





To: AmeriHealth Caritas Next Providers

Date: March 25, 2024

Subject: Electronic Remittance Advice (ERA/835) Access

Summary: AmeriHealth Caritas Next has established an alternative option for our providers to access the electronic remittance advice (ERA/835) file through ECHO Health.

Providers can access the 835 directly through the ECHO provider payment portal at: <u>www.providerpayments.com</u>. If you are not currently registered with ECHO for access to the portal, you will have to create a new account:

payments simplified
Notice: Due to a downstream vendor issue, some images are not available at this time.
Log In Please enter your username and password to log in. ACCOUNT INFORMATION
Username:
Password:
Θ
Log In Create New Account CHANGE HEALTHCARE

In the ECHO provider payment portal, additional capabilities include the following:

- 1. Produce a printable PDF copy of the remittance by clicking the "EPP" link.
- 2. Select the "835" link to view the associated 835 file.

3. View the settlement status (including an image of the cleared check for payments issued on

paper) via links in the "Settlement" column.

AmeriHealth Caritas Next and First Choice Next are individual and family health plans offered both on and off the Health Insurance Marketplace® by certain companies within the AmeriHealth Caritas Family of Companies. AmeriHealth Caritas Next is offered by AmeriHealth Caritas VIP Next, Inc. in Delaware; AmeriHealth Caritas Florida, Inc. in Florida; AmeriHealth Caritas North Carolina, Inc. in North Carolina; and First Choice Next by Select Health of South Carolina, Inc. in South Carolina.

Delaware	Florida	North Carolina	South Carolina
1-833-301-3377	1-833-983-3577	1-855-266-0219	1-833-986-7277
www.amerihealthcaritasnext.com/de	www.amerihealthcaritasnext.com/fl	www.amerihealthcaritasnext.com/nc	www.firstchoicenext.com

4. Click on the arrow icon to expand the document to show claim details.

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Questions:

A provider portal user guide is available via the HELP link within the ECHO provider payment portal.

Please note, our Provider Services Department will not be able to assist with processing of your payments or obtaining your 835 files any sooner. If you have other questions, you may contact Provider Services at 1-855-266-0219.