

Change Healthcare Settlement Advocate Migration with ECHO Health Inc.

The implementation of our new payment platform through ECHO health is now complete. We are committed to listening to our providers and responding to feedback. We have heard from our provider network that there are questions regarding EFT payments and access to EFT payment support. Outlined below are key topics to address the questions and feedback received.

Electronic Funds Transfer (EFT) Delivery Times

With the move to the new payment platform, you may see a change in delivery times from what you were experiencing previously. The average deposit timeframe is five days from the Senior Whole Health by Molina Healthcare payment date; however, your bank may not make the funds available until day six (this would depend on your bank).

Access to Explanation of Payments/835/Payment Status through ProviderPayments.com

We want to ensure all our providers have access to explanation of payment (EOP) and 835 documents through the providerpayments.com website. Below is some additional guidance on to help you get the information you need to register.

Please note: if you already have an account on providerpayments.com from another payer, you do not need to register again. Your existing login will allow you access to your Senior Whole Health by Molina Healthcare payments.

Locating an ECHO Draft Number: This is typically found on each Molina payment received from ECHO. Locating this number may require additional steps if:

- You are registered for EFT payments currently since you cannot access your EOP.
- You have not received a payment from Molina with a positive dollar amount.

If you need assistance registering for the provider portal, please contact ECHO Customer Service at 800.895.0621.

Combining Payments for Multiple NPI's

In some cases, providers who have multiple NPI's for one TaxID and have the same bank account across NPI's will see the payments for those NPI's are being combined onto one EOP/835. If this makes your reporting difficult, this option can be turned off by contacting ECHO Customer Service at 888.834.3511 or edi@echohealthinc.com.

Payment Numbers Omitting EFT

When utilizing the provider portal, Senior Whole Health by Molina Healthcare payment numbers no longer display the EFT prefix. This does not indicate that your payments are no longer on EFT. This is because additional payment types besides check and EFT are now available.

Senior Whole Health by Molina Healthcare is here to support you as well. If you have questions about this transition, please contact us at 855-838-7999.