

Direct Care Administrators
P. O. Box 3000
Bountiful, UT 84011

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408 E PARKCENTER BLVD STE 100
BOISE, ID 83706-6512

Dear Provider:

As part of our ongoing commitment to simplify and improve payment transactions for your business, **Direct Care Administrators** is offering more choice in payment methods. Recent feedback from our network indicates quicker reimbursement and more efficient payment reconciliation are high priorities for our providers, and we're excited to offer additional payment solutions.

Beginning February, 2020, Direct Care Administrators will partner with **Change Healthcare and ECHO Health, Inc.** to provide new electronic payment method options. Many of our providers already work with Change Healthcare today.

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

1. **Virtual Card Services:** If you are not currently registered to receive payments electronically, beginning in February 2020, you will receive Virtual Credit Card payments with your Explanation of Payment (EOP). Your office will receive fax notifications, each containing a virtual credit card with a number unique to that payment transaction including an instruction page is included for processing. The steps for processing this payment is similar to how you manually key-in patient payments today. Be sure to enter the payment information for the full amount of the card's value and do so 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 Credit Card payments.**
2. **New to EFT Payments:** If you are interested in receiving payment via electronic funds transfer (EFT), setting up EFT is a fast and reliable method to receive payment. In addition to your banking account information, you will need to provide a Change Healthcare payment draft number and payment amount as part of the enrollment authentication. **Please note:** Payment will appear on your bank statement from Huntington National Bank and ECHO as "HNB - ECHO". To sign up for EFT, you have 2 options
To sign-up to receive EFT through Settlement Advocate for CLIENT only, visit
<<https://view.echohealthinc.com/EFTERADirect/DirectCareAdministrators/index.html>>
To sign-up to receive EFT from all payers processing payments, visit
<<https://enrollments.echohealthinc.com/>>
A fee for this service may be required.
3. **MedPay:** If you are not enrolled with us to receive payments via electronic funds transfer (EFT) and you opt out of virtual card, you can enroll (if not already enrolled) for Medical Payment Exchange (MPX) to receive your payments in your own MPX portal account. MPX enables the retrieval of printable paper checks delivered with your Explanation of Payment (EOP) 7-10 days faster than normal paper checks. You may receive (via fax or mail) an MPX payment notification by Choice Card with instructions to select your preferred payment option via our website - <https://echochecks.com>
4. **Paper Check:** To receive paper checks and paper explanation of payments, you must elect to opt out of Virtual Card Services or remove your EFT enrollment.

In addition, we want to make you aware of another enhancement. You can now log into www.providerpayments.com, to access a detailed explanation of payment for each transaction.

We appreciate your support as we roll out these new payment options, and we look forward to continuing to work with you to deliver a positive experience for your patients. If you have additional questions regarding your payment options, please contact ECHO Health at 888-670-2466.

Sincerely,

Direct Care Administrators