



55 Water Street, New York, NY 10041-8190

---

## Important updates for dental providers

*The following letter was sent to dental providers Nov. 2020:*

Dear Valued Provider,

Thank you for partnering with EmblemHealth.

We want to let you know about several updates we are making to help make it easier for you to work with us. This letter highlights the changes you will begin to see in the coming weeks and months.

### New Payment Remittance Partner and Process

As part of our ongoing commitment to help simplify and improve payment transactions for your practice, EmblemHealth has engaged PNC Healthcare and ECHO Health, Inc. to manage our claims payment and remittance (CPR) beginning **Jan. 1, 2021**.

This service will expand the EmblemHealth CPR delivery options available to you and will replace all other payment processing methods, including PNC's Remittance Advantage. CPR can reliably handle multiple payment types using one system.

The new CPR service will also enable you to view your detailed explanations of payment (EOPs) electronically for each transaction, and you will still be able to access EOPs on **emblemhealth.com**.

EmblemHealth is also replacing paper checks with virtual card payments known as VCard payments. (See detailed information below.) We hope you find this process more efficient and even easier than cashing checks.

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

#### Providers currently receiving electronic funds transfer (EFT) payments

If you're currently receiving electronic funds transfer (EFT) payments, no action is necessary. You will be automatically transitioned to the ECHO system **effective Jan. 1, 2021**. However, you will need to set up an ECHO account to see your 835 Electronic Remittance Advice (ERAs/835s).

(Continued)

### **Providers currently receiving paper checks**

If you currently receive a paper check, you will begin to receive VCard payments **effective Jan. 1, 2021**. If you wish to opt out of VCard payments and enroll in EFT, follow the instructions below. To continue to receive paper checks and paper EOPs instead, please contact CPR Customer Service at **888-492-0032**.

### **Virtual card payments**

If you are not currently registered to accept payments electronically, and are receiving paper checks, beginning **Jan. 1, 2021** CPR will auto-enroll you for virtual card payments (VCards). You will receive your VCard payments with your EOP. **NO ACTION IS NECESSARY to start receiving virtual credit card payments.**

You will use your existing merchant terminal to process your payment as you would for a credit card payment. The steps for processing these payments are similar to the way you would manually enter patient card payments where the physical card is not available.

If you have a HIPAA certified fax number on file, your office will receive fax notifications; if not, your Virtual Card will be mailed. Be sure to enter the full amount of the payment from the VCard statement prior to the expiration date noted. Payment will be credited to your merchant account. Normal transaction fees apply based on your merchant acquirer relationship.

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

### **Electronic funds transfer (EFT) payments**

If you are interested in a more automated method of receiving payment, electronic funds transfer (EFT) is a fast and reliable payment method. You can also choose to automate the associated remittance information via an 835 Electronic Remittance Advice (ERA) sent directly to your organization or your clearinghouse. In addition to your banking account information for the EFTs, you will need to provide a check/draft number and payment amount as part of the enrollment authentication.

- To sign up to receive EFT only, or 835/EFT, visit: [enrollments.echohealthinc.com/EFTERADirect/EmblemHealth](https://enrollments.echohealthinc.com/EFTERADirect/EmblemHealth).
- To sign up to receive EFT only, or 835/EFT, which may include other carriers you receive payments from, visit: [enrollments.echohealthinc.com/EFTERAInvitation.aspx](https://enrollments.echohealthinc.com/EFTERAInvitation.aspx).  
A fee for this service may be required.
- To access detailed EOPs for your payment transactions, visit [providerpayments.com](https://providerpayments.com).

**It is important to note** that payment preferences are set up at the Taxpayer Identification Number (TIN) level. If you wish to enroll in EFT or paper check, you will need to do so for each TIN associated with your company or office.

## **OTHER IMPORTANT UPDATES**

**Name Change from Group Health Incorporated (GHI) to EmblemHealth Plan, Inc.**

You will soon receive notice that the name of our company has formally changed to EmblemHealth Plan, Inc. You will no longer see reference to GHI on provider correspondence. This does not change your patients' plans, your participation status, or the terms and conditions of your agreement with us.

(Continued)

## **New Provider Portal – Coming Soon**

In the coming months, EmblemHealth will introduce a new provider portal to replace our current portal. Additional information on accessing the new portal will be coming soon. The move to a new, advanced, and integrated cloud-based platform will enable you to:

- Easily manage your profile information.
- Access member eligibility information.
- Create and submit claims and predeterminations.

## **New Claims Payment System**

Effective **Jan. 1, 2021**, EmblemHealth will be moving to a new claims processing system. The new system will provide a more streamlined claims adjudication process. No action is needed on your end to transition to the new system; however, as a result of this change, we will be issuing new identification (ID) numbers to our members and your patients. These new ID numbers will all start with the letter “K.” Please ensure that you request a copy of your patients' ID card and update your records and your claim submissions with this correct ID number.


## **Office Manager's Handbook**

Be on the lookout early next year for an improved, comprehensive Office Manager's Handbook that will outline claims and clinical guidelines. It will also offer other useful information for your practice.

## **For Questions and More Information**

For general questions, 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.

Sincerely,



Karen Moran  
Senior Vice President, Commercial Product and Strategy