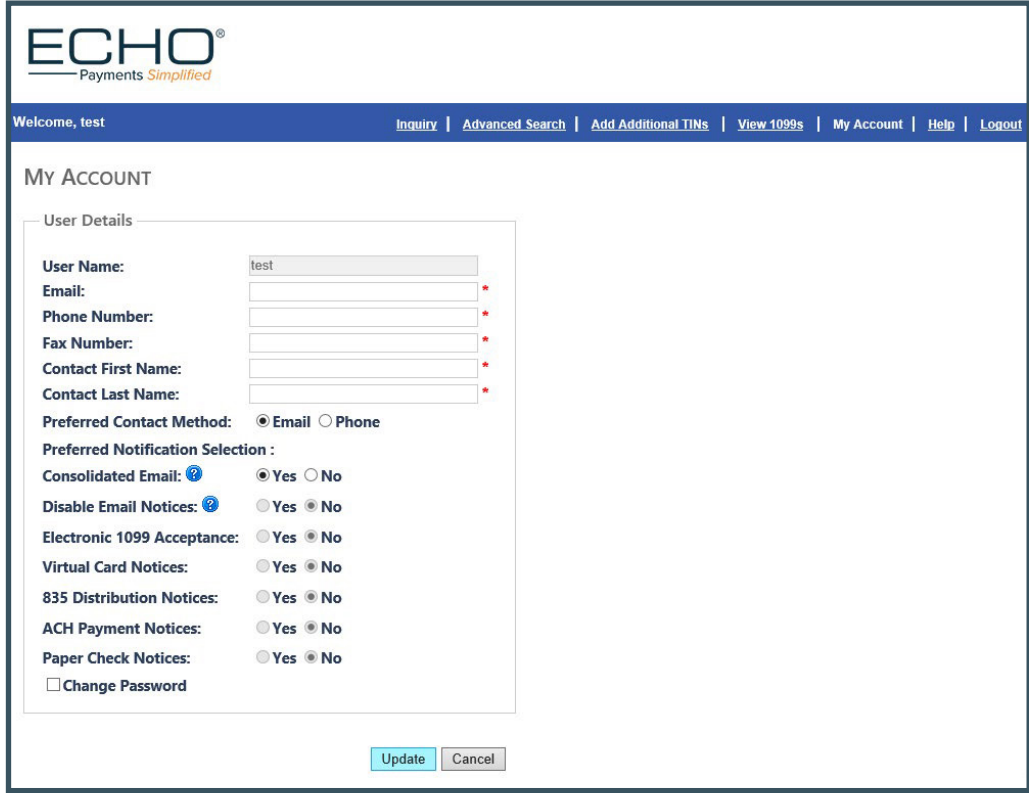

Figure 11

ECHO Health, Inc. • 888.834.3511
810 Sharon Drive • Westlake, Ohio 44145
www.EchoHealthinc.com