

To: First Choice VIP Care Plus and First Choice VIP Care Providers

Date: March 25, 2024

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

Electronic Remittance Advice (ERA/835) Access:

Summary: First Choice VIP Care Plus and First Choice VIP Care have 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.

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				
Claim No		Patient Account Number	Insured	Patient	Certificate No	Group ID	Check No	Amt Paid	Service Date
					000000000		0000010049	\$ 37.57	
09-20-2023			\$ 690.54	EPP II 835					2023-09-20

Need help? A provider portal user guide is available via the HELP link within the ECHO provider payment portal.

Claims Timely Filing Deadline Extension:

Summary: **First Choice VIP Care Plus and First Choice VIP Care** 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 **First Choice VIP Care Plus and First Choice VIP Care** 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, **First Choice VIP Care Plus and First Choice VIP Care** will reprocess and pay claims with dates of service **02/21/23 – 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. If you have other questions, you may contact Provider Services at:

- First Choice VIP Care Plus: 1-888-978-0862
- First Choice VIP Care: 1-888-978-0151