



ECHO Payments & Remits

Frequently Asked Questions

6.1.23

837 CLAIM SUBMISSION (INSTITUTIONAL AND PROFESSIONAL)

Question	Answer
I CURRENTLY SUBMIT MY ELECTRONIC 837 CLAIMS VIA CHANGE HEALTHCARE. DO I NEED TO CHANGE TO AVAILITY?	NO, YOU CAN CONTINUE TO SUBMIT CLAIMS VIA CHANGE HEALTHCARE ALTHOUGH HEALTHSMART'S PREFERRED CLEARINGHOUSE IS AVAILITY.
I CURRENTLY SUBMIT MY ELECTRONIC 837 CLAIMS DIRECTLY TO HEALTHSMART'S CLEARINGHOUSE. DO I NEED TO CHANGE TO AVAILITY?	NO, YOU CAN CONTINUE TO SUBMIT CLAIMS DIRECTLY TO THE HEALTHSMART CAREVU CLEARINGHOUSE AT NO COST.
HOW CAN I ENROLL TO SUBMIT MY ELECTRONIC 837 CLAIMS DIRECTLY TO HEALTHSMART'S CLEARINGHOUSE?	PLEASE COMPLETE THE EDI ENROLLMENT FORM AND USER LICENSE AGREEMENT POSTED ON PHP'S WEBSITE LOCATED UNDER PROVIDER RESOURCES: Billing & Claims - Partners Health Plan (phpcares.org) FAX YOUR COMPLETED DOCUMENT TO (806) 473-2425.
WHAT IS PARTNERS HEALTH PLAN'S EDI PAYER ID?	14966

REAL-TIME 27x HIPAA TRANSACTIONS

Question	Answer
HOW CAN I SEND/RECEIVE REAL-TIME 27x HIPAA TRANSACTIONS RELATED TO PARTNERS HEALTH PLAN ENROLLMENT AND CLAIM STATUS?	YOU CAN SEND/RECEIVE REAL-TIME ENROLLMENT AND CLAIM STATUS HIPAA TRANSACTIONS VIA CHANGE HEALTHCARE.
I CURRENTLY UTILIZE CHANGE HEALTHCARE FOR REAL-TIME TRANSACTIONS, DO I NEED TO CHANGE TO AVAILITY?	NO. HEALTHSMART WILL NOT BE TRANSITIONING THIS SERVICE TO AVAILITY. THIS WILL REMAIN WITH CHANGE HEALTHCARE.
WHAT REAL-TIME HIPAA TRANSACTIONS ARE AVAILABLE?	270/271 Eligibility Benefit Inquiry and Response 276/277 Healthcare Claim Status Request and Response

CLAIMS PAYMENTS

Question	Answer
HOW CAN I RECEIVE CLAIM PAYMENTS ELECTRONICALLY FOR THE SERVICES I PROVIDE TO PARTNERS HEALTH PLAN (PHP) MEMBERS?	CONTACT HEALTHSMART'S PAYMENT VENDOR, ECHO HEALTH, INC. TO LEARN MORE ABOUT ELECTRONIC PAYMENT OPTIONS AND HOW TO ENROLL.
I RECEIVED A PAPER CHECK PAYMENT FROM THE NEW PAYMENT VENDOR, ECHO HEALTH, INC. FOR SERVICES PROVIDED TO PHP MEMBERS BUT WOULD LIKE TO RECEIVE ELECTRONIC PAYMENTS AND REMITTANCES. WHAT ARE MY NEXT STEPS?	YOU WILL CONTINUE TO RECEIVE PAPER CHECKS FROM ECHO UNTIL YOU COMPLETE THE EFT ENROLLMENT PROCESS WITH ECHO DIRECTLY. YOU WILL NEED TO REFERENCE THE PAPER CHECK DRAFT # RECEIVED FROM ECHO IN ORDER TO SET-UP ELECTRONIC PAYMENTS. IT IS RECOMMENDED THAT YOU ENROLL VIA THEIR ONLINE PORTAL WWW.PROVIDERPAYMENTS.COM .
HOW LONG DO I HAVE TO DEPOSIT A CHECK GENERATED BY THE NEW PAYMENT VENDOR, ECHO HEALTH, INC?	PAPER CHECK PAYMENTS GENERATED BY ECHO HEALTH, INC. ARE VOID AFTER 150 DAYS AS INDICATED ON THE CHECK ITSELF AS FOLLOWS: VOID AFTER 150 DAYS
WHY AM I RECEIVING ELECTRONIC PAYMENTS FROM THE NEW PAYMENT VENDOR, ECHO HEALTH INC., WHEN I PREVIOUSLY RECEIVED PAPER CHECKS FOR MY PHP CLAIM PAYMENTS?	IF YOU WERE PREVIOUSLY CONTRACTED WITH ECHO HEALTH, INC. FOR ALL PAYER ACH YOU ARE AUTOMATICALLY ENROLLED WITH EXISTING AND FUTURE PAYERS FOR EFT AND ERA DELIVERY. YOUR PHP REMITTANCE WILL REFLECT YOUR CONTRACT NUMBER. IF YOU WISH TO MODIFY YOUR CONTRACTUAL ARRANGEMENTS WITH ECHO HEALTH, INC.4 YOU WILL NEED TO CONTACT ECHO HEALTH, INC. DIRECTLY.

CLAIMS PAYMENTS

Question	Answer
HOW LONG DOES IT TAKE TO BEGIN RECEIVING EFT PAYMENTS ONCE THE PAPERWORK IS SUBMITTED?	5-7 BUSINESS DAYS IF THERE ARE NO ISSUES WITH AUTHENTICATION. YOU WILL CONTINUE TO RECEIVE PAPER CHECKS UNTIL THE EFT SETUP IS COMPLETED.
WHAT SHOULD I DO IF I RECEIVE A SECOND LEVEL VALIDATION LETTER FROM ECHO WHEN ATTEMPTING TO ENROLL FOR EFT PAYMENTS?	YOU WILL RECEIVE A LETTER ADVISING THE REQUESTED ACCOUNT WAS UNABLE TO BE CONFIRMED BY ECHO'S ACCOUNT VERIFICATION PROCESS, AND WHAT SPECIFIC ITEMS ARE NEEDED TO COMPLETE THE VERIFICATION PROCESS. GATHER THE ITEMS LISTED IN YOUR LETTER AND MAIL TO THE ADDRESS SUPPLIED IN THE LETTER. THERE IS ALSO A CONTACT NUMBER FOR REACHING ECHO WHERE THEY CAN ASSIST OVER THE PHONE WITH PERFORMING THE SECONDARY VALIDATION STEPS OR GIVE INSTRUCTIONS FOR SENDING THE SUPPORT DOCUMENTATION.
IS MY ENROLLMENT STATUS AVAILABLE VIA THE PROVIDER PORTAL?	NO. ENROLLMENT STATUS IS NOT POSTED ON THE PROVIDER PORTAL.
DOES THE TRANSITION TO THE NEW PAYMENT VENDOR, ECHO HEALTH, INC., IMPACT MY ABILITY TO UPLOAD CLAIMS VIA CAREVU?	NO. THERE ARE NO CHANGES TO THE INBOUND 837 CLAIMS SUBMISSION PROCESS.

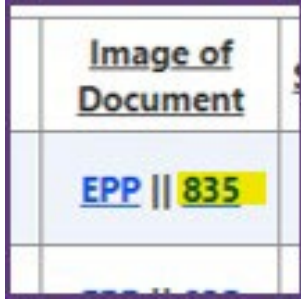
CLAIMS PAYMENTS

Question	Answer
WHY DID YOU TRANSITION TO THE NEW PAYMENT VENDOR, ECHO HEALTH, INC.?	ECHO IS ONE OF THE LEADING PAYMENT PROCESSORS IN HEALTHCARE CONNECTING OVER ONE MILLION PROVIDERS TO INSURANCE COMPANIES, HEALTH PLANS, AND TPA'S ACROSS THE COUNTRY. PROVIDERS WILL HAVE ACCESS TO NUMEROUS SERVICES INCLUDING PAYMENTS AND REMITTANCE DETAILS, THE ELECTRONIC DELIVERY OF 1099s, AND NOTIFICATION WHEN NEW PAYMENTS ARE AVAILABLE BY ACCESSING PROVIDERPAYMENTS.COM. THIS NEW SERVICE WILL BE AVAILABLE TO ALL PHP PROVIDERS REGARDLESS OF THE PAYMENT METHOD SELECTED.
HOW WILL THE EFT PAYMENTS APPEAR ON MY BANK STATEMENT?	PAYMENTS WILL BE MADE FROM HUNTINGTON NATIONAL BANK AND ECHO HEALTH INC. WILL APPEAR AS HNB - ECHO.
CAN I OR MY SOFTWARE VENDOR RECEIVE THE 835 ELECTRONIC REMITTANCES FROM THE HEALTHSMART CLEARINGHOUSE PORTAL?	HEALTHSMART IS NO LONGER PROVIDING THIS SERVICE AS OF APRIL 1, 2022. HEALTHSMART WILL BE WORKING WITH EXISTING PROVIDERS WHO RETRIEVE THEIR REMITTANCES IN THIS MANNER TO TRANSITION THIS SERVICE TO OUR PAYMENT VENDOR, ECHO HEALTH INC. HEALTHSMART WILL NO LONGER ENROLL NEW PROVIDERS TO RETRIEVE 835 ELECTRONIC REMITTANCES FROM THEIR OWN CLEARINGHOUSE.

835 ELECTRONIC REMITTANCE ADVICE (ERA)

Question	Answer
CAN I OR MY SOFTWARE VENDOR RECEIVE THE 835 ELECTRONIC REMITTANCES FROM THE HEALTHSMART CLEARINGHOUSE PORTAL?	HEALTHSMART IS NO LONGER PROVIDING THIS SERVICE AS OF APRIL 1, 2022. HEALTHSMART WILL BE WORKING WITH EXISTING PROVIDERS WHO RETRIEVE THEIR REMITTANCES IN THIS MANNER TO TRANSITION THIS SERVICE TO OUR PAYMENT VENDOR, ECHO HEALTH INC. HEALTHSMART WILL NO LONGER ENROLL NEW PROVIDERS TO RETRIEVE 835 ELECTRONIC REMITTANCES FROM THEIR OWN CLEARINGHOUSE.
WHEN WERE THE LAST ERA'S POSTED ON THE HEALTHSMART CLEARINGHOUSE PORTAL?	PROVIDERS RECEIVED THE LAST ERA'S FROM THE HEALTHSMART CLEARINGHOUSE PORTAL ON 4/7/22. PROVIDERS HAVE ACCESS TO THE LAST 90 DAYS. THE 835 TRANSACTION TYPE WILL BE REMOVED AND YOU WILL NO LONGER HAVE ACCESS TO HISTORICAL REMITS VIA OUR CLEARINGHOUSE PORTAL.

835 ELECTRONIC REMITTANCE ADVICE (ERA)

Question	Answer
WILL ECHO HEALTH, INC. PROVIDE AN EXCEL VERSION OF THE ERA?	 ECHO HEALTH DOES NOT CURRENTLY PROVIDE AN EXCEL VERSION OF THE PROVIDER REMITTANCE DATA. THERE IS AN 835 FLAT FILE AVAILABLE ON THE ECHO PORTAL THAT CAN BE INGESTED INTO EXCEL BY THE USER. AN EPP PDF DOCUMENT IS ALSO AVAILABLE ON THE ECHO PORTAL TO DOWNLOAD.
I CURRENTLY RETRIEVE MY REMITTANCES VIA CHANGE HEALTHCARE. CAN I CONTINUE TO DO SO FOR PARTNERS HEALTH PLAN CLAIM PAYMENTS?	YES. HOWEVER, YOU MUST ENROLL WITH HEALTHSMART'S PAYMENT VENDOR, ECHO HEALTH INC. TO RECEIVE 835 ELECTRONIC REMITTANCES AND SELECT CHANGE HEALTHCARE - EMDEON AS THE TRADING PARTNER.

835 ELECTRONIC REMITTANCE ADVICE (ERA)

Question	Answer
CAN I RECEIVE HISTORICAL ELECTRONIC REMITTANCES FOR PAYMENTS PRIOR TO MY ENROLLMENT TO RECEIVE ERAs FROM ECHO?	NO. YOU WILL NOT BE ABLE TO OBTAIN HISTORICAL REMITS FROM ECHO UNLESS YOU WERE PREVIOUSLY ENROLLED WITH ECHO HEALTH, INC., NOR DO REMITTANCES BECOME AVAILABLE IN ELECTRONIC FORMAT FOR ANY PAYMENT ISSUED BEFORE COMPLETION OF ERA ENROLLMENT WITH ECHO.
IS THERE A LISTING OF ECHO HEALTH TRADING PARTNERS?	YES. AS OF APRIL 1, 2022 THE LISTING IS AS FOLLOWS:

Trading Partner Names

ECHO_Provider_Portal
(Self Service)
MBANC
Aspirus
AbilityFTP
CiriusGroup
CMHSFTP
DuvaSawkoFTP

Dynacare
EDS – Electronic Dental Services
Change Healthcare – Emdeon
Encoda
erae
Siemens_Coresource
Waystar eSolutions
Claimsnet

CureMDFTP
HealthCareIPFTP
MCWFTP
eProviderSolutions
Cvikota
PremSoftFTP
ZotecPartners
OfficeAllyFTP

835 ELECTRONIC REMITTANCE ADVICE (ERA)

Trading Partner Names (Cont.)

Experian
Apsmedbill
AthenaHealth
AvailityFTP
Change Healthcare – Capario
Trizetto – ClaimLogic
ClaimMD
Clinix
emedix
Etactics
Trizetto
VVC Holding Corp
HealthLogic
Infinedi

Change Healthcare – Mckesson
Vizient
Waystar Navicure
Practice Insight
QuadexFTP
Change Healthcare – Relay
RycanFTP
SSI
The_Consult
Viatrack
XIFIN
NBPFTP
Abrea
Cortex

Eligible
HealthcarePays
HMS
WorkCompEDI
CHDP
PHlcure
NHIN
CHC-DENTAL-Ameritas
AMRFTP
TKSoftware
DentalXChange
InMediata
Tesia

835 ELECTRONIC REMITTANCE ADVICE (ERA)

Trading Partner Names (Cont.)

PNT Data

AXA

Custom Data Processing

Waystar Zirmed

MedicalDataExchangeMDX

Inovalon

MedSysInc

Cambhs

Aeroflow

MontefioreFTP_Emblem

Medent

Care Tracker

Psyquel

Healthcare Practice Management

watsonwellnessFTP

American Billing Company

APEX EDI

ClaimSource

AdvancedMD

PCC

835 ELECTRONIC REMITTANCE ADVICE (ERA)

Question

MY VENDOR, MEDISKED, CURRENTLY RETRIEVES MY ERAs. CAN THEY CONTINUE TO RECEIVE THEM FROM THE NEW PAYMENT VENDOR, ECHO HEALTH INC.?

Answer

YES. MEDISKED WAS SETUP AS A CLEARINGHOUSE WITH ECHO AND IS AN AVAILABLE SELECTION IN THE DROP DOWN BOX WHEN USING THE ONLINE ENROLLMENT FORM. TO MIMIC THE WAY YOU HAVE BEEN HISTORICALLY SETUP, SELECT THE ECHO_PROVIDER_PORTAL UNDER METHOD OF RETRIEVAL IN SECTION 7 AND SKIP THE CLEARINGHOUSE AND VENDOR SECTIONS AS DEPICTED BELOW.

Electronic Remittance Advice Information

Preference for Aggregation of Remittance Data (e.g., Account Number Linkage to Provider Identifier)
(Provider preference for grouping [bulking] claim payment remittance advice – must match preference for EFT payment)

Provider Tax Identification Number (TIN): 1 1 1 8 4 5 2 9 4
(Required if NPI is not available)

National Provider Identifier (NPI): 1 1 3 4 3 9 6 7 6 5
(Required if TIN is not available)

Method of Retrieval: Medisked
(The method in which the provider will receive the ERA from the health plan [e.g., download from health plan website, clearinghouse, etc.])

Electronic Remittance Advice Clearinghouse Information

Clearinghouse Name: ECHO_Provider_Portal
(Official name of the provider's clearinghouse)

Clearinghouse Contact Name:
(Name of a contact in clearinghouse office for handling ERA issues)

Telephone Number:
(Telephone number of contact)

Email Address:
(An electronic mail address at which the health plan might contact the provider's clearinghouse)

Electronic Remittance Advice Vendor Information

Vendor Name:
(Official name of the provider's vendor)

Vendor Contact Name:
(Name of a contact in vendor office for handling ERA issues)

Telephone Number:
(Telephone number of contact)

Email Address:
(An electronic mail address at which the health plan might contact the provider's vendor)

Submission Information

Reason for Submitting: ☒ New Enrollment ☐ Change Enrollment ☐ Cancel Enrollment

835 ELECTRONIC REMITTANCE ADVICE (ERA)

Question	Answer
CAN I ENROLL TO RECEIVE BOTH ELECTRONIC PAYMENTS AND ELECTRONIC 835 REMITTANCES FROM ECHO HEALTH, INC? WHAT IF I STILL ALSO WANT TO RECEIVE PAPER REMITTANCES?	YES. YOU CAN ENROLL FOR BOTH EFT AND ERA AND CAN ACCESS EITHER BY PORTAL RETRIEVAL OR BY CLEARINGHOUSE DELIVERY. VERY FEW PROVIDERS STILL WANT PAPER; WE ENCOURAGE PROVIDERS TO PRINT THE REMITTANCES THEMSELVES. ECHO HEALTH, INC. CAN SUPPORT EFT/ERA WITH PAPER BUT ONLY IF YOU ARE NOT RECEIVING ERAs FROM ANY OTHER PAYER ON THE ECHO PLATFORM For more information, visit: https://enrollments.echohealthinc.com/EFTERAInvitation.aspx?tp=MDAzMDE=
WHAT HAPPENS TO 835/ERA REMITTANCE ADVICE WHEN I HAVE A PAYMENT REISSUED?	ONCE A REISSUE IS COMPLETED, THE ORIGINAL EPP WILL REMAIN AVAILABLE BUT THE ERA/835 WILL NOT BE LINKED TO THE REISSUED PAYMENT. THIS IS DUE TO THE NEW DRAFT NUMBER IS NOT ASSOCIATED WITH THE ORIGINAL 835.

835 ELECTRONIC REMITTANCE ADVICE (ERA)



HealthSmart



Provider EFT/ERA Enrollment

Welcome to our provider enrollment process for EFT/ERA enrollments, supported by ECHO Health. ECHO Health serves as our healthcare payment consolidator and provides support for our EFT/ERA process.

To initiate the enrollment process, please validate your account on the next page by clicking the link below and then completing the electronic form. When finished with the enrollment form please click on the "Submit Secure" button near the bottom of the form. This will transmit the form information safely and securely to ECHO Health to begin your enrollment process.

[Click Here](#)

To begin the enrollment process.

835 ELECTRONIC REMITTANCE ADVICE (ERA)

Question
WHAT IS THE LINK TO ECHO's PROVIDER PAYMENT PORTAL?
Answer
WWW.PROVIDERPAYMENTS.COM/LOGIN.ASPX?RETURNURL=%2F

The ECHO Provider Portal (www.providerpayments.com) will archive documents after two years.



Log In

Please enter your username and password to log in.

ACCOUNT INFORMATION

Username:

Password:

Log In



Can't access your account? [Click Here](#)

If you have not yet registered for the Provider Payments Portal, you can register now by [clicking here](#).
Confirm your ACH Deposit (Ping) by [clicking here](#).

PAPER PROVIDER REMITTANCES / EXPLANATION OF PROVIDER PAYMENT (EPP)

Question	Answer
WILL THE EPP FORMAT BE DIFFERENT COMING FROM HEALTHSMART'S NEW PAYMENT VENDOR, ECHO HEALTH, INC?	YES. THERE IS A FORMAT CHANGE THAT WILL PROVIDE SIMILAR INFORMATION AS IN THE PRIOR FORMAT GENERATED BY OUR PREVIOUS PAYMENT VENDOR, ZELIS.
HOW DO I KNOW IF I AM INCURRING FEES FROM ECHO FOR PAYMENTS RECEIVED?	THERE SHOULD BE NO FEES BETWEEN ECHO AND A PROVIDER RECEIVING PAYMENTS FOR PHP MEMBERS UNLESS YOU WERE PREVIOUSLY CONTRACTED WITH ECHO UNDER ANOTHER PAYER WHERE THE CONTRACT STIPULATES FEES. IF SO, FEES WOULD BE LISTED AT THE BOTTOM OF THE EPP IN A LINE ITEM LABELED "ECHO Service Fee" ALONG WITH THE CONTRACT NUMBER FOR REFERENCE. PLEASE NOTE FEES INCURRED FOR THE PROVIDERS USING THE VCARD PAYMENT METHOD ARE FROM YOUR FINANCIAL INSTITUTION OR CARD PROCESSING TERMINAL. AS THEY ARE NOT FEES FROM ECHO, THEY ARE NOT LISTED ON THE EPP.

Statement Summary	Total Charge	Discount	Other Plan Payment	Other Adjustment	Patient Responsibility	Allowed Amount	Net Payment Amount
Administered By							
HealthSmart Benefit Solutions	131.00	115.51	0.00	0.00	0.00	15.49	15.49
ECHO Service Fee (Contract # 123456)						0.31	
Statement Totals	Total Charge	Discount	Other Plan Payment	Other Adjustment	Patient Responsibility	Allowed Amount	Net Payment Amount
	131.00	115.51	0.00	0.00	0.00	15.49	15.18

IMPORTANT CONTACT INFORMATION:

- **Availity / Phone: 800-282-4548**
 - <https://www.availity.com/edclearinghouse>
- **Change HealthCare / Phone: 888-363-3361**
 - <https://www.changehealthcare.com/providers>
- **ECHO Health / Phone: 800-937-0896**
 - <https://www.providerpayments.com/Login.aspx?ReturnUrl=%2f>
- **HealthSmart Clearinghouse / Phone: 888-744-6638**
 - support.his@healthsmart.com