



Provider Payments Portal

QUICK REFERENCE GUIDE

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Provider Payments Login

Refer to the screenshot shown in Figure 1:

- a. If you have already registered (have an account) on the Provider Payments Portal, enter your username and password and click the "Log In" button. The "Inquiry" page (Figure 6) will open. For more information, go to the "Inquiry Page" section of this document (page 7).
- b. If you wish to confirm your ACH deposit (ping), click on the first link, "Confirm your ACH Deposit (Ping) by clicking here." After ping verification, you will be able to set up an account to access the Provider Payments Portal.
- c. If you are a First-time User, click on the second link, "If you have not yet registered for the Provider Payments Portal, you can register / create an account now by clicking here."

1		
	Log In Passe enter your username and password to loo in. COCUMATION Username: Password: Log in Contraccess your account? Click Here	
	If you have not yet registered for the Provider Payments Portal, you can register now by <u>clicking here.</u> Confirm your ACH Deposit (Ping) by <u>clicking here.</u>	

Figure 1



Verifying Ping

Terms and Conditions (Figure 2)

a. If you select the link to verify your ping, you are first directed to a page where you must accept Terms
 & Conditions by checking the box and clicking on the "Accept" button to continue.

	Payment By Checking Account Using ACH - Terms and Conditions
unders applica (c) you report authori	tronic Signature and ACH Authorization. By submitting this ACH authorization form, you agree that: (a) you have read, tand and agree to these Terms and Conditions, and that this agreement constitutes a "writing signed by you" under any ible law or regulation, (b) you consent to the electronic delivery of the disclosures contained in these Terms and Conditions, authorize ECHO to make any inquiries we consider necessary to validate your dispute, which may include ordering a credit and performing other credit checks or verifying the information you provide against third party databases, and (d) you ize ECHO to initiate one or more authorized ACH entries (debits withdrawals – credits - deposits) for the specified amount(s) our bank account, and you authorize the financial institution that holds your bank account to deduct or add such payments.
the fina	omer Service. All questions relating to any payments made using your bank account should be directed to ECHO, and not to ancial institution that holds your bank account. You may contact us by calling us at 1-888-834-3511 x106, or by writing to S_Requests@EchoHealthInc.com.
	r Resolution Policy. If you believe that any payment transaction initiated by ECHO (or its agent) with respect to your bank t is erroneous, or if you need more information about any such transaction, you should contact us as soon as possible by

Figure 2

Confirmation of Account (Figure 3)

b. After clicking on "Accept", you are directed to the ping verification page (see Figure 3) to enter your Tax ID (TIN) and Deposited Amount (ping).

1 Col	Echo [®] Payments Simplified
	Confirmation of Account
Please enter the TIN a	and the Deposited Amount below to confirm correct Account creation.
	ACCOUNT INFORMATION
	TIN:
	Deposit Amount:
	Deposit Amount:
	Submit Gancel
	And
Phone: 888.834.3511 810 Sharon Drive • Westlake Ohio 44145	
	Copyright ECHO Health, Inc. 2018. All Rights Reserved.
	opping it certer industry and avia and an arguna reader of

Figure 3



PROVIDER PAYMENTS PORTAL QUICK REFERENCE GUIDE

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c. When you have submitted a valid TIN and deposit amount, the "CONFIRMATION OF ACCOUNT" screen (Figure 4) is displayed.

T.	Payments Simplified
	Confirmation of Account
Please enter the	TIN and the Deposited Amount below to confirm correct Account creation.
	TIN:
	Deposit Amount:
	Submit Cancel
Congratulations! Your Accou	unt Information matches with ours, your TIN from now on will receive payments electronica
If you have already registere	d with ProviderPayments.com then please continue to utilize your existing ID.
If you have not registered the	en your credentials will automatically be emailed to you in the next few minutes.

Figure 4



First-Time Users - Register/Create a New Account Page

First-time users will need to register. Once you have successfully registered, you will be able to log in on the main page.

- a. To register, click on the link shown in Figure 1: "If you have not yet registered for the Provider Payments Portal, you can register now by clicking here."
- b. Clicking on the link opens the "Create a New Account" page shown in Figure 5. When filling in the form, be sure to follow the instructions appearing to the right of the fill-in boxes.
- c. When selecting a password, remember to adhere to the following requirements: Must be at least 16 characters; Use a combination of upper and lower case letters; Use a combination of alpha and numeric characters; Use at least one special character (such as !,@,#,\$,%,^,&,*); Cannot contain more than 2 consecutive characters from your username.







Inquiry Page

When you have logged in, you will see the Inquiry page that lists the most recent payment documents delivered via ECHO (see Figure 6). You can also page back, allowing you to review up to the 48 most recent documents.

Additional capabilities include the following:

- Produce a printable PDF copy of the remittance by clicking on the "EPP" link.
- Select the "835" link to view the associated 835 file.
- View the settlement status (including an image of the cleared check for payments issued on paper) via the links in the "Settlement" column.
- Click on the arrow icon to expand the document to show claim details.

elcom	e, test		Inquiry Advanced	Search Add Addit	ional TINs <u>View 1099s</u>	My Account	<u>Help</u> Log
Se	elect TIN: All TIN	~				_	
	TINY	Production Date of Document	Document ID	Payor	Payment Amount	Image of Document	Settlement
3	Transfer 1	02-26-2018	Transmitt .	Martinia	\$ 485.00	EPP 835	2018-02-26
2	-	02-23-2018	-	Analysis of the local division of the local	\$ 789.30	EPP 835	1
3	-	02-23-2018		-	\$ 603.26	EPP 835	Not Cleared
3	-	02-23-2018	Responsed ISI	Analysis of the local division of the local	\$.00	EPP 835	N/A
3	-	02-21-2018	-	Francesco (M.	\$ 42.35	EPP 835	2018-02-21
	-	02-21-2018	Manufact .	Residencials	\$ 29.83	<u>EPP 835</u>	2018-02-21
2	P-DATE:	02-21-2018	-	(indiana)	\$ 8,100.00	EPP 835	2018-02-21
2	development in	02-21-2018	000000	Condition 1	\$ 299.16	EPP 835	2018-02-21
	(resource)	04-13-2017	it. Program	familian.	\$ 2,384.82	EPP	
2	(Internation	04-13-2017	in Response	Martine	\$ 13,717.76	EPP	
3	-	01-09-2018	Party Direct Md.	Antip Care Annis	\$ 2,506.49	EPP	

Figure 6



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Advanced Search Page

Choose the "Advanced Search" option in the menu bar near the top of the Inquiry page (Figure 6).

Welcome, test		Inquiry Advanced Search	Add Additional TINs	View 1099s My Account [Help Logout
Select TIN:	Select Type: Patient Account Number Certificate Number Claim Number ECHO Draft Number Payor Check Number Deposit Amount Optum ID Production Date Claim Payment Date Echeck Date Service Date	Search Criteria:		Search	



A dropdown menu in the Advanced Search allows the user to select the search criteria:

- Patient Account Number
- Certificate Number (patient's insurance card number or SSN)
- Claim Number
- ECHO Draft Number (either the check number or the EFT number)
- Payor Check Number (check number assigned by TPA's adjudication system)

- Deposit Amount (total amount of the bulk check or electronic funds transfer)
- Optum ID (for payments sent by Optum)
- Production Date
- Claim Payment Date
- Echeck Date



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Add New Tin: Users Posting Payments Issued To Multiple Tax Id Numbers

Update your username / password to enable access to multiple Tax ID Numbers by clicking the "Add Additional TINs" link in the top menu bar, Inquiry page (Figure 6). This will open the screen shown in Figure 8.

lelcome, test		Advanced Search	Add Additional TINs	View 1099s	My Account	Help Log
ADD A NEW TIN						
Use the form below to add a ne	w TIN to your account					
	in the to your account.					
- Account Information						
● I have a Payment ○ I hav	e No Payment					
TIN:						
Draft Number:						
Draft Amount:						

Figure 8

Choose the "I have a Payment" button. The 9-digit Tax Identification Number (TIN) you wish to add must be entered without any spaces or hyphens (-). Enter the ECHO Draft Number and Draft Amount for a payment that was issued to the TIN you registered.

If you do not have a draft available, choose the "I have No Payment" button (Figure 9). You can set up a new TIN by entering its 9-digit number (no spaces or hyphens) and the "Patient Account Number".

ECHO [®] Payments Simplified							
Welcome, test	Inquiry	Advanced Search	Add Additional TINs	View 1099s	My Account	<u>Help</u>	Logout
ADD A NEW TIN Use the form below to add a new TIN to ye Account Information OI have a Payment ©I have No Paym TIN: Patient Account Number:							
	Add	Cancel					

Figure 9

Once you have successfully added the TIN, the Inquiry page (Figure 6) will show the most recent claims across all of the TAX ID Numbers registered to your username. The Advanced Search options will also search across all of the TINs for which you are registered.



View 1099s

From the top menu bar on the Inquiry page (Figure 6) select the "View 1099s" link to see your 1099s by TIN (Figure 10). Click on the "View" link (in the "Link to 1099" column) to see the 1099. Be sure to disable pop-up blockers in your browser to allow this feature.



Figure 10

My Account

To update your password, account contact information and email preferences, select the "My Account" link from the top menu bar of the Inquiry page (Figure 6). The screen shown in Figure 11 will appear to allow changes. When finished, click the "Update" button.

lcome, test	Inc	uiry Advanced Sea	rch Add Additional TINs	<u>View 1099s</u>	My Account Help	Logo
ACCOUNT						
User Details						
User Name:	test					
Email:						
Phone Number:		•				
Fax Number:		*				
Contact First Name:		*				
Contact Last Name:		•				
Preferred Contact Method:	Email Phone					
Preferred Notification Select	ion :					
Consolidated Email: 🔞	● Yes ○ No					
Disable Email Notices: 🔞	Yes 🖲 No					
Electronic 1099 Acceptance:	Ves 🖲 No					
Virtual Card Notices:	Yes No					
835 Distribution Notices:	Yes No					
ACH Payment Notices:	Ves No					
Paper Check Notices:	Yes No					
Change Password						

Figure 11

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