

Provider Memorandum

Change Healthcare/ECHO Health Payment Option: Common Questions

The implementation of our new payment platform through ECHO health is complete. Molina Healthcare of Illinois (Molina) is committed to listening to our providers and responding to feedback. We have received several questions regarding EFT payments and access to EFT payment support. Some key questions are answered below.

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 were experiencing previously. The average deposit time frame is five days from the Molina payment date. Your bank may not make the funds available until day six. We recommend contacting your bank for details.

Access to EOP/835/Payment Status through ProviderPayments.com

We want to ensure you have access to Explanation of Payment (EOP) and 835 documents through ECHO's providerpayments.com online portal. Below is some additional guidance on the information you need to register.

Note: If you already have an account on providerpayments.com for 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, since you cannot access your EOP.
- You have not received a payment from Molina with a positive dollar amount.

For assistance registering for ECHO's providerpayments.com portal, contact ECHO Customer Service at **(800) 895-0621**.

Combining Payments for Multiple NPIs

In some cases, providers who have multiple NPIs for one Tax ID and have the same bank account across those NPIs will see the payments for all 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 **(800) 895-0621** or edi@echohealthinc.com.

Payment Numbers Without “EFT”

Molina payment numbers no longer display the EFT prefix in the provider portal. This does **not** indicate that your payments are no longer on EFT. This is because payment types in addition to check and EFT are now available.

Molina is here to support you. If you have questions for Molina about this transition, please contact your Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com.

For additional details about this new payment option, reference this [provider memo dated July 13, 2022](#).

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.