

# PROVIDERALERT



**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: [www.providerpayments.com](http://www.providerpayments.com). If you are not currently registered with ECHO for access to the portal, you will have to create a new account:

A screenshot of the ECHO provider payment portal login page. The page has a dark header with the "echo" logo and the tagline "payments simplified". Below the header, there is a notice: "Notice: Due to a downstream vendor issue, some images are not available at this time." The main section is titled "Log In" and includes the instruction "Please enter your username and password to log in." Below this, there is a section for "ACCOUNT INFORMATION" with fields for "Username:" and "Password:". The "Log In" button is circled in red. At the bottom, there are logos for "CHANGE HEALTHCARE", "JOPARI", "PNC", and "MultiPlan".

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.

echo

payments simplified

Welcome,

Inquiry

Advanced Search

Manage TINs

View 1099s

Provider Resources

My Account

Help

Log

Select TIN:

Status:

All

Provider Name:

Production Date of Document Y	Document ID	Payor	Payment Amount	Image of Document	3	Settlement
11-22-2023			\$ 37.57	1 EPP II 835 2		2023-11-22
09-20-2023			\$ 690.54	EPP II 835		2023-09-20

### 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.

**Missed an alert?** You can find a complete list of provider alerts on our website's [Provider Newsletters and Updates](#) page.

**Need to update your provider information?** Send full details to [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).