



December 27, 2023

As part of our ongoing commitment to simplify and improve payment transactions for your business, **NHC Advantage** is offering more choice in payment methods. Recent feedback from our network indicates quicker reimbursement and more efficient payment reconciliation are high priorities for our providers, and we're excited to offer additional payment solutions.

**January 2024, NHC Advantage** will partner with **Change Healthcare and ECHO Health, Inc.** to provide these new electronic methods. Many of our providers already work with Change Healthcare today.

**Outlined below are the payment options and any action items needed by your office:**

1. **Virtual Card Services: NO ACTION IS NECESSARY** to start receiving Virtual Credit Card payments. If you are not currently registered to receive payments electronically, beginning **January 2024**, you will receive Virtual Credit Card payments with your Explanation of Payment (EOP). If you have a HIPAA certified fax number on file, your office will receive fax notifications; if not, your virtual card will be mailed. Each notification will contain a virtual credit card with a number unique to that payment transaction including an instruction page for processing. The step for processing this payment is like how you manually key-in patient payments today. Be sure to enter the payment information for the full amount of the card's value and do so prior to the expiration date on the card. Normal transaction fees apply based on your merchant acquirer relationship.

To manage your Virtual Card payment, please visit <https://echovcards.com/letter>. To access this site, you will need your Tax ID and verification access code 8428690D.

2. **New to EFT Payments:** If you are interested in receiving payment via electronic funds transfer (EFT), setting up EFT is a fast and reliable method. In addition to your banking account information, you will need to provide a Change Healthcare payment draft number and payment amount as part of the enrollment authentication.

Change Healthcare is committed to data privacy and security, and the prevention of fraud. We employ the latest intrusion prevention and fraud mitigation technologies to protect our clients. Our fraud mitigation strategy includes specific authentication, identity and account verification vendor technologies, and robust internal fraud prevention protocols to identify potential fraud before processing payments to enrolled accounts.

Please note: Payment will appear on your bank statement from Huntington National Bank and ECHO as "HNB – ECHO".

To sign-up to receive EFT from all payers processing payments on the ECHO platform, visit <https://enrollments.echohealthinc.com/EFTERAIinvitation.aspx>. A fee for this service may be required.



To sign up for EFT, through Settlement Advocate for NHC Advantage only, visit

<https://enrollments.echohealthinc.com/etteradirect/AllyAlignHealth>. No Fees apply.

3. **Medical Payment Exchange (MPX)** : is an electronic payment delivery method that offers a variety of payment options including the ability to convert provider checks into a real-time Virtual Card, enroll in ACH for all future payments, or print the check directly to a local printer.

If you are not enrolled with us to receive payments via electronic funds transfer (EFT) **and** opt-out of virtual card payments, you may receive a fax or emailed offer to enroll for (MPX) when you have a payment available.

**Note:** If you have enrolled for (MPX) with another payer, you must opt out of virtual cards with NHC Advantage to receive your payments in your MPX portal account for NHC Advantage.

4. **Paper Check:** To receive paper checks and paper explanation of payments (EOP), please visit <https://echovcards.com/letter> to indicate your preferred payment method. (To access this site, use your Tax ID and verification access code provided in the virtual card section above).

**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. If you have not already, please make sure that your Practice Management System is updated to accept the Change Healthcare Payer ID: 00369. All generated ERAs will be accessible to download from the ECHO provider portal.

([www.providerpayments.com](http://www.providerpayments.com)).

Changes to the ERA enrollment or ERA distribution can be made by contacting the ECHO Health Enrollment team at 440.835.3511.

In addition, we want to make you aware of another enhancement. You can now log into [www.providerpayments.com](http://www.providerpayments.com) to access a detailed explanation of payment for each transaction.

If you have any difficulty with the website or have additional questions, please call ECHO Health at 800.819.3074. We appreciate your support as we roll out these new payment options, and we look forward to continuing to work with you to deliver a positive experience for your patients.

Sincerely,

NHC Advantage



**PROVIDER ALERT**  
**System Migration Announcement**

December 27, 2023

**NHC Advantage** implementing new platforms for the 2024 plan year to continue elevating your experience as a provider working with our plan. We wanted to take this opportunity to share how these important changes will impact you. **Please make note of the actions required from your office for this transition:**

System/Process	New System/Process	Effective Date	Action Needed
Provider Portal	<a href="https://nheadvantage.com/providers/2024updates">https://nheadvantage.com/providers/2024updates</a>	1/1/2024	Visit website for updated links and resources related to the system transition
Electronic Claims EDI Clearinghouse	The <b>Medical</b> claim clearinghouse is changing to <b>Availity</b> . Submit claims to <b>NHC01</b>  Continue to submit <b>Dental</b> claims to Liberty Dental using Payer ID CX083	Medical: 1/1/2024  Dental: No Change	Update Clearinghouse Information for Medical Claims
For Providers unable to submit Electronic Claims, paper claims can be submitted to	Medical Claims: <b>PO BOX 787 Glen Burnie, MD 21060-0787</b>  Dental Claims: PO Box 401086 Las Vegas, NV 89140	Medical: 1/1/2024  Dental: No Change	If Provider is unable to submit Electronic Claims, Update Claims Address
Payment Processing	2024 Date of Service Claims: Refer to Payment Enclosure  2023 Dates of Service Claims: No Change	1/1/2024	Carefully read the Payment Enclosure to understand your payment options for 2024  <placeholder for SA statement on all payer option?
Member ID Card	Members will receive new ID Cards	1/1/2024	Request new ID card at the member's first visit in 2024
Plan Mailing Address	<b>PO BOX 787 Glen Burnie, MD 21060-0787</b>	1/1/2024	Update Mailing Address
Plan Website Plan Phone Numbers Plan Fax Numbers	No Change	No Change	No Action Needed



It is our goal to assist you in providing the highest level of service and satisfaction to our members through your network participation. If you have any questions or need further information regarding this notification, please call 1-844-854-6886.

Sincerely,

NHC Advantage

### Commonly Asked Questions

Q: Will there be a new Member ID card?	A: Yes, members will receive new ID cards for the 2024 plan year.
Q: Will there be a new Member ID number?	A: New ID numbers will be assigned to new enrollments effective 1/1/2024 and forward. Members enrolled prior to 1/1/2024 will continue to use their existing Member ID Number.
Q: Will there be a new paper claims mailing address?	A: Yes, please update your records to <b>PO BOX 787 Glen Burnie, MD 21060-0787</b>  <b>NHC Advantage</b> strongly encourages electronic EDI claims submissions.
Q: Will there be a new clearing house?	A: Yes, the <b>Medical</b> claim clearinghouse is changing to <b>Availity</b> . Submit claims to <b>NHC01</b>
Q: Will there be a new payor ID?	A: Please see question above for applicable plan Payer ID.
Q: Will there be a change in the pharmacy BIN, PCN or Group number?	A: No, Pharmacy and Part D platforms are not migrating.
Q: Will there be a new claims portal for 2024?	A: Yes, effective 1/1/2024 there will be a new provider portal accessible from <a href="https://nhcadvantageplan.com/providers/2024updates">https://nhcadvantageplan.com/providers/2024updates</a>
Q: How do I gain access to the new Provider Portal?	A: Self-Service portal registration will occur through the portal accessible from <a href="https://nhcadvantageplan.com/providers/2024updates">https://nhcadvantageplan.com/providers/2024updates</a>
Q: Will all historical information be shown in the new 2024 portal?	A: No, only information for dates of service 1/1/2024 and forward will be available through the new portal.
Q: How can 2023 and past claims information be seen?	A: Access to historical information will continue to be accessible through existing channels during 2024.
Q: Will there be a change to how I received payments for 2024 and forward dates of service?	A: Please refer to the Payment Enclosure for the actions you may need to take for 2024 Date of Service Payments. The payment process for 2023 Date of Service Claims is not changing.
Q: If I have a claim for Date of Service 2023, where do I submit it?	A: No change, please continue to use current EDI or paper claims submission.
Q: If I have a claim that has split dates of service spanning from 2023 to 2024, how do I submit it?	A: Please submit claims to new 2024 information of which is listed above.
Q: Will there be changes to how capitation is paid?	A: Yes, capitation will be paid through the same processes as fee for service claims. Please refer to the payment enclosure for instructions on how to enroll your payment preferences.
Q: Will there be a new portal to submit authorizations for 2024?	A: Yes, effective 1/1/2024.
Q: Is there a cutoff for submitting authorizations on legacy portal?	A: Legacy portal will have limited functionality starting 12/11/23. Providers will NOT be able to submit authorizations via portal from 12/11/23-12/31/23.
Q: How can authorization be submitted during portal blackout period from 12/11/23-12/31/23?	A: Authorizations can be submitted via fax to 833-610-2399 or email at <a href="mailto:UMInquiryRequest@allyalign.com">UMInquiryRequest@allyalign.com</a> .
Q: During blackout period can the portal still be accessed?	A: Yes, the portal can still be accessed with limited functionality.

Q: If an authorization is submitted via fax or email during blackout period, can it be seen on the existing legacy portal?	A: Yes, authorization can be seen on portal.
Q: Can I see previous years authorization information in the new 2024 portal?	A: No, for previous information please contact plans Contact Center at 1-844-854-6886
Q: Will a previously approved authorization spanning from 2023 to 2024 be affected?	A: The authorization will be split up by dates of service into both systems to allow claims to process seamlessly.