



Santa Clara
Family Health Plan
The Spirit of Care

To: Providers
From: Jennifer Clements, Director of Provider Network Management
Date: June 19, 2017
Subject: **Payment Methods for Providers**

Dear Provider:

As part of our ongoing commitment to improve efficiency and service, Santa Clara Family Health Plan (SCFHP) offers multiple payment methods for our provider partners. SCFHP works with **Change Healthcare** (previously known as Emdeon) and ECHO Health, Inc. to provide electronic payment methods and electronic remittance advice (ERA).

The following outlines the options available to you, and any actions you must take to receive electronic funds transfer (EFT) and ERA.

- If your office currently accepts EFT from any of the following payers, no action is required.
 - a. Change Healthcare
 - b. ECHO Health
 - c. Optum
 - d. Elavon Transcend Pay

- If you are not currently receiving EFT but would like to, you may enroll by visiting <https://view.echohealthinc.com/EFTERADirect/SantaClara/index.html>.
 - a. Use your ECHO Provider Portal account. If you do not have an account, please register at <http://www.providerpayments.com>. Or,
 - b. Call ECHO customer service at the number provided below to request an enrollment code. You can enroll using your Tax Identification Number (TIN) and enrollment code.

- If you are enrolled in EFT, your ERA is available in the 835 file format through your clearinghouse or you can download the 835 file from ECHO's provider portal at <http://www.providerpayments.com>.

Providers can also download their ERA in PDF format and manage transactions and email notifications of payments on ECHO's provider portal.

- If you are not currently enrolled and do not take action to enroll, you will continue to receive paper checks and remittance advice.

If you have any questions, please contact the applicable customer service team:

1. Change Healthcare 866-924-4634, option 4
2. ECHO Health 844-586-7463
3. Optum 866-802-8588
4. Elavon 800-377-3962

We appreciate your support, and look forward to continuing to work with you to deliver a positive experience. If you have additional questions, please contact our Customer Service department at (408) 874-1788.

Thank you!