

## Change Healthcare Settlement Advocate Migration with ECHO Health Inc.

### Information for all network providers

The implementation of our new payment platform through ECHO Health, Inc. (ECHO) is now complete. Molina Healthcare is committed to listening to our providers and responding to feedback. We have heard from our provider network that there are questions regarding Electronic Funds Transfer (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 experienced previously. The average deposit timeframe is five days from the Molina 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 (EOP)/835/Payment Status through ProviderPayments.com

We want to ensure all our providers have access to EOP and 835 documents through the [providerpayments.com](http://providerpayments.com) website. Below is some additional guidance to help you get the information you need to register.

**Please note:** if you already have an account on [providerpayments.com](http://providerpayments.com) from another payer, you do not need to register again. Your existing login will allow you access to your Molina 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 do not have a recent ECHO payment number, contact ECHO Customer Service at (888) 686-3260. They can provide you with an ECHO draft number from a recent payment and assist with registration.

### Combining Payments for Multiple National Provider Identifiers (NPIs)

In some cases, providers who have multiple NPI's for one Tax-ID 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](mailto:edi@echohealthinc.com).

### Payment Numbers Omitting EFT

When utilizing the provider portal, Molina 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. To verify the payment method view the claim or payment number on ECHO.

Molina is here to support you as well. If you have questions for Molina about this transition, please contact us at [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com). For additional information on Change Healthcare and ECHO, view the previous [Change Healthcare and ECHO Health, Inc.](#) Provider Bulletin on the Molina Provider Website, under the "Communications" tab.

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#### Questions?

Provider Services – (855) 322-4079  
8 a.m. to 5 p.m., Monday to Friday  
(MyCare Ohio available until 6 p.m.)

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