



To: Keystone First/Keystone First Community HealthChoices (CHC)/Keystone First VIP Choice Providers

Date: March 26, 2024

Re: Electronic Remittance Advice (ERA/835) Access

Summary: Keystone First/Keystone First CHC/Keystone First VIP Choice 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:

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 payments system interface. At the top, it says "echo payments simplified". Below that is a navigation bar with links for "Welcome", "Inquiry", "Advanced Search", "Manage TINs", "View 1099s", "Provider Resources", "My Account", "Help", and "Log Out". There are also search filters for "Select TIN:", "Status: All", and "Provider Name: KEYSTONE".

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

Below the main table, there is a detailed view for a specific claim with the following fields:

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

Questions:

Please note, in the interim our Provider Services Department will not be able to assist with the processing of your payments or obtaining your 835 files any sooner. If you have other questions, you may contact Provider Services at **1-800-521-6007**.