



# PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

## Reminder: Provider Payments Resume For Advantage MD and US Family Health Plan Claims

**Effective Date:** Week of June 17, 2024

**Health Plan(s) Affected:** Advantage MD and US Family Health Plan (USFHP)

**Type of Change:** Provider Payment

### Explanation of Change:

Johns Hopkins Health Plans has resumed provider payments for USFHP and Advantage MD through PNC/ECHO following operational disruptions caused by the Change Healthcare (CHC) cyberattack.

The first round of payments were released the week of June 17, 2024 via PNC/ECHO Claims Payment and Remittance Service. Subsequent payments will continue for pended claims since Feb. 21, 2024. Johns Hopkins Health Plans expects full reconciliation of pended payments within the next several weeks, by the end of July 2024. Once reconciliation is complete, providers can expect regular weekly payments.

**Providers currently registered with PNC/ECHO for Priority Partners and/or Employer Health Programs (EHP) do not need to take further action and will receive payments through their preferred method.** If enrolled for EFT, you will receive USFHP and Advantage MD payments and remits electronically. If you are enrolled for paper checks, you will receive paper checks and remits for USFHP (please note, providers who were receiving paper checks for Advantage MD prior to the CHC incident have continued to receive paper checks and remits since Feb. 21, 2024).

**Providers not yet registered with PNC/ECHO will receive their first payment since Feb. 21, 2024, as a virtual card (USFHP) or paper check (Advantage MD). Providers can then enroll with PNC/ECHO for their preferred payment method. Detailed enrollment instructions are included below.**

- Johns Hopkins Health Plans recommends that providers call USFHP Customer Service at 800-808-7347, or Advantage MD Customer Service at 877-293-5325, as applicable, to confirm their remittance address on file, as their first payment and remittance since Feb. 21, 2024, will be mailed, or virtual card may also be faxed.

### Outlined below are the payment options and any actions needed:

**Virtual cards (USFHP only):** Your first payment will be issued as a virtual credit card with Explanation of Payment (EOP). Your office will receive notification by mail or fax for each payment containing a unique virtual credit card number, along with instructions for processing. The steps for processing these payments are similar to how you manually enter patient card payments today. Be sure to enter the full amount of the payment prior to the expiration date on the card. Normal transaction fees apply based on your merchant acquirer relationship. **No action is necessary** to receive virtual card payments.

**Electronic Funds Transfer (EFT) payments:** Once you receive your first payment via a virtual card for USFHP or via check for Advantage MD, you can enroll with PNC/ECHO. You will be able to use

information from the virtual card (USFHP) or check (Advantage MD; draft number and payment amount), as well as your TIN and bank account information, to enroll in EFT.

- To sign up to receive EFT only, or 835/EFT, from Johns Hopkins Health Plans, visit <https://enrollments.echohealthinc.com/EFTERADirect/JohnsHopkins/>.\*\*
- To sign up to receive EFT only, or 835/EFT, from Johns Hopkins Health Plans and all ECHO Health payers, visit <https://enrollments.echohealthinc.com>.\*\* Additional charge may apply.
- If you need additional assistance, contact ECHO Health at 888-834-3511.

**835 Electronic Remittance Advice (ERA):** Providers who enroll to receive EFT payments will continue to receive the associated ERAs. They will be distributed using the Payer ID 52123 for USFHP and 66003 for Advantage MD (Priority Partners, EHP and ElderPlus Payer ID is 52189).

**Paper Check:** To receive paper checks and paper remits/EOPs for USFHP, you must elect to opt out of Virtual Card Services by contacting ECHO Customer Service at 888-697-6755 (8 a.m. to 6 p.m. ET). To request to receive paper checks instead of virtual cards you may also log onto <https://echovcards.com>\*\* and follow the prompts for opting out of virtual cards and requesting paper checks. You will need a copy of a virtual card payment to register. HIPAA verification along with a draft number and amount are required to complete the opt-out process.

### Payment and Remittance Chart

Health Plan	Vendor	Payment Modality	Remittance Advice
Advantage MD	PNC/ECHO	EFT	835s – PNC/ECHO portal*
Advantage MD	Cognizant	Paper checks	Paper remittance mailed with payment
USFHP	PNC/ECHO	EFT	835s – PNC/ECHO portal
USFHP	PNC/ECHO	Virtual Card	Remittance by mail or fax
USFHP	PNC/ECHO	Paper Check	Mail – PNC/ECHO

\*PNC/ECHO Portal: [providerpayments.com](https://providerpayments.com)\*\*

For additional detail and further updates as they are received, please reference the FAQs on the [Johns Hopkins Health Plans provider website](#).

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