

ProviderAlert

To: Select of South Carolina Health Providers

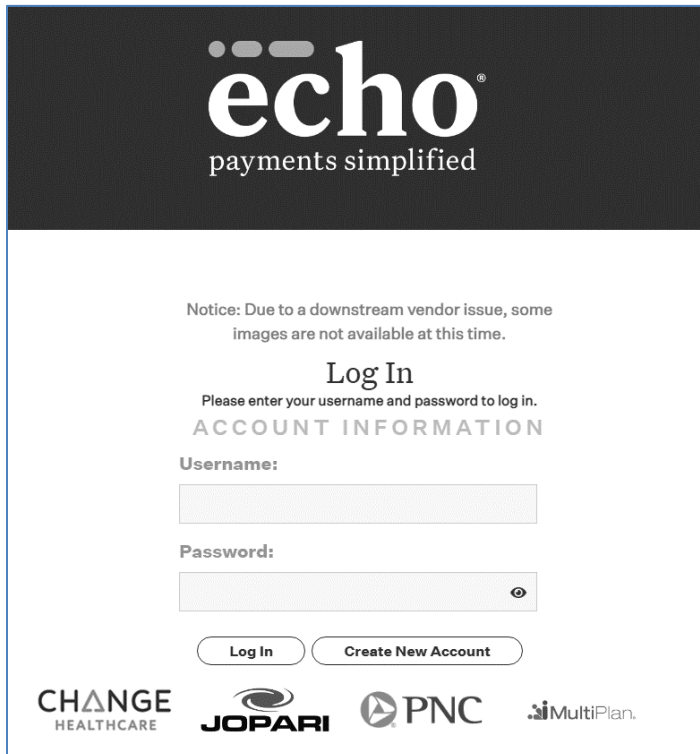
From: Provider Network Management

Date: April 12, 2024

Subject: Electronic Remittance Advice (ERA/835) Access and Timely Filing Deadline Extension

Summary: Select Health 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: www.providerpayments.com. If you are not currently registered with ECHO for access to the portal, you will have to create a new account:



echo
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:

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

The screenshot shows the ECHO provider payment portal interface. At the top, there is a navigation bar with the ECHO logo and the tagline "payments simplified". Below the navigation bar, there is a search and filter section with dropdown menus for "Select TIN", "Status", and "Provider Name". The main content area displays a table of payment documents. The table has columns for "Production Date of Document", "Document ID", "Payor", "Payment Amount", "Image of Document", and "Settlement". A row is highlighted with a "4" in a grey box on the left, indicating the document to be expanded. The "Image of Document" column for this row contains a "1" in a grey box, and the "Settlement" column contains a "3" in a grey box. Below the table, there is a detailed view of a claim with columns for "Claim No", "Patient Account Number", "Insured", "Patient", "Certificate No", "Group ID", "Check No", "Amt Paid", and "Service Date".

Production Date of Document	Document ID	Payor	Payment Amount	Image of Document	3 Settlement
11-22-2023			\$ 37.57	1 EPP II 835 2	2023-11-22
09-20-2023			\$ 690.54	EPP II 835	2023-09-20

Claim No	Patient Account Number	Insured	Patient	Certificate No	Group ID	Check No	Amt Paid	Service Date
				000000000		0000010049	\$ 37.57	

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.

Visit the Provider section of the Select Health website for more information, news and resources for providers. If you need assistance regarding this communication, or other issues, please contact your Account Executive or Select Health’s Provider Network Management leadership.

Summary: Select Health acknowledges many providers were unable to submit claims as a result of the service disruption due to the Change Healthcare security incident. Therefore, we are extending the claims timely filing deadline for claims that would have been rejected due to untimely filing.

Under normal circumstances, providers must file a claim with **Select Health** within **365** days from the date of service. We are extending the claims timely filing window for our providers from the start of the incident, **February 21, 2024**, until the day we informed you of the alternative methods to submit claims to us on **March 11, 2024**, plus **30** days (for a total extension of **50** days). Accordingly, **Select Health** will reprocess and pay claims with dates of service **02/21/2023-04/11/23** applying standard claim edits.

Only those claims with dates of service that were impacted by the security incident will be reprocessed and paid. Claims with dates of service outside the extension timeframe will be processed per usual protocols.

Questions:

Please note, in the interim, our Provider Services Department will not be able to assist with processing of your payments or obtaining your 835 files any sooner.

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