

PROVIDER MEMO

To: Billing Offices of Providers registered with Optum for EFT/ERA
From: Chris Turner
Chief Operating Officer
Date: July 17, 2019
Subject: Termination of Optum EFT/ERA Services

Dear SCFHP Provider,

Our records indicate your office is registered to receive Electronic Fund Transfers (EFTs) and/or Electronic Remittance Advise (ERAs) through Optum.

We recently learned that the national claims clearinghouse, Optum, terminated its relationship with Echo Health, SCFHP's vendor for processing EFTs and ERAs. We sincerely apologize for any inconvenience this change has caused you.

To restore EFTs & ERAs from SCFHP, please complete, sign, and return the attached form to Echo Health. You may also enroll to Echo Health online at <https://view.echohealthinc.com/eftdirect/SantaClara>. Please note, it will take approximately five business days to resume electronic payments and remittances.

For assistance in the registration process, or questions regarding the status of your registration please contact Echo Health by phone at 1-440-835-3511 or email at EDI@echohealthinc.com. If they are unable to address your concern, please email SCFHP's Provider Network Management team at providerservices@scfhp.com.

Thank you for your patience during this transition and for your attention to this matter.

Link: EFT/ERA Enrollment Form