Provider Payments Portal
(ProviderPayments.com)

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 4).

   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."

Figure 1

VERIFYING PING

   a.   Terms and Conditions (Figure 2). 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.

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Figure 2

Payment By Checking Account Using ACH - Terms and Conditions

1. Electronic Signature and ACH Authorization. By submitting this ACH authorization form, you agree that: (a) you have read, understand and agree to these Terms and Conditions, and that this agreement constitutes a "writing signed by you" under any applicable law or regulation, (b) you consent to the electronic delivery of the disclosures contained in these Terms and Conditions, (c) you authorize ECHO to make any inquiries we consider necessary to validate your dispute, which may include ordering a credit report and performing other credit checks or verifying the information you provide against third party databases, and (d) you authorize ECHO to initiate one or more authorized ACH entries (debits withdrawals – credits - deposits) for the specified amount(s) from your bank account, and you authorize the financial institution that holds your bank account to deduct or add such payments.

2. Customer Service. All questions relating to any payments made using your bank account should be directed to ECHO, and not to the financial institution that holds your bank account. You may contact us by calling us at 1-888-834-3511 x106, or by writing to us at CS_Requests@EchoHealthInc.com.

3. Error Resolution Policy. If you believe that any payment transaction initiated by ECHO (or its agent) with respect to your bank account is erroneous, or if you need more information about any such transaction, you should contact us as soon as possible by

☐ I accept the above Terms and Conditions

[Accept]

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b. Confirmation of Account. 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).

Figure 3

CONFIRMATION OF ACCOUNT

Please enter the TIN and the Deposited Amount below to confirm correct Account creation.
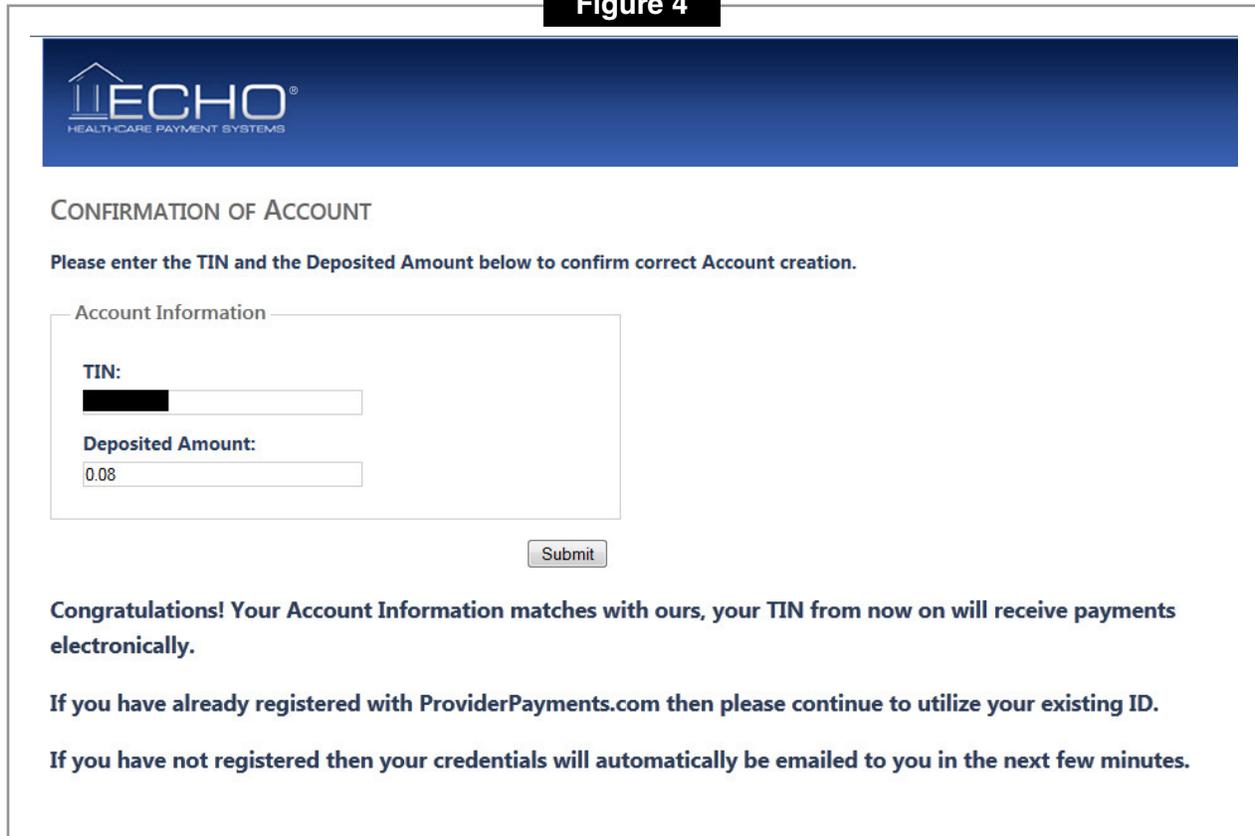
Account Information

Tax ID:

Deposited Amount:

[Submit]

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

Figure 4

CONFIRMATION OF ACCOUNT

Please enter the TIN and the Deposited Amount below to confirm correct Account creation.

Account Information

TIN:
[██████]

Deposited Amount:
[0.08]

[Submit]

Congratulations! Your Account Information matches with ours, your TIN from now on will receive payments electronically.

If you have already registered with ProviderPayments.com then please continue to utilize your existing ID.

If you have not registered then your credentials will automatically be emailed to you in the next few minutes.

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.

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."

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.

Figure 5

CREATE A NEW ACCOUNT

• **Click here** for more help.

Account Information

Username:
| Username

Choose a username that is at least four (4) characters long. You may use numbers and/or letters.

E-mail:
email@webserver

An e-mail address is needed so that your password can be e-mailed to you if you forget it.

Password:
•••••••••

Confirm Password:
•••••••••

Choose a password that is at least eight (8) characters long. You must include at least one number (1,2,3 ...) and one special character (!,@,#) and may use either upper or lowercase letters. Your password will be case-sensitive.

Tax Identification Number (TIN):
000000000

Your 9-digit Tax Identification Number (TIN) should be entered without any spaces or hypens (-).

Draft Number:
000000000

ECHO Draft Numbers are nine (9) digits long and contain no spaces or letters.

Draft Amount:
00.00

The Draft Amount should be entered without the dollar sign ($)

Register Cancel

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.

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Figure 6

ADVANCED SEARCH PAGE

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

Figure 7

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.

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".

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.

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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.

Figure 11

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