## PROVIDER**ALERT**



Provider Services: 1-888-922-0007

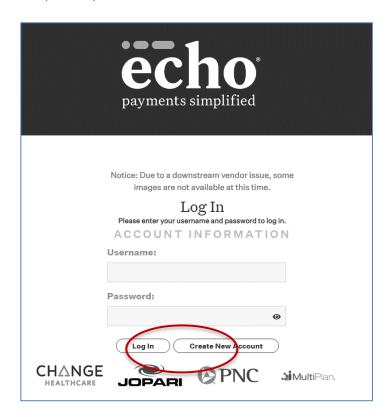
To: AmeriHealth Caritas Louisiana Providers

Date: March 25, 2024

Subject: Electronic Remittance Advice (ERA/835) Access

**Summary:** AmeriHealth Caritas Louisiana 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: <a href="https://www.providerpayments.com">www.providerpayments.com</a>. If you are not currently registered with ECHO for access to the portal, you will have to create a new account:

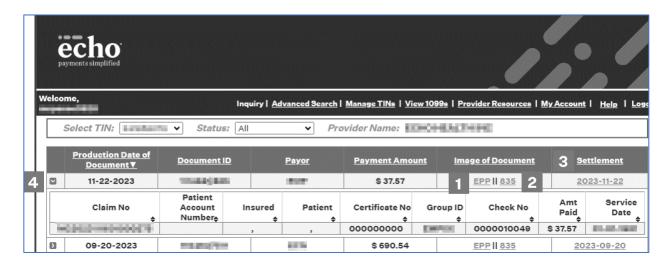


In the ECHO provider payment portal, additional capabilities include the following:

- 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.



## **Questions:**

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

Please note that our Provider Services Department will not be able to assist with processing your payments or obtaining your 835 files any sooner. If you have other questions, you may contact Provider Services at 1-888-922-0007.

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**Missed an alert?** You can find a complete list of provider alerts on our website's <u>Provider</u> Newsletters and Updates page.

**Need to update your provider information?** Send full details to network@amerihealthcaritasla.com.

www.amerihealthcaritasla.com