

Updated: Provider Payment Methodology

As a reminder, Molina Healthcare has partnered with Change Healthcare and ECHO Health, Inc. (ECHO) to simplify and improve payment transactions for your business and offer more choices in payment methods.

It is important that you establish your payment preferences with ECHO, to ensure that your payments are routed according to your desired payment methodology. You should have already received a notification with instructions detailing our new payment options and how to manage them through ECHO.

Providers currently receiving virtual credit cards from Molina: If you have not established payment preferences with ECHO, you have automatically been defaulted to virtual credit card (VCC) payments. Providers receiving and processing VCC payments will incur the usual/customary merchant fees associated with the processing of a credit payment. If you do not wish to receive VCC payments, you must opt-out.

- **To opt-out of Virtual Credit Card (VCC):** Follow the instructions on the VCC payment document you have received. Visit echovcards.com to select a different payment method option and enter the information from your VCC payment document.
- **Electronic Funds Transfer (EFT)- Preferred Payment Methodology:** We encourage providers to register for EFT payments. Registering for single payer (Molina) EFT payments through ECHO is free of charge. EFT payments offer advantages over paper checks and VCC, including faster receipt of funds, electronic 835s and EOPs at your fingertips.

Providers enrolled with ECHO Health's All Payer Automated Clearing House (ACH): If you are enrolled with ECHO Health's All Payer ACH solution, your ACH enrollment will be applied to Molina payments as well.

835 Electronic Remittance Advice (ERA): Providers who enroll for EFT payments will continue to receive the associated ERAs from ECHO with the Change Healthcare Payer ID. Please make sure that your Practice Management System is updated to accept the Change Healthcare Payer ID: MCC02. All generated ERAs will be accessible to download from the ECHO provider portal providerpayments.com.

If you have questions about how to set your payment preferences, ECHO has a provider services team available to assist. You can reach them by calling (800) 946-7758. Molina is here to support you as well. If you have questions for Molina about this transition, please contact us at:

- CCC Plus: (800) 424-4524
- Medallion 4.0: (800) 424-4518
- MCCVA-Provider@MolinaHealthcare.com.

Thank you
Molina Healthcare