

## **Frequently Asked Questions**

- **Who is ECHO Health?**

ECHO is a leading provider of electronic solutions for payments to healthcare 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 details to Providers.

Currently AltaMed pays providers by check or EFT (Electronic Funds Transfer) which is a manual process. ECHO offers three payment options for the provider to be paid: EFT (Electronic Funds Transfer), Check and Credit Card (Virtual Card/VCard). With this enhancement, ECHO will generate and send provider payment EOB's.

- **Why am I receiving this letter?**

AltaMed will be transitioning to a new payment system. This new payment system will allow your office the ability to receive payments via check, credit card (Virtual Card/VCard) or EFT/ACH. AltaMed is implementing this new payment system to meet providers' requests for more payment options and satisfy Workers Compensation mandates around electronic payments to providers.

- **What is required to accept Virtual Card (VCard)?**

QuicRemit allows for Virtual Visa Card debit transaction as one payment method. You must have a credit card terminal in your office to use this payment method.

- **Please help me understand how I receive notification of Virtual Card (VCard) Payment.**

Your office will receive fax or mail notifications, each containing a virtual credit card with a number unique to that payment transaction. Once the number is received, you enter the code into your office's credit card terminal to process payment as a regular card transaction.

- **What are the payment methods available through ECHO?**

- Paper Checks by mail
- EFT/ACH- Automatic deposits direct to your bank account.
- Virtual Card (VCard) – Virtual Visa debit transaction.

- **What are the advantages of Virtual Card(V Card)?**

As part of this process, an improved EOB will be introduced that combines payment information, instructions, and remittance data in a single document. Detailed explanations for each AltMed payment you receive will be available for review online at [www.providerpayments.com](http://www.providerpayments.com). Virtual Card payments are not subject to printing and mailing delays commonly associated with paper checks.

- **How do I register on the ECHO portal?**

To register go to [www.ProviderPayments.com](http://www.ProviderPayments.com). You will need to provide your tax identification number along with an ECHO draft number and amount number from a payment issued by ECHO.

- **What else should I know about Virtual Card (V Card)?**  
Normal credit card transaction fees apply. Payments are received 3-7 days earlier than paper checks sent by US Postal Service.
- **How do I opt out of the Virtual Card?**  
To opt out of the Virtual card you can contact ECHO directly at 888-834-3511.
- **Will there be any disruption to payment?**  
There will be no disruption in payment.
- **Is EFT/ACH available?**  
Yes, electronic deposits to your bank accounts are available. Transaction fees by your bank may apply.
- **How do I sign up for EFT?**  
You may sign up for EFT payments by either accessing the following websites  
  
<https://view.echohealthinc.com/EFTERADirect/AltaMed/index.html>  
  
<https://view.echohealthinc.com/EFTERA/afterainvitation.aspx>
- **How do I check the status of my EFT enrollment?**  
To check the status of an EFT enrollment providers can contact ECHO at 888-834-3511
- **How do I contact ECHO if I am having technical support issues?**  
For assistance with any technical support issues providers can contact ECHO at 888-834-3511.
- **Is there a user guide available?**  
To access the Provider Payments Portal Quick Reference Guide go to [www.ProviderPayments.com](http://www.ProviderPayments.com) and log in your account information. The User Guide can be accessed by clicking the Help button on the portal.