



July, 2022

Dear Molina Provider,

You are receiving this letter because you have been identified as a provider that currently receives paper checks from Molina. Molina is committed to offering providers payment options that allow for quick reimbursement and efficient payment reconciliation with easy access to additional payment details when requested. To accomplish this, beginning 8/9/2022 Molina will partner with Change Healthcare and ECHO Health, Inc. to provide new electronic payment methods.

It is important that you establish your payment preferences with ECHO Health Inc. to ensure that your Molina payments process per your preferences. You should have already received a notification with instructions detailing our new payment options, and how to manage them through ECHO. This notification included a one-time provider verification access code that is REQUIRED to access the ECHO website and manage your payment preferences. Prior to our launch date, you are able to select your payment preferences at: <https://echovcards.com/letter>

Payment Options Available:

Electronic Funds Transfer (EFT):

You must opt-in to receive EFT payment. We encourage providers to register for EFT payments. Registering for single payer (Molina) EFT payments through ECHO is free of charge. EFT payments come with several advantages over paper checks, including faster receipt of funds, electronic 835s and EOPs at your fingertips.

If you are enrolled with ECHO Health's All Payer ACH solution your payments will transition automatically to ACH and no action is required on your part in order to start receiving ACH payments and ERAs through this program.

Virtual Credit Card (VCC):

You will **DEFAULT** to VCC payment if you are not already or have not registered for EFT 8/2/2022. If you do not wish to receive VCC payments, you must opt-out. You can select alternative payment methods ahead of our 8/2/2022 launch date with ECHO Health OR at any time after you receive a VCC payment.

Note: Providers receiving a VCC payment will be charged a merchant fee associated with the processing of the credit payment. To avoid such fees, providers are encouraged to register for EFT payments, or if preferred, the paper check option outlined below.

- **To opt-out ahead of launch:** Go to <https://echovcards.com/letter> and use your Tax ID and the verification access code provided in our separate letter to select your payment preferences.
- **To opt-out after launch:** Follow the instructions on the VCC payment document. Go to <https://echovcards.com> and enter the information from your virtual card payment.



Paper Check:

You must select the paper check option with ECHO Health to receive paper checks, even if you are currently receiving paper checks from Molina. Follow the payment management instructions outlined above.

If you have questions about how to set your payment preferences, ECHO has a provider services team available to assist with this transition. You can reach them by calling (800) 946-7758. Molina is here to support you as well. If you have questions or concerns, please contact us at Molina contact center (833) 685-2103.

Sincerely,

Molina Healthcare Nevada