

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

October 18, 2021

DELAY IN TRANSITION TO PNC HEALTHCARE FOR CLAIMS PAYMENTS AND REMITTANCES

The transition to PNC Healthcare for the generation of Highmark claims payments and remittances will now occur **February 14, 2022** instead of the [previously communicated date of November 8, 2021](#). PNC Healthcare will provide new electronic payment methods via their Claim Payments & Remittances (CPR) service, powered by ECHO Health.

Please advise the appropriate contacts within your practice/organization and/or Electronic Remittance Advices (ERA) clearinghouse of this date change and see below for additional details.

These changes do not apply to Highmark Health Options, Highmark Blue Cross Blue Shield Western New York, or Highmark Blue Shield Northeastern New York.

PROVIDERS RECEIVING ELECTRONIC PAYMENTS AND REMITTANCE ADVICES

- If you wish to continue receiving electronic fund transfer (EFT) payment and ERAs, **no action is required**, and your payment preference will transition to the ECHO Health platform automatically beginning February 14, 2022.
- Your ERAs will be available on [ECHO Health's platform](#). You may register there to search, view, and print your Explanation of Payments (EOPs) and download 835 files.
- If you are currently registered and receiving payments from other payers on the ECHO platform, **your Highmark Inc. payments will begin displaying in this portal February 14, 2022.**



This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

NaviNet is a registered trademark of NaviNet, Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.

- For your convenience, you will still be able to view your claims status and a copy of your EOP through Highmark’s portal, [NaviNet®](#). However, you will need to visit ECHO’s provider platform to manage/change payment information.
- **Suggested Actions:**
 - Update your vendor and/or your practice management system wherever necessary to ensure continued seamless processing of EFT payments.
 - Confirm with your ERA Clearinghouse that they are prepared to receive ERAs from ECHO Health, Inc. ERAs will be distributed using the [ECHO Payer ID 58379](#).

PROVIDERS RECEIVING PAPER CHECK PAYMENTS AND PAPER REMITTANCE ADVICES (RAS):



- **Before February 14, 2022**, you may elect EFT payments now through Highmark’s provider portal, NaviNet, and your EFT payment preference will transition to the ECHO Health platform automatically.
- You will receive a letter from ECHO Health with a unique registration code if you would like to change your payment election prior to February.
- **Beginning February 14, 2022**, you may elect to receive EFT only or 835/EFT through the ECHO Health platform. To sign-up to receive EFT on the ECHO Health platform, visit their [EFT/ERA enrollment page](#).
 - If you have not registered to accept payments electronically before February 2022 (using the options outlined in the two bullets immediately above), you will receive virtual credit card payments with your EOPs effective February 14, 2022. Your office will receive notification for each payment via mail or fax. The notification will include a unique virtual credit card number along with instructions for processing.
 - You may opt out of VCC by calling ECHO Health at **800-890-4124** or by visiting www.ECHOvcards.com.
 - **Additional payment options:** ECHO also offers payments via Medical Payment Exchange (delivers payments and EOPs electronically and gives you the option to print a check at no cost, receive a virtual card payment or enroll for EFT) or paper check. Explore more details about these options on [ECHO Health’s platform](#).

QUESTIONS

Highmark Provider Service Center Contact Information

If you have questions regarding these changes or your current payment selections, contact your Highmark Provider Account Liaison or the Highmark Provider Service Center (information below).

REGION	PROFESSIONAL PROVIDERS	FACILITIES
Delaware	800-346-6262	800-346-6262
Pennsylvania – Western Region	800-547-3627	800-242-0514
Pennsylvania – Central/ Northeastern Regions	866-731-8080	866-803-3708
West Virginia	800-543-7822	800-543-7822

ECHO Health Contact Information

If you have questions regarding your payment options effective February 14, 2022, or need to make any changes to your elections, please contact ECHO Health.

Provider Portal	providerpayments.com*
Customer Service	888-834-3511
EFT/ERA Support	888-834-3511; edi@echohealthinc.com
Virtual Credit Card Opt-Out	800-890-4124

**As noted above, you will receive a letter from ECHO Health with your unique registration code if you would like to change your payment election prior to February 14, 2022.*