

**Important notification from Centene regarding your method of claim payments. Action may be required.**

Dear Peach State Health Plan Provider,

Thank you for your continued partnership with Peach State Health Plan. Peach State Health Plan is working to improve provider payment methods. To reduce the environmental impact of our payments, and to enhance provider experience, going forward all payments will be issued either via electronic funds transfer (EFT) or Virtual Credit Card (VCC). The Virtual Credit Card program from Change Healthcare is a widely used payment option in healthcare that we are making available to our provider network.

**VCC PAYMENTS**

VCC payments work like any other credit card payment. You will follow the same process as taking a credit card payment from a patient. Here's how it works:

- You receive a printed Explanation of Payment that includes a 16-digit card number.
- You enter the number and the full amount of the payment into your credit/debit point-of-sale terminal before the expiration date.
- You receive funds in the same timeframe as your other credit card payments.
- There is no need to enroll to receive VCC payments as they are processed under the merchant agreement with your banking partner.
- Note that your merchant/banking partner charges fees for the payment transaction. These fees are in lieu of the check clearing fees you currently pay.

**Beginning July 1, 2023, providers not enrolled for EFT payments will begin receiving payment via the VCC program.** Payment information printed on your Explanation of Payment (EOP) will reflect the instructions outlined above.

**Other Payment Options**

You may opt out of the Virtual Card Payment Program **at any time** by calling 888-678-5862 or via [www.echovcards.com](http://www.echovcards.com). If you prefer to enroll in EFT rather than VCC, please go to [Providersupport@payspanhealth.com](mailto:Providersupport@payspanhealth.com) to access the enrollment form and instruction or call 877-331-7154.

We value your ongoing partnership and are excited to offer this new payment option to you.