



6/30/2022

[insert provider name]

[insert provider address]

[insert provider city, state zip]

Dear Provider:

As part of our ongoing commitment to simplify and improve payment transactions for your business, **Molina Healthcare of Florida** is offering more choice in payment methods. Recent feedback from our network indicates quicker reimbursement and more efficient payment reconciliation are high priorities for our providers, and we're excited to offer additional payment solutions.

Beginning 8/30/2022, Molina Healthcare of Florida will partner with **Change Healthcare and ECHO Health, Inc. (ECHO)** to provide these new electronic methods. Many of our providers already work with Change Healthcare and ECHO today.

Outlined below are the payment options and any action items required by your office prior to 8/23/2022:

1. **Existing Electronic Funds Transfer (EFT) Payments: NO ACTION IS NECESSARY** if you are currently receiving EFT payments from **Molina Healthcare of Florida**. Please note: Payment will appear on your bank statement from Huntington National Bank and ECHO as "HNB – ECHO".
2. **New to EFT Payments:** If you are interested in receiving payment via EFT, setting up EFT is a fast and reliable method. In addition to your banking account information, you will need to provide an ECHO 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 for EFT, through ECHO Health, Inc. for Molina only, visit

<https://enrollments.echohealthinc.com/EFTERADirect/MolinaHealthcare>. No fees apply.

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.

3. **Virtual Card Services: NO ACTION IS NECESSARY** to start receiving Virtual Credit Card payments. If you are not currently registered to receive EFT payments, **beginning 8/30/2022**, you will receive Virtual Credit Card payments with your Explanation of Payment (EOP). If you have a HIPAA certified fax number on file with ECHO, 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 step for processing this payment is 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.

Important Note: To opt out of the Virtual Card Services you must contact ECHO at <https://echovcards.com/letter>. To access this site, use your Tax ID and verification access code provided below. If you do not have a Tax ID, you may reference the number that is displayed in the Tax ID field on the Explanation of Payments you receive.

4. **Medical Payment Exchange (MPX):** If you have enrolled for ECHO's MPX with another payer, are not enrolled with ECHO to receive EFT payments and you opt-out of virtual card, you will receive your payments in your MPX portal account. Otherwise, you will receive a paper check via print and mail.
5. **Paper Check:** To receive paper checks and paper EOP, **you must opt out of the Virtual Card Services** by visiting <https://echovcards.com/letter>. To access this site, use your Tax ID and verification access code provided below. If you do not have a Tax ID, you may reference the number that is displayed in the Tax ID field on the Explanation of Payments you receive.

835 Electronic Remittance Advice (ERA):

Providers who enroll for EFT payments will continue to receive the associated ERAs from ECHO with the Change Healthcare Payer ID. Please make sure that your Practice Management System is updated to accept the Change Healthcare Payer ID: **51062**. All generated ERAs will be accessible to download from the ECHO provider portal (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 www.providerpayments.com to access a detailed EOP for each transaction. Providers already registered can use existing login credentials.

To manage your payment options, please visit <https://echovcards.com/letter>. To access this site, you will need your Tax ID and verification access code **<Insert code>**.

If you have any difficulty with the website or have additional questions, ECHO has a Customer Services team available to assist with this transition. You can reach them by calling (800) 946-7758.

You may also contact Molina Healthcare of Florida at (855) 322-4076 Monday – Friday, 8am – 5pm EST, with any questions or concerns. If you would like to join the Molina Healthcare of Florida provider network, please visit our website, www.molinahealthcare.com, to view detailed information in our provider manual or contact your provider services representative at MFLProviderNetworkManagement@molinahealthcare.com.

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.

Sincerely,

Molina Healthcare of Florida