

May 18, 2020

Dear Provider:

As part of our ongoing commitment to simplify and improve payment transactions for your practice, AmeriHealth Caritas Pennsylvania, AmeriHealth Caritas Northeast and AmeriHealth Caritas VIP Care are now offering more choice in payment methods. Recent feedback from our network indicates quicker reimbursement and more efficient payment reconciliation are high priorities for our providers. Electronic claim payment has the added benefit of reducing potential exposure risk associated with paper checks which is especially important during the current pandemic. We're excited to offer additional payment solutions.

Change Healthcare, a provider of revenue and payment cycle management, and ECHO Health, Inc., a leading innovator of electronic solutions for payments to healthcare providers, partner together to allow you to process electronic payments more efficiently. As of July 20, 2020, AmeriHealth Caritas Pennsylvania, AmeriHealth Caritas Northeast and AmeriHealth Caritas VIP Care will partner with Change Healthcare and ECHO Health, Inc. to provide additional electronic payment methods.

Outlined below are the payment options and any action items needed by your office:

1. Virtual Credit Card (VCC) Services: NO ACTION IS NECESSARY to start receiving Virtual Credit Card payments.

If you are not currently registered to receive payments electronically, beginning July 20, 2020, you will receive VCC payments as your default payment method, instead of paper checks. Your office will receive either faxed or mailed VCC payments, each containing a VCC with a number unique to that payment transaction, your Explanation of Payment (EOP) and an instruction page for processing. Normal transaction fees apply based on your merchant acquirer relationship. To opt out of this VCC payment method, you can contact ECHO directly at 1-888-492-5579.

2. Existing Electronic Fund Transfer (EFT) Payments: If you are currently receiving EFT payments from AmeriHealth Caritas Pennsylvania, AmeriHealth Caritas Northeast and AmeriHealth Caritas VIP Care, your payments will continue to be transmitted electronically.

Please note:

- Payment will appear on your bank statement from PNC and ECHO as "PNC – ECHO".
- If you are using a practice management system, to ensure continued receipt of Electronic Remittance Advices (ERAs), you may want to update your software to accept the new ECHO Payer ID 58379 in addition to the following Health Plan Payer ID(s):



- o AmeriHealth Caritas Pennsylvania - 22248
- o AmeriHealth Caritas Northeast – 77001
- o AmeriHealth Caritas VIP Care – 77062

All generated ERAs will also be accessible to download from the ECHO provider portal (www.providerpayments.com). Changes to the ERA enrollment or ERA distribution can be made by contacting the ECHO Health Enrollment team at 1-888-834-3511.

3. New to EFT Payments: If you are interested in receiving payment via EFT, setting up EFT is fast and straightforward. 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. Please note: Payments from AmeriHealth Caritas Pennsylvania, AmeriHealth Caritas Northeast and AmeriHealth Caritas VIP Care will appear on your bank statement from PNC and ECHO as “PNC– ECHO”.
 - To sign-up to receive EFT from AmeriHealth Caritas Pennsylvania, AmeriHealth Caritas Northeast and AmeriHealth Caritas VIP Care and any affiliated plans, visit <https://enrollments.echohealthinc.com/efteradirect/enroll>. You only need to enroll once for all affiliated plans and there is no fee.
 - To sign up for EFT, from all payers you work with to process payments on the ECHO platform, visit <https://enrollments.echohealthinc.com/>. A fee for this service may be required.
4. MedPay: If you are not enrolled with us to receive payments via EFT and you opt-out of Virtual Credit Card, and have enrolled for Medical Payment Exchange (MPX) with another payer, you will continue to 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 EOPs, you must opt out of the Virtual Card Services by contacting ECHO Health at 1-888-492-5579, after your initial virtual card payment is received.

In addition, we want to make you aware that you will also be able to log into www.providerpayments.com to access a detailed EOP for each payment from AmeriHealth Caritas Pennsylvania, AmeriHealth Caritas Northeast and AmeriHealth Caritas VIP Care.

We appreciate your support as we roll out these new payment options, and we look forward to continuing to work with you. If you have additional questions regarding your payment options, please contact ECHO Health at 1-888-492-5579.

Sincerely,

AmeriHealth Caritas Pennsylvania
AmeriHealth Caritas Northeast
AmeriHealth Caritas VIP Care