



**AmeriHealth Caritas**  
Delaware

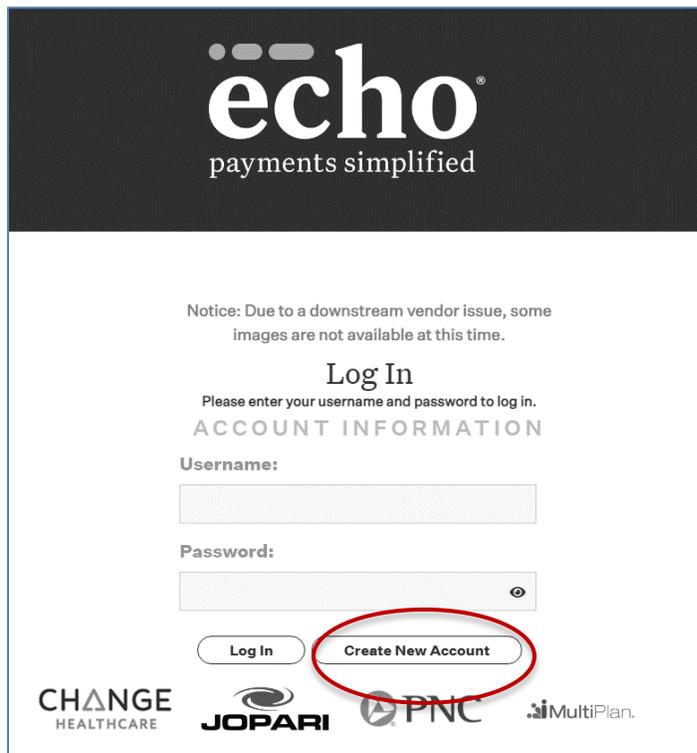
**To:** AmeriHealth Caritas Delaware Providers

**Date:** March 22<sup>nd</sup>, 2024

**Subject:** **Electronic Remittance Advice (ERA/835) Access**

**Summary:** AmeriHealth Caritas Delaware has established an alternative option for our providers to access the electronic remittance advice (ERA/835) file through ECHO Health.

Providers can access the 835 directly through the ECHO provider payment portal at: [www.providerpayments.com](http://www.providerpayments.com). If you are not currently registered with ECHO for access to the portal, you will have to create a new account:



In the ECHO provider payment portal, additional capabilities include the following:

1. Produce a printable PDF copy of the remittance by clicking the “EPP” link.
2. Select the “835” link to view the associated 835 file.

3. View the settlement status (including an image of the cleared check for payments issued on paper) via links in the “Settlement” column.
4. Click on the arrow icon to expand the document to show claim details.

The screenshot shows the ECHO provider portal interface. At the top, there is a navigation bar with the ECHO logo and the tagline "payments simplified". Below the navigation bar, there is a search and filter section with dropdown menus for "Select TIN:", "Status:", and "Provider Name:". The main content area displays a table of payment documents. The table has columns for "Production Date of Document", "Document ID", "Payor", "Payment Amount", "Image of Document", and "Settlement". A specific document is highlighted with a "4" in a grey box on the left. Below this document, a detailed claim view is shown with a "1" in a grey box on the left. The claim view includes fields for "Claim No", "Patient Account Number", "Insured", "Patient", "Certificate No", "Group ID", "Check No", "Amt Paid", and "Service Date".

Production Date of Document	Document ID	Payor	Payment Amount	Image of Document	3 Settlement
11-22-2023			\$ 37.57	1 EPP II 835 2	2023-11-22

Claim No	Patient Account Number	Insured	Patient	Certificate No	Group ID	Check No	Amt Paid	Service Date
				000000000		0000010049	\$ 37.57	

09-20-2023				\$ 690.54		EPP II 835		2023-09-20
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**Questions:**

A provider portal user guide is available via the HELP link within the ECHO provider payment portal.

Please note, our Provider Services Department will not be able to assist with processing of your payments or obtaining your 835 files any sooner. If you have other questions, you may contact Provider Services at 1-800-999-3371.