



Dear Provider:

As part of our ongoing commitment to help you simplify and improve payment transactions for your business, IntegraNet Health, Inc®. ("IntegraNet") is offering more ways for you to receive payments. Recent feedback from our network indicates quicker reimbursement and more efficient payment reconciliation are high priorities for providers, and we're excited to offer additional electronic payment solutions to help make this possible.

IntegraNet has engaged **PNC Healthcare** and ECHO Health to provide new electronic payment methods via a **Claim Payments & Remittances (CPR) service**, powered by ECHO Health, beginning **January 6, 2025**.

**Outlined below are the new payment options and any action items needed from your office:**

1. **Virtual Card Payments** – If you are not currently registered to accept payments electronically (EFT), beginning with the date noted above, you will receive virtual credit card payments with your 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 these payments are like 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 (EFT) Payments** – If you currently receive your IntegraNet payments electronically and want to continue to do so, **NO ACTION IS NECESSARY.**

If interested in receiving payment via electronic funds transfer (EFT), setting up 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.

If you do NOT currently receive your IntegraNet claims payment electronically but want to sign up for EFT, through ECHO for IntegraNet only, visit <https://enrollments.echohealthinc.com/EFTERADirect/IntegraNetHealth>. No fees apply.

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

3. **Medical Payment Exchange (MPX)** - If you opt out of virtual card and are not enrolled with us to receive payments via electronic funds transfer (EFT) and have enrolled for MPX you will receive your payments in your MPX portal account. Otherwise, you may receive a MPX payment by Choice Card notification or Paper Check notification, with information on how you can enroll for free printable paper checks delivered with your Explanation of Payment (EOP) 7-10 days faster

than normal paper checks. The notification includes instructions for selecting your preferred payment option via ECHO's website <https://echochecks.com>.

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 via EFT; you will automatically receive your payments in your MPX portal account at <https://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.

To access detailed EOPs for your payment transactions from IntegraNet and all ECHO payers through ECHO, visit the ECHO website [www.providerpayments.com](http://www.providerpayments.com).

We appreciate your support as we roll out these new payment options, and we look forward to continuing to work with you to deliver a positive experience for your patients. To manage your payment options, please visit [www.echovcards.com/letter](http://www.echovcards.com/letter). To access this site, you will need your TAX ID and verification access code \_\_\_\_\_. If you have any difficulty with the website or have additional questions specific to the ECHO enrollment process, you can reach the ECHO team at 800-813-9026.

Sincerely,

IntegraNet Claims Team

<https://integranet.quickcap.net/php/general/index.php>.