



# **Provider Payments Portal**

QUICK REFERENCE GUIDE

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## **Provider Payments Login**

Refer to the screenshot shown in Figure 1:

- a. If you have already registered (have an account) on the Provider Payments Portal, enter your username and password and click the "Log In" button. The "Inquiry" page (Figure 6) will open. For more information, go to the "Inquiry Page" section of this document (page 7).
- b. If you wish to confirm your ACH deposit (ping), click on the first link, "Confirm your ACH Deposit (Ping) by clicking here." After ping verification, you will be able to set up an account to access the Provider Payments Portal.
- c. If you are a First-time User, click on the second link, "If you have not yet registered for the Provider Payments Portal, you can register / create an account now by clicking here."

Log In Please enter your username and password to log in. ACCOUNT INFORMATION Username: Password: Log in	Electron Server
Cen't access your account? <u>Click Here</u> If you have not yet registered for the Provider Payments Portal, you can register now by <u>clicking here.</u>	
	<section-header><form></form></section-header>

Figure 1





## **Verifying Ping**

#### Terms and Conditions (Figure 2)

a. If you select the link to verify your ping, you are first directed to a page where you must accept Terms
 & Conditions by checking the box and clicking on the "Accept" button to continue.

	Payment By Checking Account Using ACH - Terms and Conditions
unders applica (c) you report author	tronic Signature and ACH Authorization. By submitting this ACH authorization form, you agree that: (a) you have read, stand and agree to these Terms and Conditions, and that this agreement constitutes a "writing signed by you" under any able law or regulation, (b) you consent to the electronic delivery of the disclosures containned in these Terms and Conditions, a authorize ECHO to make any inquiries we consider necessary to validate your dispute, which may include ordering a credit and performing other credit checks or verifying the information you provide against third party databases, and (d) you rize ECHO to initiate one or more authorized ACH entries (debits withdrawals – credits - deposits) for the specified amount(s) your bank account, and you authorize the financial institution that holds your bank account to deduct or add such payments.
the fin	tomer Service. All questions relating to any payments made using your bank account should be directed to ECHO, and not to ancial institution that holds your bank account. You may contact us by calling us at 1-888-834-3511 x106, or by writing to S_Requests@EchoHealthInc.com.
	r Resolution Policy. If you believe that any payment transaction initiated by ECHO (or its agent) with respect to your bank nt is erroneous, or if you need more information about any such transaction, you should contact us as soon as possible by

Figure 2

#### Confirmation of Account (Figure 3)

b. After clicking on "Accept", you are directed to the ping verification page (see Figure 3) to enter your Tax ID (TIN) and Deposited Amount (ping).

	Confirmation of Account d the Deposited Amount below to confirm correct Account creation. ACCOUNT INFORMATION Til: Deposit Amount: Submit Cancel
Phone: 888 834.3511 810 Sharon Drive • Westlake Ohio 44145	Copyright ECHO Heelth, Inc. 2018. All Rights Reserved.

Figure 3



PROVIDER PAYMENTS PORTAL QUICK REFERENCE GUIDE

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c. When you have submitted a valid TIN and deposit amount, the "CONFIRMATION OF ACCOUNT" screen (Figure 4) is displayed.

1 K	Payments Simplified
	Confirmation of Account
Please enter the T	IN and the Deposited Amount below to confirm correct Account creation.
	TIN:
	Deposit Amount:
	Submit Cancel
Congratulations! Your Accourt	nt Information matches with ours, your TIN from now on will receive payments electronica
If you have already registered	with ProviderPayments.com then please continue to utilize your existing ID.
If you have not registered the	n your credentials will automatically be emailed to you in the next few minutes.

Figure 4





## First-Time Users - Register/Create a New Account Page

First-time users will need to register. Once you have successfully registered, you will be able to log in on the main page.

- a. To register, click on the link shown in Figure 1: "If you have not yet registered for the Provider Payments Portal, you can register now by clicking here."
- b. Clicking on the link opens the "Create a New Account" page shown in Figure 5. When filling in the form, be sure to follow the instructions appearing to the right of the fill-in boxes.
- c. When selecting a password, remember to adhere to the following requirements: Must be at least 16 characters; Use a combination of upper and lower case letters; Use a combination of alpha and numeric characters; Use at least one special character (such as !,@,#,\$,%,^,&,\*); Cannot contain more than 2 consecutive characters from your username.

	Tax Identification Number (TIN):
Echo® Payments Simplified	Voor 5 oogt Tes teerstronen Auseer (File should be entered introduced usy (solder or solves) () ● Oorth Number Draft Number Draft Number Draft Numbers BOold with undersonant and solve or special characters and can be located on any path Dealerstori of baymer, Draft Amount:
Create a New Account	The Dash Annuar Shadis and an approximation of the Program of the
or cate a rich / locount	Phone: 888 834 3511 B10 Sharon Drive - Westlake Ohio 44145
ACCOUNT INFORMATION	Copyright ECHO Health, Inc. 2018. All Bights Reserved.
Username:	Figure 5A
Email:	Tax Identification Number (TIN): Thu 5 digt Tx identification Number (Tite) incuts te ented athout any laces of darbes il Oraf Number I on thate a Verification Draft Number
	Oraft Number Verification Draft Number Payor Check No
An email address is needed so that your password can be emailed to you if you ever forget it.	
Password:	Your Payor theok number should be entered without any cateron. Patient Account No
	tour Parent Account Number should be entered without any speces.
Must be at least 16 characters; Use a combination of upper and lower case letters; Use a combination of alpha and numeric characters; Use at least one special character (such as !.@.#, $$, ^, ^, ^, ^, ^, ^, ^, ^, ^, ^, ^, ^, ^,$	Need additional help? <u>Citck http</u>
consecutive characters from your username.	Prome 888 534 3511 B10 Sharon Drive - Westlake Onio 44145
	510 Sharon Urike - Westlake Onio 44145
Confirm Password:	
Confirm Password:	Figure 5B





## **Inquiry Page**

When you have logged in, you will see the Inquiry page that lists the most recent payment documents delivered via ECHO (see Figure 6). You can also page back, allowing you to review up to the 48 most recent documents.

Additional capabilities include the following:

- Produce a printable PDF copy of the remittance by clicking on the "EPP" link.
- Select the "835" link to view the associated 835 file.
- View the settlement status (including an image of the cleared check for payments issued on paper) via the links in the "Settlement" column.
- Click on the arrow icon to expand the document to show claim details.

E	Payments Simplif	)® ied					
elcom	e, test		Inquiry Advanc	ed Search Add Addition	onal TINs   <u>View 1099s</u>	My Account	<u>Help</u>   Log
Se	elect TIN: All TIN	<b>v</b>					
	TINV	Production Date of Document	Document ID	Payor	Payment Amount	Image of Document	Settlement
D	191040210	02-26-2018	MINELSON OF	Teacher Contra	\$ 485.00	EPP    835	2018-02-26
2	141423878	02-23-2018	-	Real Provider	\$ 789.30	<u>EPP    835</u>	
D	11100075	02-23-2018	-	Real Property lies	\$ 603.26	EPP    835	Not Cleared
	11100075	02-23-2018	Responsed Bill	Reality Cont	\$ .00	EPP    835	N/A
D	11100075	02-21-2018	-	Transmitte UR	\$ 42.35	EPP    835	2018-02-21
2	-	02-21-2018	-	Research Inte	\$ 29.83	EPP    835	2018-02-21
2	11104075	02-21-2018	0142102-0020	Carolinava	\$ 8,100.00	EPP    835	2018-02-21
2	811088875	02-21-2018	004270270	Gardinares	\$ 299.16	EPP    835	2018-02-21
2		04-13-2017	in Program	Serial less	\$ 2,384.82	EPP	
2	110084875	04-13-2017	in Program	Sector Sec.	\$ 13,717.76	EPP	
	-	01-09-2018	Pager Direct Rd.	Santa Caro Asnity Multi-Max	\$ 2,506.49	EPP	

Figure 6



## **Advanced Search Page**

Choose the "Advanced Search" option in the menu bar near the top of the Inquiry page (Figure 6).

ECHO® Payments Simplified					
Welcome, test	1	Inquiry Advanced Search	Add Additional TINs	View 1099s   My Account	Help   Logout
Select TIN:	Select Type: Patient Account Number Certificate Number Claim Number ECHO Draft Number Payor Check Number Deposit Amount Optum ID Production Date Claim Payment Date Echeck Date Service Date	Search Criteria:		Search	



A dropdown menu in the Advanced Search allows the user to select the search criteria:

- Patient Account Number •
- Certificate Number (patient's insurance card number or SSN)
- Claim Number
- ECHO Draft Number (either the check number or the EFT number)
- Payor Check Number (check number assigned by TPA's adjudication system)

- Deposit Amount (total amount of the bulk check • or electronic funds transfer)
- Optum ID (for payments sent by Optum)
- Production Date •
- **Claim Payment Date** •
- Echeck Date •





# Add New Tin: Users Posting Payments Issued To Multiple Tax Id Numbers

Update your username / password to enable access to multiple Tax ID Numbers by clicking the "Add Additional TINs" link in the top menu bar, Inquiry page (Figure 6). This will open the screen shown in Figure 8.

Payments Simplified							
Welcome, test	Inquiry	Advanced Search	Add Additional TINs	<u>View 1099s</u>	My Account	<u>Help</u>	<u>Logout</u>
Add a new TIN							
Use the form below to add a new TIN to your accou	int.						
Account Information							
● I have a Payment ○ I have No Payment							
TIN:							
Draft Number:							
Draft Amount:							
	Add	Cancel					

Figure 8

Choose the "I have a Payment" button. The 9-digit Tax Identification Number (TIN) you wish to add must be entered without any spaces or hyphens (-). Enter the ECHO Draft Number and Draft Amount for a payment that was issued to the TIN you registered.

If you do not have a draft available, choose the "I have No Payment" button (Figure 9). You can set up a new TIN by entering its 9-digit number (no spaces or hyphens) and the "Patient Account Number".

ECHO <sup>®</sup> Payments Simplified				
Description         Welcome, test       Inquiry       Advanced Search       Add Additional TINs       View 1099s       My Account       Help       Logout         ADD A NEW TIN         Use the form below to add a new TIN to your account.         Account Information         I have a Payment @I have No Payment         TIN:         Patient Account Number:         Add	<u>Logout</u>			
Use the form below to add a new TIN to your account Account Information	Cancel			

Figure 9

Once you have successfully added the TIN, the Inquiry page (Figure 6) will show the most recent claims across all of the TAX ID Numbers registered to your username. The Advanced Search options will also search across all of the TINs for which you are registered.



# View 1099s

From the top menu bar on the Inquiry page (Figure 6) select the "View 1099s" link to see your 1099s by TIN (Figure 10). Click on the "View" link (in the "Link to 1099" column) to see the 1099. Be sure to disable pop-up blockers in your browser to allow this feature.

E	$- \bigcirc$										
elo	come, test			Inquiry	Advanced S	Search Add Ad	Iditional TINs	View 10	199s   <u>My A</u>	ccount	<u>Help   Lo</u>
-	1099 - Adı	vanced Sear	ch	and a second							
	Select TI	N :	Sel	ect Year:							
Ī	Payment Year	Payer TIN	Payer Name	<u>Payment</u> Amount ▲	<u>Tax</u> <u>Withheld</u>	Payer Street	Payer City	Payer State	Payer Zip	Payer Phone	Link to 1099
		-	And Designation of the local division of the local divisio division of the local division of the local divisio	84,278-01	-	-	Automa and a	108	-	400-111- 11001	-
-	-		Contrast designed	-	-			-	-	-	-

Figure 10

# My Account

To update your password, account contact information and email preferences, select the "My Account" link from the top menu bar of the Inquiry page (Figure 6). The screen shown in Figure 11 will appear to allow changes. When finished, click the "Update" button.

come, test		Inquiry	Advanced	Search	Add Addition	al TINs	View 1099s	My Account	<u>Help</u>	L
IY ACCOUNT										
User Details										
User Name:	test									
Email:			*							
Phone Number:			*							
Fax Number:			*							
Contact First Name:			*							
Contact Last Name:			*							
Preferred Contact Method:	Email      Phone									
Preferred Notification Select										
Consolidated Email: 🔞	• Yes O No									
Disable Email Notices: 🔞	🔍 Yes 💿 No									
Electronic 1099 Acceptance:	Yes No									
Virtual Card Notices:	Ves No									
835 Distribution Notices:	Yes  No									
ACH Payment Notices:	Ves No									
Paper Check Notices:	Yes No									
Change Password										

Figure 11



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