

**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](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:

echo®  
payments simplified

Notice: Due to a downstream vendor issue, some images are not available at this time.

**Log In**  
Please enter your username and password to log in.

ACCOUNT INFORMATION

Username:

Password:

CHANGE HEALTHCARE JOPARI PNC MultiPlan.

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.



**echo**  
payments simplified

Welcome, [redacted] [Inquiry](#) | [Advanced Search](#) | [Manage TINs](#) | [View 1099s](#) | [Provider Resources](#) | [My Account](#) | [Help](#) | [Log](#)

Select TIN: [dropdown] Status: All [dropdown] Provider Name: [text input]

Production Date of Document	Document ID	Payor	Payment Amount	Image of Document	3 Settlement
11-22-2023	[redacted]	[redacted]	\$ 37.57	1 EPP II 835 2	2023-11-22
09-20-2023	[redacted]	[redacted]	\$ 690.54	EPP II 835	2023-09-20

  

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

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.*