

New Claims Payment Options Available through ECHO Health



Arkansas Blue Cross and Blue Shield Dental is committed to providing the tools and resources you need to better serve your patients and practice. **Effective July 10, 2023**, we transitioned to a more efficient and faster reimbursement and explanation of payments (EOP) process through PNC Healthcare and ECHO Health.

PNC Healthcare will provide electronic payment methods via their claim payments and remittances (CPR) service, ECHO Health. ECHO Health provides CPR services for payers throughout the United States, processing over 300 million claims and over \$60 billion in payments annually while helping reduce costs and increase payment efficiency. ECHO provides best-in-class service to some of the largest dental payers in the industry.

The following payment options are available to your practice. You can change your payment option at any time by contacting ECHO Health.

- **Virtual Credit Card (VCC)**

Each VCC has a one-time use 16-digit credit card number unique to that payment transaction. **VCC will be the default payment option if no other option is selected.**

- **Electronic Funds Transfer (EFT)**

If you're enrolled in EFT before the transition, you'll automatically be enrolled in EFT through ECHO.

- **Medical Payment Exchange (MPX)**

MPX delivers provider payments and EOBs electronically, 7-10 days faster than mailed payments, and you can print a check at no cost.

- **Paper Check Payments**

Paper check payments and paper EOBs can be selected by opting out of VCC payments by visiting echovcards.com or contacting ECHO.

Regardless of the payment option selected, you can continue to view your payments, predeterminations, and EOBs at the [My Dental Coverage website](#) or [ECHO's provider portal](#) (you'll need to create an account).

Thank you for continuing to provide our members with essential dental care. If you have any questions about your payment selections or want to change them, please contact **ECHO Health at 800-886-5913** or visit their website, providerpayments.com.