



## Provider communication

*General information and system updates*

March 20, 2024

### Change Healthcare outage/ECHO Health

**Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care, Mercy Care DCS CHP, and Mercy Care Advantage**

To expedite getting payments to providers Mercy Care transitioned their payment and Electronic Remittance Advice (ERA) services to ECHO Health, Inc. starting 3/13/24.

While claims payments are being processed, Mercy Care will continue on a case-by-case basis to provide advance payments to help alleviate unusually difficult financial circumstances for providers submitting Medicaid claims.

ECHO Health will also distribute Electronic Remittance Advice (ERA) files for the Medicaid claims payment issued. Providers will receive ERA files based on the information on file and those who have not signed up to receive ERA files will receive paper remittance files. ECHO will attempt to wire the money out. If that fails, the payments will drop to check and be mailed out. Providers who are not signed up for EFT via ECHO can sign up here:

<https://enrollments.echohealthinc.com/EFTERADirect/AetnaBetterHealth>.

Provider questions for ECHO can be directed to: 888-834-3511 or their support email [allpayer@echohealthinc.com](mailto:allpayer@echohealthinc.com).

[Sign up for our email list](#)

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