



Provider communication

General information and system updates

September 6th, 2024

ECHO Communication

Applicable to: Mercy Care Advantage, Mercy Care ACC RBHA, Mercy Care Long Term Care, Mercy Care DD, and Mercy Care DCS CHP

We're confirming our permanent partnership with ECHO Health, Inc. for EFT/ERA services

In January 2023, we launched an electronic funds transfer (EFT)/electronic remittance advice (ERA) registration services program (EERS) in conjunction with Change Healthcare/Optum (CHC). However, due to a CHC service disruption in February 2024, we made the business decision to transfer EFT/ERA enrollment services to ECHO Health Inc. (ECHO). ECHO is a national payment solutions supplier and we feel confident in this vendor partnership.

Reminders on how to enroll with ECHO

For your *initial* payment from ECHO, you'll receive a paper check that includes a draft number.

To enroll in EFT/ERA services, ECHO requires you to include an ECHO payment draft number and payment amount. This is for security reasons as part of the enrollment authentication process. The ECHO draft number can be found on your explanation of provider payments (EPP) and is typically located above the first claim on your EPP.

For no-fee processing, be sure to enroll using the **ECHO Provider EFT/ERA Enrollment portal**. You can also update your payment/ERA distribution preferences for Medicaid claims payment there. Again, no fees apply when using the portal and it's free to enroll.

Important: If you're choosing to enroll in ECHO's automated clearing house (ACH) all payer program, a fee will apply.

Viewing your ERA: ERA files are immediately available for viewing when a payment's issued as a paper check or EFT/ACH. Payments issued as virtual cards or MPX (Medpay) electronic checks require the payment to be processed or deposited **before** the ERA file's available for viewing.

Payment types with ECHO. Your preference is important.

Virtual credit card (VCC): ECHO's standard practice is to send a VCC payment when they receive an initial payment directive for a provider who hasn't previously enrolled for EFT delivery. If you'd like to ***opt out*** of the VCC option, you can manage your payment preference on the portal.

Medical Payment Exchange (MPX) payments: If you enrolled in ECHO's MPX program through another payer and you didn't enroll in EFT, you'll receive your payments in the MPX portal. MPX may appear as an email. Print the email to confirm the watermark.

Paper check: If you opted out of the MPX program, haven't enrolled in EFT and you opted out of VCC, you'll receive a paper check via regular mail to your address on file. We encourage you to confirm your address on file with ECHO.

If you have any questions about creating your account, updating your information or viewing your payments on the **ECHO portal**, review the **ECHO provider payments portal user guide**. You can also contact ECHO Provider Services directly at **1-800-830-5831** Monday through Friday 9 AM to 7 PM (ET).

Please don't hesitate to contact your **Mercy Care Network Management Representative** or your **Mercy Care Provider Educator** with any questions or comments. You can find this **Notice** and all other provider notices on our **Mercy Care website**.

Thanks for all you do!