

Bridge Network Members and New Claims Payment Process

EmblemHealth is expanding its offerings and bringing new patients to your office. Your current contract includes terms for providing services for administrative services only (ASO) products. Beginning Sept. 1, 2019, you may have begun to see the words “Bridge” or “Bridge Network” on some EmblemHealth or ConnectiCare member ID cards. The Bridge Network is a new name that combines the existing EmblemHealth or ConnectiCare networks in which you participate. Members who have the Bridge Network on their member ID cards belong to self-funded employer groups for which EmblemHealth and ConnectiCare are providing administrative services and access to our commercial networks.

How the program will work

Bridge Plan members do not need to elect a primary care doctor and no referrals are required to access specialists. A guide for managing these members has been posted to the [Provider Toolkit](#) on emblemhealth.com/providers for your reference.

Applicable rates

If you participate with both HIP Insurance Company of New York (HIPIC) and Group Health Incorporated (GHI) **OR** participate with both HIPIC and ConnectiCare (CCI), you will be paid according to your HIPIC contract terms. If you participate with both Health Insurance Plan of Greater New York (HIP) and GHI, GHI rates will apply. If you participate only with GHI or only with CCI, you will be paid the respective contracted GHI or CCI rate. If you have a question or concern about which contract rate applies, see the chart below or contact us at **866-447-9717**, Monday through Friday, from 8 a.m. to 6 p.m., and a Customer Service agent will assist you.

Contracts & Rates	
Participation	Paid under this contract
HIPIC and CCI	HIPIC
HIPIC and GHI	HIPIC
HIP and GHI	GHI
GHI only	GHI
CCI only	CCI

Submitting claims

The back of each EmblemHealth and ConnectiCare member ID card includes claims submission information. In addition, please consult the guide referenced above as it includes claims submission information for special programs.

How you will be paid

ECHO Health, Inc. (ECHO) will process payments for this ASO product. Your first payment will be made via a virtual credit card as outlined below. Thereafter, you will continue to be paid by virtual credit card unless you register for EFT/ERA or request paper checks; those processes are outlined below. Payment elections are for Bridge members only and will not affect your other payments.

Please be aware of the following:

1. **Virtual card payments.** ECHO will fax or mail your virtual credit card with your explanation of payment (EOP). Your office will receive notifications, each containing a virtual credit card with a number unique to that payment transaction and an instruction page that will be included for processing. The steps for processing this payment is like the manual, key-in patient payments you use today. Be sure to enter the payment information for the full amount of the card's value and do so prior to the expiration date on the card. Normal transaction fees apply based on your merchant acquirer relationship. **NO ACTION IS NECESSARY** to start receiving virtual credit card payments. If you are already signed up with ECHO, your first payment will be made by EFT, not a virtual card.
2. **EFT payments.** If you are interested in receiving payment via electronic funds transfer (EFT), setting up EFT is a fast and reliable method to receive payment. You will need to enroll with ECHO even if you are currently enrolled in EFT for EmblemHealth payments. Visit the following link to sign up for EFT on the ECHO platform:
view.echohealthinc.com/EFTERA/afterinvitation.aspx. You will need to provide:
 - an ECHO payment draft number (from first virtual credit card or another ECHO payment);
 - payment amount shown on the draft; and
 - bank account information.
3. **Paper checks.** To receive paper checks and paper EOPs, you must elect to opt out of Virtual Card Services or remove your EFT enrollment on
view.echohealthinc.com/EFTERADirect/EmblemHealth/index.html.

You will be able to log in to **providerpayments.com** to access a detailed EOP for each transaction made under the Bridge Network.

Questions and more information

If you have questions regarding your payment options, please contact ECHO at **888-492-0032**. For all other 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 Customer Service agent will assist you.

We appreciate your support as we roll out the Bridge Network and these new payment options. We look forward to continuing to work with you to deliver a positive experience for your patients.