

New Claims System – PNC Healthcare Payment Options

What payment options do I have? You will have four options that include a direct deposit or a check. You should have received notification via mail, email, or fax at the end of September or beginning of October that details your options through PNC Healthcare and you will need to select one. If you're already enrolled in "All Payer Access" through Echo, you won't need to do anything and will not receive this correspondence.

The options are:

1. Virtual Card Payments- If you are not currently registered to accept payments electronically, beginning Tuesday, November 15th, you will receive virtual credit card payments with your Explanation of Payment (EOPs). If you have a HIPAA certified fax number on file, your office will receive fax notification; if not, your virtual card will be mailed. Each notification will contain a virtual card with a number unique to that payment transaction including an instruction page for processing.

The steps for processing virtual credit card 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 and are based on your merchant-acquirer relationship. **NO ACTION IS NECESSARY to start receiving Virtual Card Payments.**

2. Electronic Funds Transfer Payments- If you are interested in receiving payment by electronic funds transfer (EFT), enrolling in EFT is a fast and reliable method to receive payment. In addition to your banking account information, you will need to provide an ECHO payment draft number and payment amount as part of the enrollment authentication.

To sign up to receive EFT only, or 835/EFT, from Colorado Access, visit enrollments.echohealthinc.com/EFTERAdirect/coloradoaccess.

To sign-up to receive EFT from all payers processing payments on the ECHO platform, visit enrollments.echohealthinc.com/EFTERAinvitation.aspx. A fee for this service may be required.

3. Medical Payment Exchange - MPX delivers payments and EOPs electronically 7 to 10 days faster than mailed payments, and gives you the option to print a check at no cost, receive a virtual card payment or enroll for EFT. No action is necessary if you are enrolled in MPX and are opted out of virtual card and are not enrolled with us to receive payments by EFT; you will automatically receive your payments in your MPX portal account at echochecks.com.
4. Paper Check - To receive paper checks and paper explanation of payments, you must elect to opt out of Virtual Card Services or remove your EFT enrollment.

If you have any questions, please contact your provider networks services representative directly or send an email to providernetworkservices@coaccess.com

If you have questions specifically about PNC Bank's system, access to it, or payment options, please contact PNC customer service at 800-946-7578.