



Provider Payments Portal

QUICK REFERENCE GUIDE



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<https://www.echohealthinc.com>

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Provider Payments Login

Refer to the *Screenshot 1*.

- a. If you have already registered (*have an account*) on the Provider Payments Portal, enter your username and password and click the **“Log In”** button. The **“Inquiry”** page (*Screenshot 8*) will open. For more information, go to the **“Inquiry Page”** section of this document. If you have already registered but are having difficulty accessing your account, click the link, **“Can’t access your account?”** and follow the instructions.
- b. If you wish to confirm your ACH deposit (*ping*), click on the link, **“Confirm your ACH Deposit (Ping) by clicking here.”** After ping verification, you will be able to set up an account to access the Provider Payments Portal.
- c. If you are a First-time User, click on the **“Create New Account”** button and follow the instructions to set up your online access. Please add <https://www.echohealthinc.com> as an approved email domain in your system to ensure you receive all account notifications.



Screenshot 1

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Verifying Ping

Terms & Conditions (Screenshot 2).

- a. If you select the link to verify your ping, you are first directed to a page where you must accept Terms & Conditions (Screenshot 2) by checking the box and clicking on the **“Accept”** button to continue.

Payment By Checking Account Using ACH - Terms and Conditions

1. Electronic Signature and ACH Authorization. By submitting this ACH authorization form, you agree that: (a) you have read, understand and agree to these Terms and Conditions, and that this agreement constitutes a "writing signed by you" under any applicable law or regulation, (b) you consent to the electronic delivery of the disclosures contained in these Terms and Conditions, (c) you authorize ECHO to make any inquiries we consider necessary to validate your dispute, which may include ordering a credit report and performing other credit checks or verifying the information you provide against third party databases, and (d) you authorize ECHO to initiate one or more authorized ACH entries (debits withdrawals – credits - deposits) for the specified amount(s) from your bank account, and you authorize the financial institution that holds your bank account to deduct or add such payments.

2. Customer Service. All questions relating to any payments made using your bank account should be directed to ECHO, and not to the financial institution that holds your bank account. You may contact us by calling us at

I accept the above Terms and Conditions

Accept

Screenshot 2

Confirmation of account.

- b. After clicking on **“Accept,”** you are directed to the ping verification page (Screenshot 3) to enter your **TIN (Tax ID)** and **Deposited Amount (ping)**.

Confirmation of Account

Please enter the TIN and the Deposited Amount below to confirm correct Account creation.

ACCOUNT INFORMATION

TIN:

Deposit Amount:

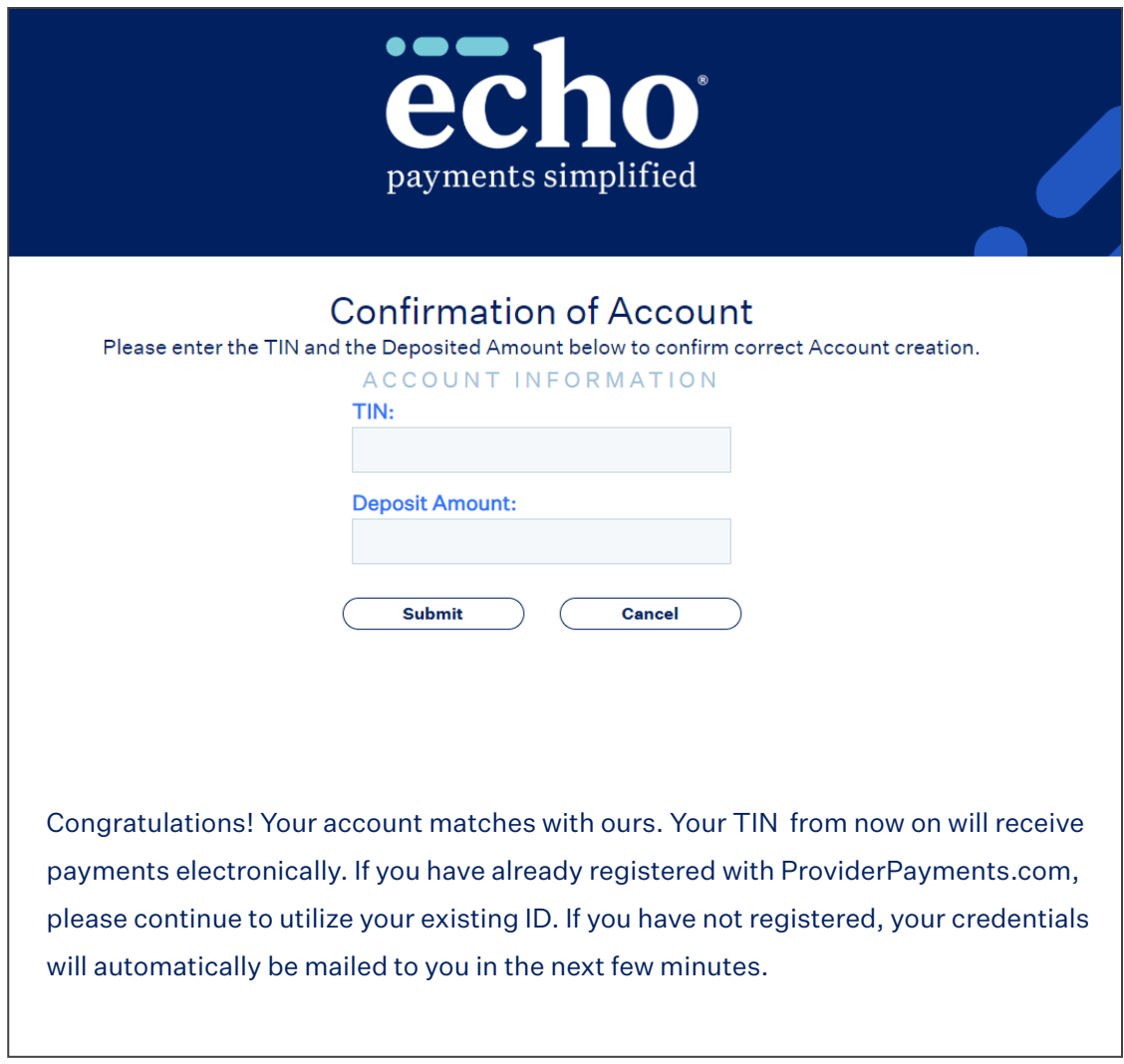
Submit Cancel

Screenshot 3

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Verifying Ping (continued)

- c. When you have submitted a valid TIN and Deposit Amount, the “Confirmation of Account” screen (Screenshot 4) is displayed.



Screenshot 4

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First-time Users – Register/Create a New Account Page

First-time users will need to register. Once you have successfully registered, you will be able to log in on the main page.

- To register, click on the **“Create New Account”** button shown in Screenshot 1. Unless otherwise indicated, all information is **required**.
- Clicking this button opens the screen shown in Screenshot 5. When filling in the form, be sure to follow the instructions appearing to the right of the fill-in boxes.

echo
payments simplified

Create a New Account

ACCOUNT INFORMATION

Username:

Choose a username that is at least four (4) characters long; you may use numbers and/or letters.

First Name:

Last Name:

Phone Number:

Email:

An email address is needed so that your password can be emailed to you if you ever forget it.

Password:

Confirm Password:

- › Password must be at least 16 characters.
- › Password must have at least one upper-case letter.
- › Password must have at least one lower-case letter.
- › Password must have at least one numeric character.
- › Password must have at least one special character (such as !, @, #, \$, %, ^, &). Note: *Cannot* use asterisk (*).
- › Password *cannot* contain more than 3 consecutive characters from your username.
- › Passwords expire every 120 days.

Screenshot 5

Screenshot 5 continued next page

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First-time Users – Register/Create a New Account Page (continued)

Screenshot 5 continued from previous page

Select your **Affiliation with Tax ID** and fill out all required fields based on your selection. Please use your Tax ID or Provider ID as noted on your payment.

Affiliation with Tax ID:

Other

Select

- Clearinghouse
- Billing Company
- TIN Employee
- TIN Owner
- Other**

TIN Contact Email:

TIN Contact Phone Number:

Tax Identification Number (TIN):

Your 9-digit Tax Identification Number (TIN) should be entered without any spaces or dashes (-).

Draft Number Verification I do not have a Draft Number

Draft Number:

ECHO draft numbers contain no space or special characters and can be located on any past Explanation of payment.

Draft Amount:

The Draft Amount should be entered without a dollar sign (\$).

Need additional help? [Click here](#)

OR

Tax Identification Number (TIN):

Your 9-digit Tax Identification Number (TIN) should be entered without any spaces or dashes (-).

Draft Number Verification I do not have a Draft Number

Payor Check No

Your Payor check number should be entered without any spaces.

Patient Account No

Your Patient Account Number should be entered without any spaces.

Need additional help? [Click here](#)

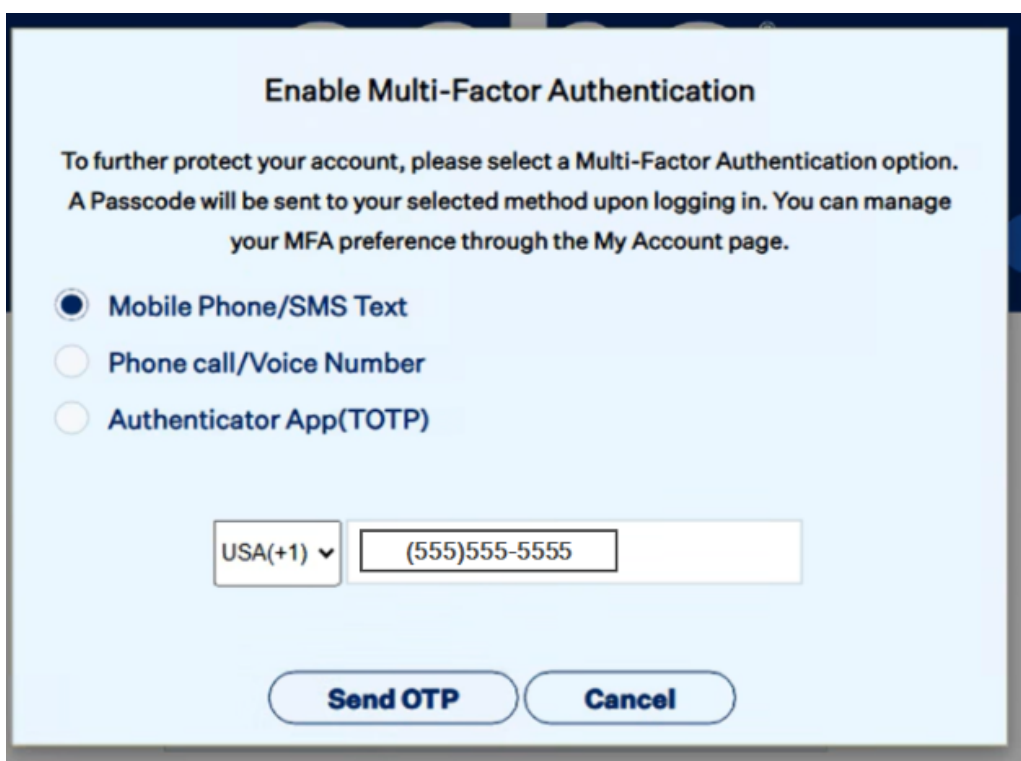
Fill in all data boxes or choose your selection from the dropdown shown. When done, click the **“Register”** button to complete your registration. If you do not wish to complete your registration, click on the **“Cancel”** button. Once you have completed your registration, a confirmation email will be sent to you. You must verify your account via the confirmation email in order to activate your account.

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- First-time Logging in/Multi-Factor Authentication Options -

As a first-time user, you will select your Multi-Factor Authentication (MFA) preference on your first login. A One-Time Passcode (OTP) will be delivered via your chosen method. MFA options are detailed below and shown in *Screenshot 6*:

- 1) **Mobile Phone/SMS Text.** OTP will be delivered via text message to a mobile phone number.
- 2) **Phone call/Voice Number.** OTP will be delivered via a phone call to a phone number.
- 3) **Authenticator App (TOTP).** TOTP is “Time-Based One-Time Passcode” Authenticator*. OTP will be displayed on your Authenticator app (example Authenticator apps: **Microsoft Authenticator, Google Authenticator, Authy, Duo Mobile**, et. al.).



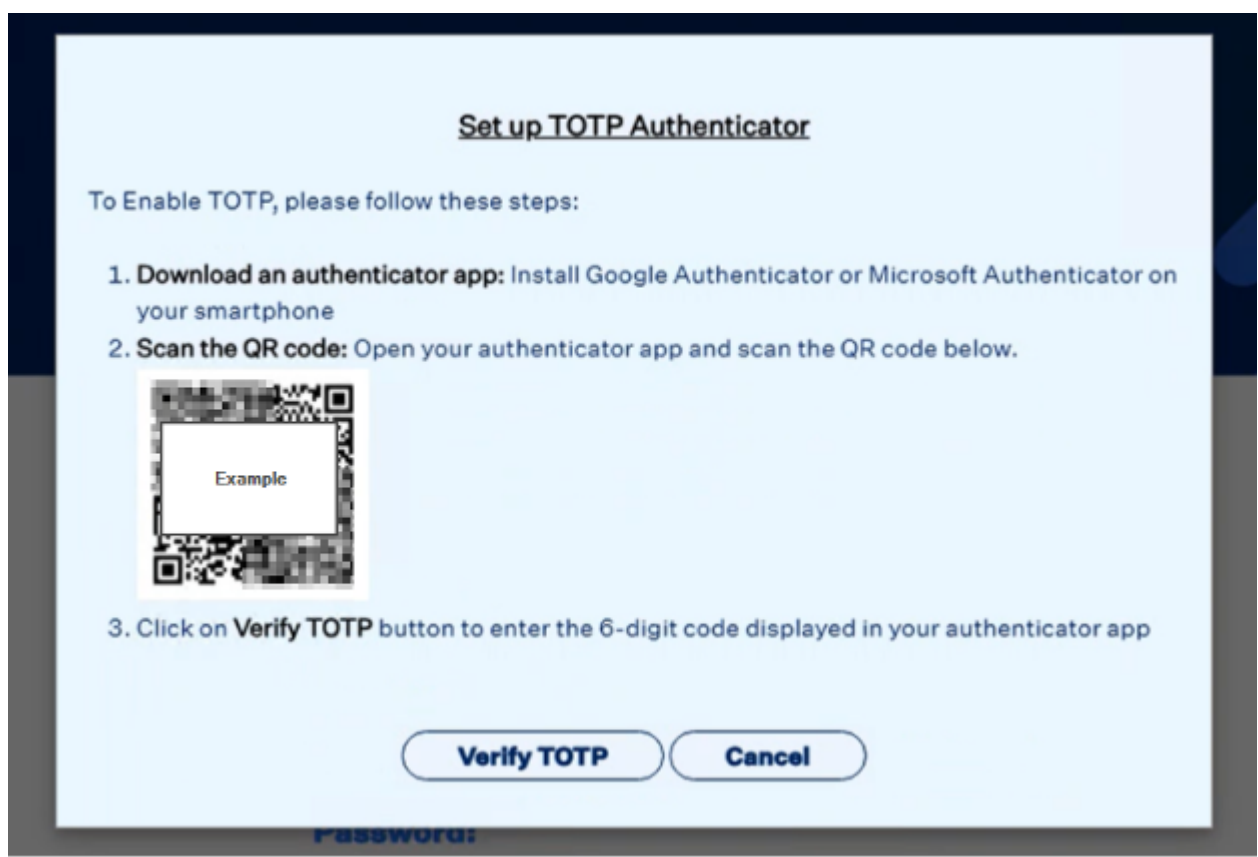
Screenshot 6

* What is a TOTP Authenticator? A TOTP Authenticator is a tool – usually a mobile app – that generates Time-Based One-Time Passwords (TOTP) used for Two-Factor Authentication (2FA). It enhances security by requiring a temporary code in addition to your regular password.

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— **First-time Logging in/Multi-Factor Authentication Options** (continued) —

To set up TOTP Authenticator, choose the **Authenticator App (TOTP)** option shown in Screenshot 6 (previous page). The screen shown in Screenshot 7 will appear. Open **your** Authenticator app. In **your** Authenticator app, scan the QR code that is displayed on the screen in Screenshot 7 to add the URL, <https://www.ProviderPayments.com>, to your Authenticator app. Click the **Verify TOTP** button (Screenshot 7) and, when prompted, enter the 6-digit code displayed in **your** Authenticator app.



Screenshot 7

Note: Starting in August 2025, e-mail will no longer be a valid MFA option on <https://www.ProviderPayments.com> to enhance security. Please ensure that you have selected a new option to avoid connectivity issues.

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Inquiry Page

When you have logged in, you will see the “Inquiry” page that lists the most recent payment documents delivered via ECHO® (Screenshot 8). You can also page back, allowing you to review up to the 48 most recent documents.

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 Payments Portal Inquiry Page. At the top, there is a navigation bar with links for Inquiry, Advanced Search, Manage TINs, View 1099s, Provider Resources, My Account, Help, and Logout. Below the navigation bar is a search area with fields for Select TIN, Status, and Provider Name. The main content is a table of payment documents. The table has columns for Production Date of Document, Document ID, Payor, Payment Amount, Image of Document, and Settlement. The first row is expanded to show claim details, including Claim No, Patient Account Number, Insured, Patient, Certificate No, Group ID, Check No, Amt Paid, and Service Date. Red callout boxes 1-4 highlight specific features: 1 points to the 'EPP' link in the Image of Document column, 2 to the '835' link in the Image of Document column, 3 to the 'Settlement' column, and 4 to the expand arrow icon in the Production Date of Document column.

Production Date of Document	Document ID	Payor	Payment Amount	Image of Document	Settlement
11-22-2023			\$ 37.57	EPP 835	2023-11-22
09-20-2023			\$ 690.54	EPP 835	2023-09-20
07-28-2023			\$ 115.10	EPP 835	2023-07-28
05-24-2023			\$ 8.37	EPP 835	2023-05-24
04-26-2023			\$ 16.65	EPP 835	2023-04-26
02-15-2023			\$ 35.72	EPP 835	2023-02-15
08-17-2022			\$ 25.45	EPP 835	2022-08-17
03-30-2022		Treatment Health Benefits	\$ 816.64	EPP	2022-04-05
01-31-2022		Treatment Health Benefits	\$ 53.70	EPP	2022-02-15
12-29-2021		Treatment Health Benefits	\$ 200.01	EPP	Not Cleared
12-22-2021		Treatment Health Benefits	\$ 32.45	EPP	2022-02-02

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Screenshot 8

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Advanced Search Page

Choose the “**Advanced Search**” option in the menu bar near the top of the “**Inquiry**” page (Screenshot 8). The screen shown in Screenshot 9 below appears.

Screenshot 9

A dropdown menu in the “**Advanced Search**” allows the user to select the search criteria:

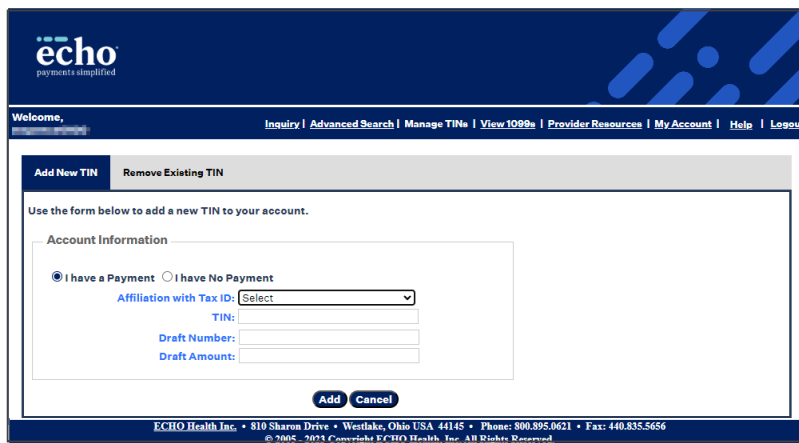
- **Patient Account Number**
- **Certificate Number** (*patient’s insurance card number or SSN*)
- **Claim Number**
- **ECHO Draft Number** (*either the check number or the EFT number*)
- **Payor Check Number** (*check number assigned by TPA’s adjudication system*)
- **Payor**
- **Deposit Amount** (*total amount of the bulk check or electronic funds transfer*)
- **Optum ID** (*for payments sent by Optum*)
- **Production Date**
- **Claim Payment Date**
- **Echeck Date**
- **Service Date**
- **NPI and Production Date**

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Manage TINs: Users Posting Payments Issued to Multiple Tax ID Numbers

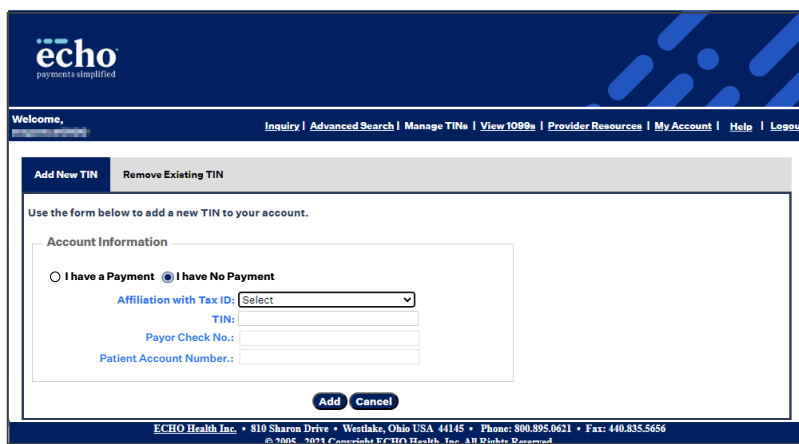
Update your username / password to enable access to multiple Tax ID Numbers by clicking the **“Inquiry”** link (*top menu bar*) and the **“Add New TIN”** tab shown in *Screenshot 10*.

Choose the **“I have a Payment”** radio button. Select an **“Affiliation with Tax ID”** from the dropdown. Enter the 9-digit **TIN** (*Tax Identification Number*) you wish to add; it must be entered without any spaces or hyphens (-). Enter the **ECHO Draft Number** and **Draft Amount** for a payment that was issued to the **TIN** you registered. Click the **“Add”** button.



Screenshot 10

If you do not have a draft available, click the **“I have No Payment”** radio button shown in *Screenshot 10*. *Screenshot 11* shown below opens. Set up the new **TIN** by entering a 9-digit number (*no spaces or hyphens*) and the **“Patient Account Number.”** Click the **“Add”** button to complete.

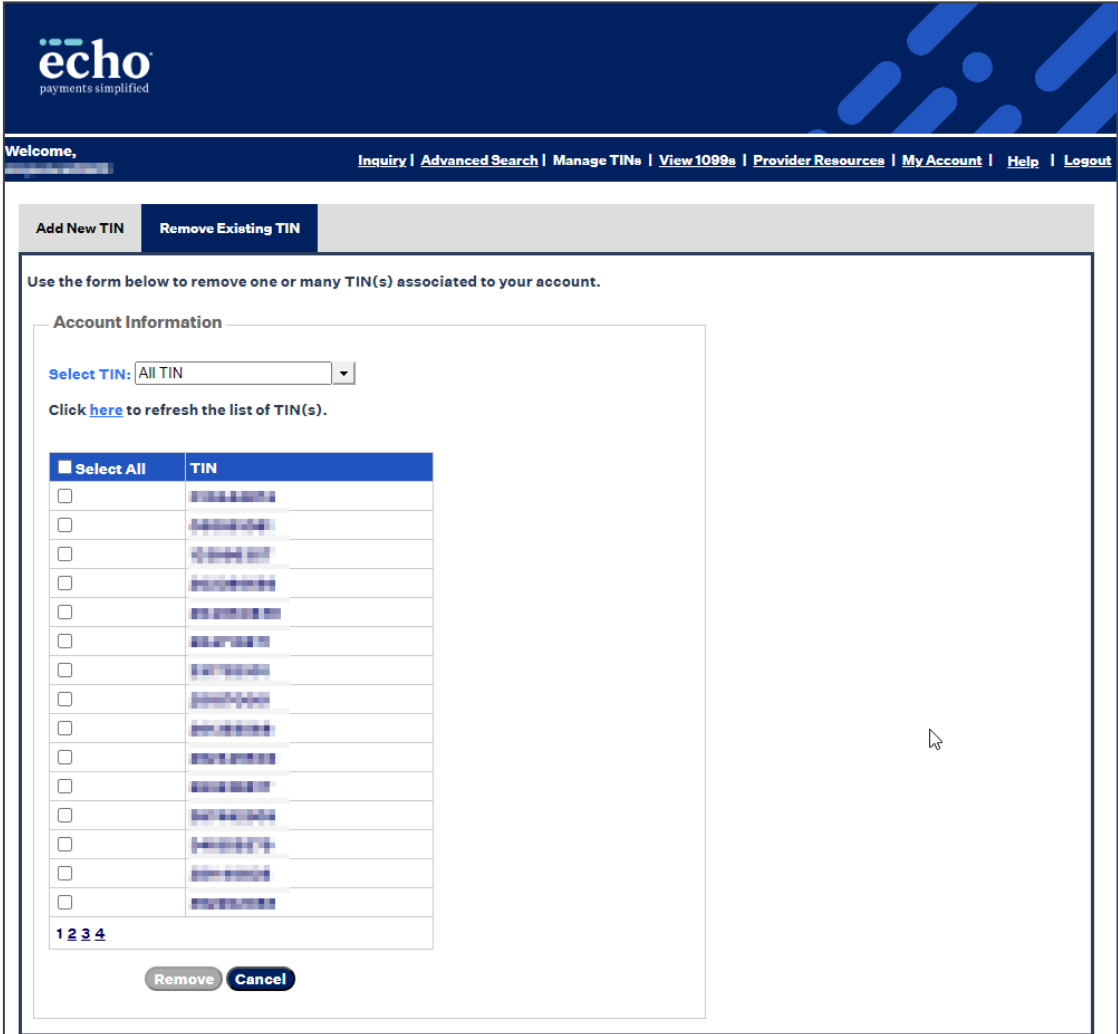


Screenshot 11

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Remove Existing TINs From Your Account

Remove an existing TIN that is no longer needed from your account by toggling to or clicking on the “Remove TIN” tab. Search for the TIN you wish to remove and select it. Click “Remove” to proceed or “Cancel” to cancel the request for the change. These TINs can be added back to your account using the “Add New TIN” tab, if needed.



Screenshot 12

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View 1099s

From the top menu bar on the **“Inquiry”** page (Screenshot 8), select the **“View 1099s”** link to see your 1099s by TIN (Screenshot 13). Click on the **“View”** link (in the **“Link to 1099”** column) to see the 1099. Be sure to disable pop-up blockers in your browser to allow this feature.



Payment Year	Payer TIN	Payer Name	Payment Amount	Tax Withheld	Payer Street	Payer City	Payer State	Payer Zip	Payer Phone	Link to 1099
2021	[REDACTED]	ECHO HEALTH INC	\$221,412.37	\$0.00	810 SHARON DRIVE	WESTLAKE	OH	44145	(440) 835-3511	View

Screenshot 13

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My Account

To update your password, account contact information and email preferences, select the “My Account” link from the top menu bar of the “Inquiry” page (Screenshot 8). The screen shown in Screenshot 14 will appear to allow changes. When finished, click the “Update” button.

User Details

User Name: Username
Email: email@email.com
Phone Number: 555-555-5555
Fax Number: 555-111-5555
Contact First Name: First Name
Contact Last Name: Last Name

Preferred Contact Method: Email Phone

Two Factor Authentication (TFA) :
Update TFA Notification details:
TFA Email: email@email.com
TFA Voice Phone No: USA(+1) 555-555-5555
TFA Text Phone No: 555-222-5555

Preferred TFA Option: Email Voice Text Authenticator App (TOTP)

Starting in August 2025, email will no longer be available for Multi-Factor Authentication. Please configure Text, Voice, or Authenticator App to ensure your access is not disrupted

Preferred Notification Selection :
Electronic 1099 Acceptance: Yes No
Disable Email Notices: Yes No
Consolidated Email: Yes No
Virtual Card Notices: Yes No
835 Distribution Notices: Yes No
ACH Payment Notices: Yes No
Paper Check Notices: Yes No

Change Password

Screenshot 14

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