



55 Water Street, New York, NY 10041-8190

Important Update on Payments

The following letter was sent in July 2020 to Medical Providers:

Dear Valued Provider,

Thank you for partnering with EmblemHealth.

On **Aug. 19, 2020**, we will be implementing a new claims payment and remittance (CPR) service powered by ECHO Health, Inc. (ECHO) for Group Health Incorporated (GHI). Health Insurance Plan of Greater New York (HIP) and HIP Insurance Company of New York (HIPIC) will follow on **Sept. 2, 2020**. This service will expand the EmblemHealth claims payment and remittance delivery options available to you.

We are providing a transition schedule so you can see how your claims will be paid, your options to make changes, and where to find your claims payment information based on membership. CPR will replace all other payment processing methods, including PNC's Remittance Advantage.

What, if anything, do I need to do to get started?

If you want to keep the payment election described in the enclosed schedule, no action is necessary to receive a payment. However, you will need to set up an ECHO account to see your ERAs/835s.

EmblemHealth is also replacing paper checks with VCard payments. We hope you find this process more efficient and even easier than cashing checks. You will need a merchant terminal to accept payments. If you want to make a different election, the enclosed schedule shows your options.

Why are we making this change?

EmblemHealth wants to simplify our claims payment process for our providers by using one system for all payments. CPR can handle electronic payments reliably for multiple payment types. All providers will be able to access detailed explanations of payment (EOP) on **emblemhealth.com**, not just those who elect EFT/ERA.

(Continued)

For questions and more information

For questions about payment options, please contact ECHO at **888-492-0032**. For all other questions,

Group Health Incorporated (GHI), Health Insurance Plan of Greater New York (HIP), HIP Insurance Company of New York and EmblemHealth Services Company, LLC are EmblemHealth companies. EmblemHealth Services Company, LLC provides administrative services to the EmblemHealth companies.

please sign in to **emblemhealth.com** to send your inquiry via our Message Center. If you do not have internet access, please call our Provider Call Center at **866-447-9717**, Monday through Friday, from 8 a.m. to 6 p.m., and a representative will be happy to assist you.

Thank you for your patience and cooperation during this transition.

Sincerely,

A handwritten signature in black ink, appearing to read "DeWayne Hiebert". The signature is fluid and cursive, with the first name "DeWayne" and last name "Hiebert" clearly distinguishable.

DeWayne Hiebert
Vice President, Provider Network Management

Enclosure