

The ECHO Payment Solution

ECHO is a full-service provider payment solution to our payer clients. Through the ECHO Payment Platform, our clients retain complete control over the payment process while accessing a fully compliant payment solution that provides accurate reimbursement across multiple electronic payment modalities. Whether it is EFT, Virtual Card, or Check, ECHO completely manages the payment process on our clients' behalf. We also provide a complete Explanation of Payment (EOP) in the format the provider requires.



ECHO clients **maintain the controls and safeguards of their payment process through the ECHOSoft Platform** — a web base management tool that allows them to fund, approve, change, reissue or hold payments. Additionally, the payer can give read-only permissions to appropriate support personnel that allows them instantaneous access to payment activity.



ECHO **receives a payment file seamlessly from the payer through their adjudication system, print extract file or a custom import.** Once funded, the system fully distributes those payments across all providers within 24 hours of approval. All payments are distributed and reconciled through one platform making reconciliation at the group and sub-group level easy and hassle free.



The provider also has the ability to **manage their payment process through our proprietary provider portal** (www.ProviderPayments.com). Reimbursement and associated payment explanation are received by providers in the form they request. This is a primary factor why clients typically see 70-90% acceptance of electronic payments when processing through ECHO.



Any changes in payment activity, such as voids and reissues, are managed within the ECHOSoft environment making the payment process a hassle-free solution for both payer and provider. Additionally, ECHO will manage the entire 1099 process on behalf of the client, further **reducing the administrative burden** for our payer clients.



Finally, if requested, ECHO can create and distribute a professional and easy to understand consolidated Family Explanation of Benefits (EOB) which **eliminates excessive cost and confusion** around the claim process for members and also includes electronic delivery options.

INCLUDED SERVICES AT NO COST TO THE CLIENT:

- ✓ Print and postage expense for issuance of provider payment and non-payment documents
- ✓ Banks fees for issuing and clearing EFT, Card, and Check transactions
- ✓ 1099 MISC processing for all payments and associated liability for any IRS fines
- ✓ System access to ECHOSoft and ECHO Unified Interface for payment issuance and reconciliation
- ✓ Provider Support Center for Card and EFT payments
- ✓ Provider portal allowing access to all issued payment information



Contact us today at
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Value to Our Mutual Clients

Claims System Interface

Our ability to interface with any existing claims system provides standard payment file transfer protocol to ECHO. Sending your provider payments to us is just as easy as sending payments to your laser printer. Simply authorize funding and ECHO takes care of the rest by distributing your payments with 100% accuracy while managing provider payment preferences on your behalf.

Convert Costly Check Payments to a True Electronic Payment Platform

Eliminate the immense cost of your check payment process. Many clients achieve between 70-90% participation in electronic payments on the first day they "Go Live" with ECHO. Of course, ECHO will continue to attempt conversion of remaining providers.

Convenience of One Platform

With the ECHO Payment Platform your payments are funded, distributed and reconciled from one platform. While most payment vendors force payers to reconcile payments off multiple systems, reconciliation is easy with ECHO. One platform accepts, distributes and reconciles your payments in an easy, compliant and efficient manner.

Simple 1099 Process

As your Payment Solution Provider, ECHO will take the burden, risk and pain of processing 1099's on your behalf. 100% accuracy. Assumption of all liability. A total payment solution.

Consolidated Family EOBs

Save and increase member satisfaction through a customized Family EOB. Greatly reduce costs while making it easy for your clients' members to understand their healthcare costs and obligations throughout the plan year.

No Set-Up or Implementation Fees

ECHO absorbs all internal costs to implement our clients in an effective and productive process.

Revenue Share

Payers utilizing the ECHO system leverage revenue share from our proprietary "all payer network" as well as the QuicRemit Virtual Card program.