

Changes to Payment Methods for Oscar Claims

As part of our ongoing commitment to improve payment transactions for your business, Oscar is offering more flexibility in terms of payment methods. Starting in Q3 2024, Oscar will partner with Optum Financial, Inc. and ECHO Health, Inc. to provide new electronic payments and remittance delivery methods through their Settlement Advocate platform. Many of our providers already work with Optum Financial Inc. and ECHO Health Inc. today to receive payments from other payers.

NEW OPTIONS FOR OSCAR CLAIMS PAYMENTS



Already enrolled with ECHO All Payer EFT?

No action needed. You will begin receiving payments for Oscar claims through EFT. Please note that this may be different from how you've previously received payments from Oscar.



Not enrolled with ECHO All Payer EFT?

You will start to receive payments for Oscar claims through Virtual Credit Card by default. See below for more details on available payment options if you wish to change your preferred payment method:

1. Virtual Card Services (VCC):

No action is necessary to start receiving Virtual Credit Card payments.

If you are not currently registered for payments with ECHO All Payer EFT, beginning in Q3 2024, you will receive VCC payments by default 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 steps for processing this payment are similar to 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 VCC payment, please visit echovcards.com/letter. To access this site, you will need your Tax ID and verification access code <Insert code>.

2. EFT Payments:

Action needed to begin receiving EFT payments. If you were previously receiving EFT payments for Oscar claims OR if you receive EFT payments from ECHO for another payer, and are NOT already enrolled with ECHO All Payer EFT, you will need to re-enroll to continue to receive EFT payments.

If you are interested in receiving payment via electronic funds transfer (EFT), once you receive your first payment through ECHO by VCC, this option will be available to you. If you are already receiving ECHO payments for other payers, you can also use that information to register at any time.

To enroll in EFT payments for Oscar, please visit enrollments.echohealthinc.com/efteradirect/OscarManagementCorp. No fees apply for Oscar EFT payments.

Alternatively, you can enroll in the All Payer EFT option with ECHO, which allows providers to receive EFT payments for all payers that use the Settlement Advocate platform. To enroll in All Payer EFT, visit enrollments.echohealthinc.com/EFTERAInvitation.aspx. Please note that fees may apply through this service with ECHO.

Payment will appear on your bank statement from Huntington National Bank and ECHO as "HNB - ECHO".

3. **Medical Payment Exchange (MPX):**

Action needed to begin receiving MPX payments. 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 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 VCC with Oscar to receive your payments in your MPX portal account for Oscar.

4. **Paper Check:**

Action needed to begin receiving paper checks. To receive paper checks and paper explanation of payments (EOP), please visit echovcards.com/letter to indicate your preferred payment method. To access this site, use your Tax ID and verification access code provided in the VCC section above.

835 ELECTRONIC REMITTANCE ADVICE (ERA):



Providers who are already enrolled in EFT payments with Optum Financial, Inc. 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: Oscar. All generated ERAs will be accessible to download from the ECHO provider portal (providerpayments.com) as well as the Oscar provider portal (provider.hioscar.com). Changes to the ERA enrollment or ERA distribution can be made by contacting the ECHO Health Enrollment team at (440) 835-3511.

HOW DO I VIEW PAYMENT INFORMATION?



You now have more options to view payment level details. Payment transaction details, ERAs, and a detailed explanation of payments will be available for each transaction by logging into the ECHO provider portal at providerpayments.com. Payment information, as well as additional claim details and historical payment information, will continue to be available on Oscar's provider portal: provider.hioscar.com.

If you have any difficulty with the ECHO portal or have additional questions regarding payments through our partnership with Optum and ECHO, please call (888) 686-3260. 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.