

Network Notification

Notice Date: December 2, 2019
To: Indiana Marketplace Providers
From: CareSource
Subject: Register with New Payment Partner ECHO Health by December 13 –
Deadline Extended Again!
Effective Date:

- x For each payment transaction, a credit card number unique to that payment transaction is sent either by secure fax, or by mail.
- x Processing these payments is similar to accepting and entering patient payments via credit card into your payment system.

3. Paper Check – If your office would prefer to receive check payments, please call ECHO Support at 1-888-485-6233.

For the security of your personal information, CareSource cannot convert your banking information from InstaMed to ECHO. If you do not proactively register with ECHO for EFT payments from CareSource, your payment method will default to QuicRemit Virtual Card Payment (VCP) or paper check.

We appreciate your support as we transition provider payment processing from InstaMed to ECHO. We have enclosed a set of Frequently Asked Questions (FAQs) for your reference. We look forward to working with you to deliver a positive experience for you and your patients. If you have questions regarding this transition, please call ECHO Support at 1-888-485-6233.

Sincerely,

CareSource

Enclosure



Frequently Asked Questions

CareSource has partnered with ECHO Health, Inc. (ECHO), to deliver provider payments. We understand that this transition may have a slight impact on your business practices, so we have put together some frequently asked questions to help you with the transition to ECHO.

Why am I receiving this letter?

CareSource is transitioning our provider payment partner from InstaMed to ECHO. This transition will allow CareSource to offer faster and more ways to receive your claims payments. This transition also offers a new electronic payment option for providers via Virtual Card Payment (VCP), which is similar to credit card payment processing.

Who is ECHO?

ECHO is a leading provider of electronic solutions for payments to health care providers. ECHO consolidates individual provider and vendor payments into a single ERISA- and HIPAA-compliant format, remits electronic payments and provides explanation of provider payment (EPP) details to providers.

What are the payment methods available through ECHO?

- x EFT/ACH – Automatic deposits directly to your bank account
- x VCP – Virtual transaction similar to credit/debit card processing
- x Paper checks – Mailed by US Postal Service

How do I select my payment preference for CareSource if I am currently registered with ECHO?

Visit [ECHO's registration page](#) to sign up for EFT payments. You will need to have your username/password, tax identification number (TIN) and an ECHO draft number and draft amount from any payment issued to you by ECHO. If you would prefer to receive paper checks, please contact ECHO Support at 1-888-485-6233.

How do I select the EFT/ACH payment preference for CareSource if I am not registered with ECHO?

To register, go to <https://view.echohealthinc.com/EFTERADirect/CareSource/index.html>. You will need to provide your TIN, CareSource Provider ID (Visit the CareSource Provider Portal or call 1-866-286-9949 to obtain your CareSource Provider ID), bank account and routing number. If you need assistance during the ECHO registration process, please contact ECHO Support at 1-888-834-3511.

How do I check the status of my EFT/ACH enrollment?

To check your enrollment status, contact ECHO Support at 1-888-834-3511.

What is required to accept Virtual Card Payment?

Your office must have credit card processing capability, such as a credit card terminal. Standard credit card processing and transaction fees apply. These fees are based on your agreement with your credit card processor and your office's banking rates. ECHO does not charge any additional fee for processing.

