



Keystone First

QuickGuide

Signing Up for e-Services

Electronic Claims Submission (EDI)

Keystone First contracts with Change Healthcare – one of the largest electronic data interchange (EDI) clearinghouses in the country – to offer state-of-the-art EDI and other electronic billing services. Electronic claims submission can significantly reduce costs. Claims are processed faster; consequently payments arrive faster.

You are not required to enroll with Change Healthcare to submit EDI claims to **Keystone First**. If you already use another EDI vendor to submit claims electronically, inform your vendor of the **Keystone First** EDI payer ID **23284**. Electronic claim submissions for **Keystone First** should follow the same process as other electronic submissions that you already submit to other payers. All **Keystone First** claims will be routed through Change Healthcare by your vendor/clearinghouse, which may be an existing process utilized today by your practice. If you are not already submitting claims to us electronically, the first step is to contact your practice management system vendor, clearinghouse, or Change Healthcare to initiate the process.

Submitting claims electronically through Change Healthcare

Change Healthcare has recently transitioned from Web Connect to its new claims management portal, ConnectCenter. ConnectCenter is designed to have improved functionality and is available to providers who have a limited ability to submit claims through their hospital or project management system. There is no cost to providers to use ConnectCenter.

To transition to the new portal **go to [ConnectCenter Sign Up](#)**. Change Healthcare customer support is available through online chat or by calling **1-800-527-8133, option 2 for assistance**.

For User guides and tutorials on how to navigate ConnectCenter and information on how to access old claims previously processed through Web Connect, go to **www.keystonefirstpa.com>Providers>Claims and Billing>Electronic Billing Services (EDI, ERA, EFT)**.

ConnectCenter will automatically edit and validate claims for HIPAA compliance and will forward them directly to **Keystone First**. Electronic claims are submitted via the Change Healthcare **Keystone First** Payer ID **23284**.

Electronic Payments

Change Healthcare is now partnering with ECHO Health, Inc. (ECHO), a leading innovator in electronic payment solutions, to offer more electronic payment options and to allow healthcare providers to process electronic payments more efficiently.

Virtual Credit Card (VCC)

VCC is a payment option offered by ECHO Health. This new payment system allows your office to receive payment through a virtual credit card (VCC),

If you are not currently registered to receive payments electronically, you will receive VCC payments as your default payment method, instead of paper checks. Your office will receive either faxed or mailed VCC payments, each containing a VCC with a number unique to that payment transaction, your Explanation of Payment /Remittance Advice (EOP/RA), and an instruction page for processing. **Normal transaction fees apply based on your merchant acquirer relationship**. To opt out of this VCC payment method, you can contact ECHO directly at **1-888-492-5579**.

Electronic Funds Transfers (EFT)

Electronic funds transfers allow you to receive your payments by sending them directly to the bank account you designate rather than receiving them by paper check or VCC. If you are new to EFT, you must enroll with ECHO for EFT from **Keystone First**. When you enroll in EFT, you will automatically receive electronic remittance advices (ERAs) for those payments. All generated ERAs and a detailed explanation of payment for each transaction will be accessible to download from the ECHO provider portal (www.providerpayments.com).

To sign-up to receive EFT from **Keystone First**, visit <https://enrollments.ECHOhealthinc.com/eftdirect/enroll>
There is no fee for this service.

To sign-up to receive EFT from all of your payers processing payments on the Settlement Advocate platform, visit <https://enrollments.ECHOhealthinc.com>. **A fee for this service may be required.**

Please note: Payment will appear on your bank statement from PNC Bank and ECHO as “PNC – ECHO”.



Keystone First

QuickGuide

Signing Up for e-Services

Electronic Remittance Advice (ERA)

Keystone First now also offers ERA through Change Healthcare and ECHO. To receive ERA from Change Healthcare and ECHO, you will need to include both the Change Healthcare **Keystone First** payer ID and the ECHO payer ID **58379**. Contact your practice management/hospital information system for instructions on how to receive ERAs (also referred to as an 835 file) from **Keystone First** under Payer ID **23284** and the ECHO Payer ID **58379**.

All Change Healthcare/Echo generated ERAs and a detailed explanation of payment for each transaction will be accessible to download from the ECHO provider portal. If you are a first time user, go to www.providerpayments.com to create a new account.

If your practice management/hospital information system is already set up and can accept ERAs from **Keystone First**, then it is important to check that the system includes both **23284** and ECHO Health Payer ID **58379** for ERAs.

If you are not receiving any payer ERAs, please contact your current practice management/hospital information system vendor to inquire if your software has the ability to process ERAs. Your software vendor is then responsible for contacting Change Healthcare to enroll for ERAs under **23284** and ECHO Health Payer ID **58379**

If your software does not support ERAs or you continue to reconcile manually, and you would like to start receiving ERAs only, please contact the ECHO Health Enrollment team at **1-888.834.3511**.

For enrollment support please contact ECHO Health Inc. at **1-888.834.3511**.