

# Provider Notice



**From:** Magellan Healthcare

**Subject:** IMPORTANT UPDATE: Your Magellan claim payments

*\*\*\*Please share with others in your practice as applicable.\*\*\**

We are pleased to announce that Magellan Healthcare will restore electronic claims payment capabilities via Optum Financial (formerly Change Healthcare) in collaboration with ECHO Health Inc. **This reconnection will resume electronic payment processing as of Sept. 4, 2024.**

We appreciate your patience as we worked diligently to ensure a secure and smooth reconnection to the ECHO payment platform. Please carefully review the below information.

## **Already enrolled in the All Payer EFT Program with ECHO Health?**

- No action is necessary; your Magellan payments will be delivered via EFT.

## **Wish to enroll for direct EFT payments for Magellan-only?**

- If you are enrolled with ECHO but want to change your method of payment to EFT, visit <https://enrollments.echohealthinc.com/afterdirect/Magellan>. To complete the enrollment process, you will need ECHO draft information from any ECHO payer. The ECHO draft number received with a payment serves as a unique identifier with ECHO to manage your account on the ECHO platform. There is no fee for this service.

## **Not currently enrolled to receive payments electronically from ECHO?**

- **You will receive a virtual credit card (VCC) for your first Magellan claims payment.** Each notification will contain a VCC with a number unique to that payment transaction and will include an instruction page for processing. Normal transaction fees apply based on your merchant acquirer relationship.
- **After receiving your first VCC payment, t**  
[www.echovcards.com](http://www.echovcards.com) or contact ECHO Health at 1-888-686-8314. The ECHO draft number received with the payment serves as a unique identifier with ECHO to manage your account on the ECHO platform.

## **Questions?**

- Join an **open office hours session Aug. 26-30** to hear from Magellan and ECHO Health representatives about your payment options. Register to attend at [9:30 a.m. \(Mountain time\)](#) or [noon \(Mountain time\)](#).
- Review this [FAQ](#).

Again, thank you for your patience and flexibility as we work to ensure prompt payments and secure exchange of data. We truly appreciate your collaboration and the quality care you provide to Magellan members.