



08/31/2016

**IMPORTANT – CHANGE REGARDING PROVIDER PAYMENTS**

**Re: TIME SENSITIVE, IMPORTANT INFORMATION REGARDING YOUR CLAIMS PAYMENTS FROM THE UNIVERSITY OF ARIZONA HEALTH PLANS**

Dear Provider:

As a part of our ongoing commitment to improve efficiency and simplify doing business with The University of Arizona Health Plans (University Family Care, University Care Advantage, Maricopa Health Plan and Maricopa Care Advantage) is pleased to offer the following payment and remittance methods through our new partnership with Change Healthcare (formally known as Emdeon). Recent feedback indicates quicker reimbursement and a more efficient payment reconciliation are a high priority for our providers. We are excited to begin offering new electronic processes that serve as additional avenues for you to receive payment.

Effective **November 1, 2016**, you have the opportunity to be paid in one of two (2) different methods:

- Option 1: Sign-up for an electronic funds transfer (EFT) payment via Automated Clearing House (ACH), which also provides you with an electronic remittance advice (ERA).
- Option 2: Receive paper checks and paper EOB

Starting today, you can choose EFT as your preferred method of payment on the website link below. This payment method offers electronic funds transfers (EFT) via Automated Clearing House (ACH) and electronic remittance advice (ERA). Providers that receive EFT are eligible for ProviderPayments.com, an online provider portal that helps you search, view, print and download Electronic Remittance Advice (ERA) from hundreds of payers across the country.

- If you would like to sign up for EFT, select the **Enroll Now** button at the website by clicking the link: <https://view.echohealthinc.com/EFTERADirect/UAHP/index.html>
- If you currently receive EFT payments **no action is required to continue receiving EFT**, and an ERA will be automatically generated and sent to you
- If no action is taken and you are not signed up for EFT or ERA, your payment will be issued via paper check and a paper EOB (you will receive what is called an EPP (Explanation of Provider Payments) in the same envelope as the paper check)

We appreciate your support as we introduce these new payment options. If you have additional questions regarding your payment options, please contact the support team at Change Healthcare at (888) 834-3511.

Sincerely,

Sr. Manager, Provider Relations  
UAHP Network Development Department