

Electronic Funds Transfer (EFT) Payments Step-by-Step Guide

Overview

This guide provides the steps for Idaho Behavioral Health Plan (IBHP) providers to enroll in electronic funds transfer (EFT) payments through Magellan and ECHO Health, Inc.

It includes instructions for accessing required forms, gathering necessary information, completing the enrollment through both Magellan and ECHO, and troubleshooting common issues. Screenshots and submission tips are provided to help streamline the process and ensure successful EFT setup.

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Magellan EFT enrollment

Visit MagellanofIdaho.com under “For Providers” then [Payments](#) to enroll through ECHO’s All Payer EFT Program site. ***If you are already enrolled, no action is needed.*** If you are not enrolled, you will need to enroll. See the steps below for enrolling.

Option 1 — ECHO All Payer EFT (fees apply)

- What it is: A service from ECHO that lets you receive one consolidated EFT across multiple payers.
- Important: If you click the All Payer link and enroll, you (the provider) will be charged a fee per transaction processed through All Payer.

Option 2 — Direct EFT to Magellan only (no All Payer fees)

- What it is: An EFT connection only to Magellan.
- How to request: Call ECHO and ask for a “direct EFT connection to Magellan.” Explicitly say you do not want All Payer, only Magellan EFT.

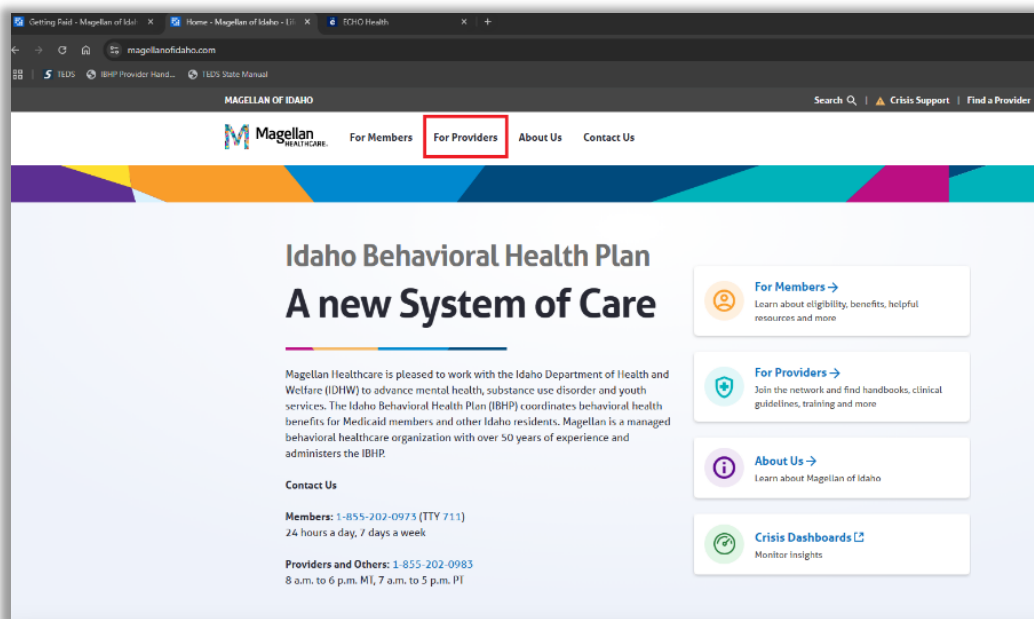
ECHO support

Phone: 1-888-686-8314 or 1-888-834-3511

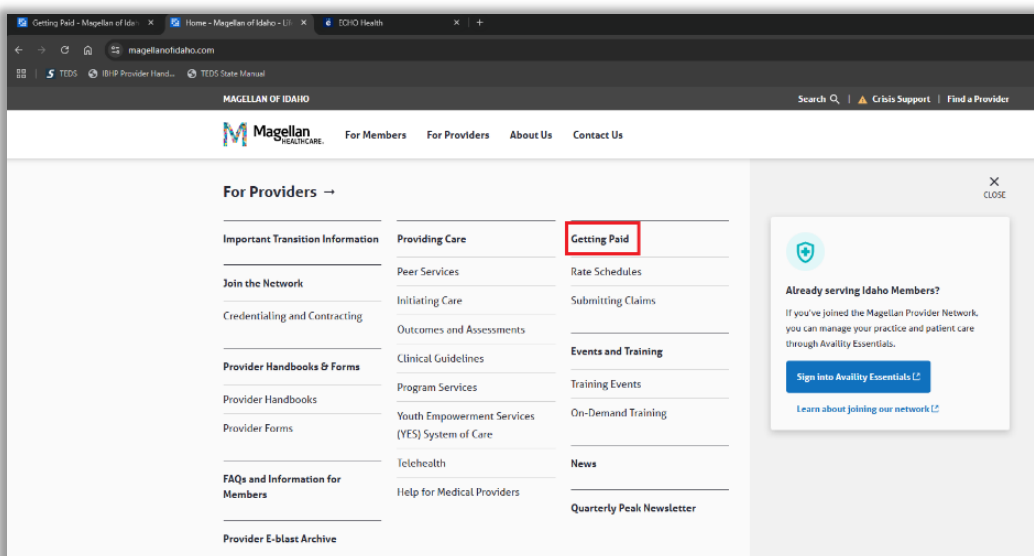
Email: allpayer@echohealthinc.com

Option 1: ECHO All Payer EFT (fees apply)

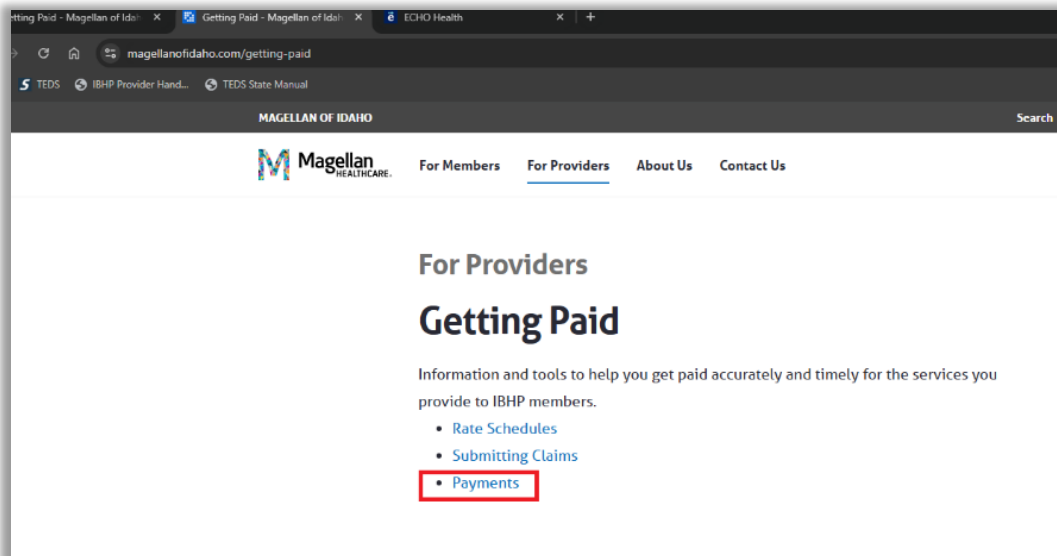
1. Go to MagellanofIdaho.com and click “For Providers” on the top navigation pane.



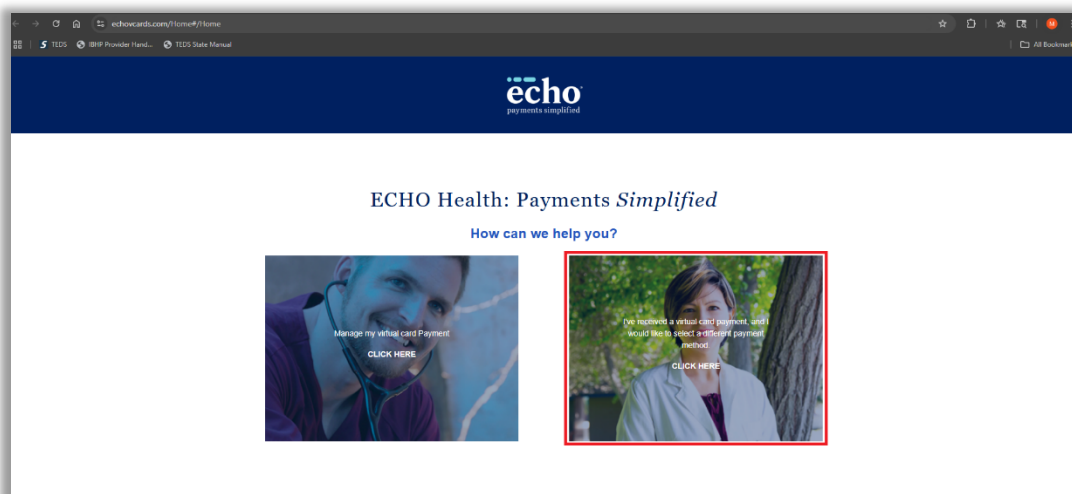
2. Select the link that says “Getting Paid.”



3. On the next page, click the link that says “Payments.”



4. ECHO enrollment: If you have never used ECHO to receive payments, you will need to enroll.
5. After receiving your first payment via virtual credit card (VCC), to manage your VCC payment visit:
 - a. echovcards.com or contact ECHO Health at 1-888-686-8314.
 - b. The ECHO draft number received with the payment serves as a unique identifier with ECHO to manage your account on the ECHO platform.
 - c. Click the option that says "I've received a virtual card payment, and I would like to select a different payment method."



6. In the next page, you will need to fill out the following information: Draft Number or Card Token, Payment Amount, Provider Tax ID, Email, Zip Code.

The screenshot shows the ECHO Health Inc. website. The header includes the ECHO logo and the tagline "payments simplified". Below the header, a navigation bar states "ECHO Health Inc. connects the provider community to over 200+ TPAs Plans, workers comp payers and health and dental insurance companies." and a "Return to Home" link. The main content area is a form titled "To manage your payment. Please enter the details from your virtual card payment below". The form fields are: "Draft Number / Card Number Token" (with a hint icon), "Payment Amount" (with a hint icon), "Provider Tax ID" (with a hint icon), "Email" (with a hint icon), and "Zip Code" (with a hint icon). A "Submit" button is at the bottom of the form.

7. You will be prompted to fill out the forms below. After filling out and signing, follow the directions on the bottom of the form to submit through either email or postal mail.

The three screenshots show the ECHO Health Inc. forms. The first screenshot is the "1-Form Select" form, which includes instructions and a "Form Select" section with radio buttons for "EFT & ERA", "EFT Only", and "ERA Only". The second screenshot is the "2-Provider Information" form, which includes fields for "Provider Name", "Street", "City", "State/Province", "ZIP Code/Postal Code", "Telephone Number", and "E-mail Address". The third screenshot is the "3-Provider Identifiers" form, which includes fields for "Provider Federal Tax Identification Number (TIN)", "National Provider Identifier (NPI)", and "Account Number Linkage to Provider Identifier".

Option 2: Direct EFT to Magellan only (no All Payer fees)

1. Call ECHO at 1-888-686-8314 or 1-888-834-3511.
2. Say: "I'd like to set up a direct EFT connection to Magellan only. I do not want All Payer."
3. ECHO will verify using your draft number and payment amount (from your first virtual credit card explanation of payment) and complete setup.

Providers currently enrolled in ECHO wishing to switch their payment method

If you are currently enrolled in ECHO but would like to change your method of payment to EFT, please do the following:

1. Visit [Provider EFT/ERA Enrollment](#) on the ECHO website to complete the enrollment process. You must validate your account first by submitting an electronic form. You will need the following information for Provider Account Authentication:
 - a. Enroll using your Provider Portal Account:
 - i. Username, password
 - b. Enroll using TIN: I have Draft No:
 - i. TIN, Draft Number, Draft Amount
 - c. Enroll using TIN: I don't have Draft No:
 - i. TIN, Payor Check No, Patient Account No.
 - d. Enroll using Enrollment Code:
 - i. TIN, Enrollment Code Number
2. Upon submission, paperwork outlining the terms and conditions will be emailed to you along with additional instructions for setup.
3. ECHO Health supports both NPI and TIN level enrollment. You will select the option that you would like to use during the enrollment process.
4. To validate your account, make sure you have an ECHO Health Draft Number and Payment Amount so they can validate your enrollment request. A Draft Number is listed as the EPC draft # on ECHO Health explanation of payments. If you do not have an ECHO Draft Number available, please call 1-888-834-3511.
5. If you need assistance, contact ECHO Health at allpayer@echohealthinc.com or 1-888-834-3511.

ECHO provider portal: Using EFTs

1. Once you begin to receive EFT payments from ECHO, you will not receive explanation of payment (EOP) or explanation of benefits (EOB) by U.S. mail. You can access and print EOP and EOB information through [ECHO's provider portal](#).
2. If you have not yet registered for the ECHO Provider Payments Portal [register now](#).

NOTE: ECHO EFT enrollment is separate from ECHO provider portal registration.

FAQs

For additional information from ECHO, view the [ECHO FAQs](#).