



## Announcement

### On Behalf of Parkland Community Health Plan



#### Dear Provider:

As part of their ongoing commitment to simplify and improve payment transactions for your business, **Parkland Community Health Plan** is offering more choice in payment methods for you to receive payments. Recent feedback from their network indicates quicker reimbursement and more efficient payment reconciliation are high priorities for their providers, and they're excited to offer additional payment solutions to enable these priorities.

In April 2021, **Parkland Community Health Plan** will partner with **Change Healthcare and ECHO Health, Inc.** to provide these new electronic methods. Many of their providers already work with Change Healthcare today.

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

1. **Virtual Card Services: NO ACTION IS NECESSARY** to start receiving Virtual Credit Card payments.

If you are not currently registered to receive payments electronically, beginning in April 2021, 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 an instruction page for processing. The steps for processing this payment are 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.

2. **New to EFT Payments.** If you are interested in receiving payment via electronic funds transfer (EFT), setting up EFT is fast and a reliable method. In addition to your banking account information, you will need to provide a Change Healthcare payment draft number and payment amount as part of the enrollment authentication.

Please note: Payment will appear on your bank statement from Huntington National Bank and ECHO® as "HNB-ECHO".

To sign up to receive EFT from all payers processing payments on the ECHO platform, visit <https://enrollments.echohealthinc.com/EFTERAinvitation.aspx>. A fee for this service may be required.

To sign up for EFT through Settlement Advocate for Parkland Community Health Plan only, visit <https://enrollments.echohealthinc.com/EFTERAdirect/ParklandCommunityHealthPlan>.

3. **Medical Payments Exchange (MPX).** If you are not enrolled to receive payments via electronic funds transfer (EFT) and you opt out of virtual 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.
4. **Paper Check.** To receive paper checks and paper explanation of payments (EOPs), you must opt out of the Virtual Card Services by contacting ECHO Health at 888.927.6260 after your initial virtual card payment is received.

#### **835 Electronic Remittance Advice (ERA):**

Providers who enroll for EFT payments will continue to receive the associated ERAs. There is a change. Since the ERAs generated are from the ECHO system, the ERAs will be distributed using the ECHO Payer ID 58379 instead of the Change Healthcare Payer ID 66917. Please update your practice management system to accept both Payer ID's. All generated ERAs will be accessible to download from the ECHO Provider Portal (<https://www.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 <https://www.ProviderPayments.com> to access a detailed explanation of payment for each transaction.

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. If you have additional questions regarding your payment options, please **do not** reply to this email address. Please contact ECHO Health at 888.927.6260.

Sincerely,

*The ECHO and Change Healthcare CS Teams*