



PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

PNC Healthcare and ECHO Health, Inc. to Provide Claims Payments/Remittance Services for Advantage MD and USFHP Providers

Effective Date: 2nd Quarter 2024

Health Plan(s) Affected: Advantage MD and US Family Health Plan (USFHP)

Type of Change: Process

Explanation of Change:

Johns Hopkins Health Plans has engaged PNC Healthcare and ECHO Health, Inc., to provide new electronic methods for claims payment and remittances via their Claim Payments & Remittances (CPR) service for Advantage MD and USFHP. The transition from Change Healthcare to this CPR service will take place for Advantage MD first with USFHP to follow (specific date to be set soon).

Once implemented, payments for Advantage MD and USFHP (Employer Health Programs and Priority Partners currently) will *only* be issued using this CPR service. This service will also enable you to log into a website to access a detailed explanation of payment (EOP) for each transaction.

If you are already enrolled with PNC/ECHO for Employer Health Programs (EHP) and Priority Partners, you do not need to take further action. If you are not enrolled with PNC/ECHO for EHP and Priority Partners, please follow the important instructions below to ensure you receive payment for Advantage MD and USFHP as soon as this new CPR service is available.

We will communicate the effective date for Advantage MD and USFHP as soon as possible, but **we recommend you enroll now**, as the EFT enrollment process does take 7-10 business days once the request is submitted. We also recommend that you call Advantage MD Customer Service at 877-293-5325 or USFHP Customer Service at 800-808-7347, as applicable, to confirm your remittance address and fax number on file, as your first payment after the transition will be sent via fax or mail if you do not complete early enrollment for EFT.

Outlined below are the payment options and any action items needed by your office:

Virtual Card Payments: Your first payment will be issued as a Virtual Credit Card with your Explanation of Payment (EOP). Your office will receive notification, by mail or fax, for each payment containing a unique virtual credit card number, along with instructions for processing. The steps for processing these payments are similar to how you manually enter patient card payments today. Be sure to enter the full amount of the payment prior to the expiration date on the card. Normal transaction fees apply based on your merchant acquirer relationship. **NO ACTION IS NECESSARY to start**

receiving virtual card payments.

Electronic Funds Transfer (EFT) Payments: If you are currently enrolled in EFT with Change Healthcare for Advantage MD and USFHP and want to continue receiving electronic payments, you will need to take the following action(s) to ensure a smooth transition to the new CPR service:

- **Early enrollment:** This is only an option if you have a previous/existing relationship with ECHO and the CPR service through another health plan. You will need to provide a check/draft number and payment amount from a payment issued via ECHO Health Inc., as well as your TIN and bank account information.

To sign up to receive EFT only, or 835/EFT, from Johns Hopkins Health Plans, visit enrollments.echohealthinc.com/EFTERADirect/JohnsHopkins/.*

To sign up to receive EFT only, or 835/EFT, from Johns Hopkins Health Plans and all ECHO Health payers, visit enrollments.echohealthinc.com.*

- **Standard enrollment:** If you do not enroll early, your first payment will be a virtual card. Once you receive this first payment via a virtual card, you can enroll with PNC Healthcare and ECHO Health. You will be able to use information from the virtual card (draft number and payment amount), as well as your TIN and bank account information, to enroll in EFT.

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To sign up to receive EFT only, or 835/EFT, from Johns Hopkins Health Plans and all ECHO Health payers, visit enrollments.echohealthinc.com.*

If additional assistance is needed, contact ECHO Health at 888-834-3511.

Paper Check: To receive paper checks and paper EOPs, you must elect to opt out of Virtual Card Services by contacting ECHO Customer Service at 888-697-6755 (8 a.m. to 6 p.m. ET). To request to receive a paper check instead of a virtual card you may also log onto echovcards.com* and follow the prompts for opting out of virtual card and requesting a paper check. You will need a copy of a virtual card payment to register. HIPAA verification along with a draft number and amount are required to complete the opt-out process.

835 Electronic Remittance Advice (ERA): Providers who enroll to receive EFT payments will continue to receive the associated ERAs. Since the ERAs will be generated from the ECHO Health system, they will be distributed using the Payer ID 58379. **ACTION NEEDED: Please update your practice management system to accept the new Payer ID 58379.** Retain prior Johns Hopkins Health Plans Payer IDs for historical claims payments and remittances.

We also want to make you aware of another exciting enhancement. You will now be able to log into providerpayments.com* to access and download all generated and detailed EOPs for your provider transactions from Johns Hopkins Health Plans and all other PNC Healthcare payers.

We appreciate your support as we roll out these new payment options. If you have additional questions

regarding your payment options, please contact ECHO Customer Service at 888-697-6755 (8 a.m. to 6 p.m. ET).

*This link is from an external website that is not provided or maintained by or in any way affiliated with Johns Hopkins Health Plans. Please note Johns Hopkins Health Plans does not guarantee the accuracy, relevance, timeliness, or completeness of any information on external websites.