Aetna Better Health® of Michigan
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Updated Provider Bulletin No 219

AETNA BETTER HEALTH® OF MICHIGAN

TO: Providers
FROM: Provider Experience Team
DATE: August 23, 2024
SUBJECT: EFT ERA enrollment notification – ECHO vendor change

Dear Providers,

Aetna Better Health® confirms our permanent partnership with ECHO Health, Inc. for EFT/ERA services.

In January 2023, Aetna Better Health® launched an electronic funds transfer (EFT)/electronic remittance advice (ERA) registration services program (EERS), in conjunction with Change Healthcare/Optum (CHC). However, due to a CHC service disruption in February 2024, we made the business decision to transfer EFT/ERA enrollment services to ECHO Health Inc. (ECHO). ECHO is a national payment solutions supplier, and we feel confident in this vendor partnership.

Reminders on how to enroll with ECHO.

For your ***initial*** payment from ECHO, all providers receive a paper check that includes a draft number.

To enroll in EFT/ERA services, ECHO requires you to include an ECHO payment draft number and payment amount. This is for security reasons as part of the enrollment authentication process. The ECHO draft number can be found on your explanation of provider payments (EPP). This is typically located above the first claim on your EPP. **For no-fee processing**, be sure to enroll using the **Aetna Better Health/ECHO Provider EFT/ERA Enrollment portal**. You can also update your payment/ERA distribution preferences for Aetna Medicaid claims payment there. Again, no fees apply when using the portal and it is free to enroll.

Important: If you are choosing to enroll in ECHO's automated clearing house (ACH) all payer program, you will be charged fees.

Viewing Your Electronic Remittance Advice (ERA): ERA files are available for immediate viewing when a payment is issued as a paper check or EFT/ACH. Payments issued as virtual cards or MPX (Medpay) electronic checks require the payment be processed or deposited ***before*** the ERA file is available for viewing.

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Payment Types With ECHO. Your Preference is Important.

Virtual Credit Card (VCC). ECHO's standard practice is when they receive an initial payment directive for a provider who has not previously enrolled for EFT delivery, ECHO will send the provider a virtual credit card (VCC) payment. This functionality is activated at the direction of each Aetna Better Health plan and may not be applicable in every market. If you would like to ***opt out*** of the virtual credit card (VCC) option, you can manage your payment preference on the portal.

MPX Payments. If you enrolled in ECHO's Medical Payment Exchange (MPX) program through another payer (not Aetna Better Health) and you did not enroll in EFT, you will receive your payments in the MPX portal. MPX may appear as an email that you need to print off your computer and confirm the watermark.

Paper Check. If you opted out of the MPX program and have not enrolled in EFT **and** you opted out of VCC you will receive a paper check via regular mail to your address on file. We encourage you to confirm your address on file with ECHO.

If you have any questions about creating your account, updating your information or viewing your payments on the **Aetna Better Health/ECHO portal**, review the **ECHO Provider Payments Portal User Guide**. You can also contact ECHO Provider Services directly at **1-800-830-5831** Monday through Friday 9 AM to 7 PM (ET). Thank you.