

Suite 1300 4000 Town Center Southfield, MI 48075

mibluecrosscomplete.com

MCG message

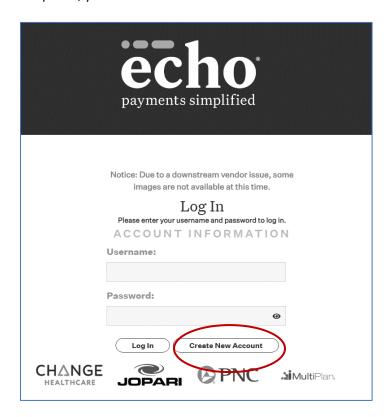
To: All Blue Cross Complete providers

Date: March 22, 2024

Subject: Electronic Remittance Advice (ERA/835) Access

Blue Cross Complete has established an alternative option for our providers to access the electronic remittance advice file through ECHO Health.

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

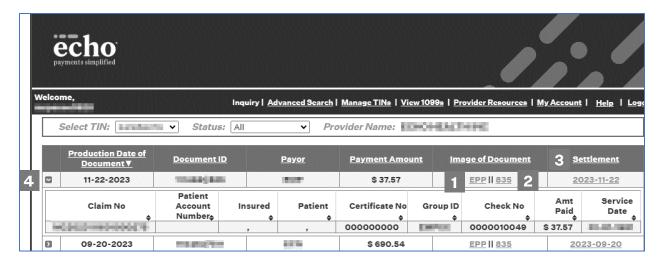


In the ECHO provider payment portal, additional capabilities include the following:

- 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.

Blue Cross Complete of Michigan LLC is an independent licensee of the Blue Cross and Blue Shield Association.





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 questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

*Our website is mibluecrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.