



Santa Clara  
Family Health Plan  
*The Spirit of Care*

**To:** Providers  
**From:** Jennifer Clements, Director, Provider Network Management  
**Date:** November 4, 2016  
**Subject:** **New Payment Methods for Providers**

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Dear Provider:

As part of our ongoing commitment to improve efficiency and service, Santa Clara Family Health Plan is offering new payment methods for our provider partners.

After November 2nd, Santa Clara will be transitioning to **Change Healthcare** (previously known as Emdeon) and ECHO Health, Inc. to provide electronic payment methods and electronic remittance advice. ECHO Health has conducted an assessment of our provider network and identified many of our providers already working with ECHO.

The following outlines the options available to you and any actions needed by your office:

1. EFT/ACH – If your office is currently accepting payments via any of the following electronic payment methods, no action is required for your office to automatically begin receiving Santa Clara payments via this method:
  - a. Change Healthcare EFT
  - b. ECHO Health EFT
  - c. Optum EFT
  - d. Elavon Transcend Pay

If you are not currently enrolled for EFT payments and would like to enroll for EFT payments, you may enroll by visiting <https://view.echohealthinc.com/EFTERADirect/SantaClara/index.html> and entering your Tax ID and enrollment code. Your enrollment code will be the first 5 digits of your Tax ID. By providing your banking account information, you can receive payment via electronic funds transfer (EFT). Setting up EFT is the fastest and most reliable method to receive payment.

2. **Electronic Remittance Advice (ERA)** – by enrolling with ECHO Health you can receive your remittance advice in the form of an 835 file or a PDF version.
3. **Paper Check** – You will receive paper checks and explanation of payments if you are not enrolled for EFT payments.

Additionally, you may register at <http://www.providerpayments.com> to access a detailed explanation of payment for each transaction sent to you and to manage email notifications of payments. You may contact the ECHO Health team for questions or assistance in the enrollment process at 844-586-7463.

We appreciate your support during the upcoming implementation of this new payment process, and we look forward to continuing to work with you to deliver a positive experience. If you have additional questions regarding the upcoming change, please contact our provider relations department at (408) 874-1788.

Thank you,

Jennifer Clements  
Director, Provider Network Management