



Keystone First

Coverage by Vista Health Plan,
an independent licensee of the Blue Cross and Blue Shield Association.

QuickGuide – Signing Up for e-Services

Electronic Claims Submission (EDI)

Electronic claims submission can significantly reduce costs. Claims are processed faster; consequently, payments arrive faster.

Keystone First contracts with Optum/Change Healthcare and Availity clearinghouses to offer our providers options for submission of electronic claims.

You are not required to enroll directly with Optum/Change Healthcare or Availity to submit EDI claims to Keystone First. If you already use another EDI vendor to submit claims electronically, inform your vendor of the Keystone First EDI payer ID 23284. Electronic claim submissions for Keystone First should follow the same process as other electronic submissions that you already submit to other payers. All Keystone First claims will be routed through Optum/Change Healthcare or Availity by your vendor/clearinghouse, which may be an existing process utilized today by your practice. If you are not already submitting claims to us electronically, the first step is to contact your practice management system vendor/clearinghouse, Optum/Change Healthcare or Availity to initiate the process.

Manual/Direct entry claims submission

Providers also have options for the submission of manual/direct entry claims via Optum/Change Healthcare or PCH Global. These options are available to providers who have limited ability to submit claims through their practice management or hospital information management systems:

Optum/Change Healthcare ConnectCenter™:

Providers may submit manual or direct entry claims at no cost, through ConnectCenter.

Access the login page via the Claims submission link in the NaviNet provider portal or via <https://physician.connectcenter.changehealthcare.com/#/site/home?vendor=214629> [\[physician.connectcenter.changehealthcare.com\]](https://physician.connectcenter.changehealthcare.com) to complete your provider registration. **Note: this URL is specific to new provider registration only.**

Follow the instructions on the login page to reset your password and to set up the required multi-factor authentication. For user guides and tutorials on how to navigate ConnectCenter, please visit: connectcenter.changehealthcare.com/onlinehelp. (Login is required to access online help).

Change Healthcare customer support is available through online chat or by calling **1-800-527-8133, option 2**, Monday - Friday, 7 a.m. to 5:30 p.m. CST.

PCH Global: Providers may also submit manual or direct entry claims at no cost, through PCH Global. To enroll for claims submission through PCH Global, please go to <https://pchhealth.global> and click the *Sign-Up* link in the upper right-hand corner.

For a detailed walk through of the registration process, refer to the PCH Global Registration manual, found on the PCH Global website in the Resource Menu.

PCH Global customer support is available at **1-888-988-0605**, Monday - Friday, 8 a.m. to 8 p.m. EST.

ConnectCenter and PCH Global will automatically review and validate claims for HIPAA compliance and forward them directly to Keystone First.

Electronic payments

Keystone First works with ECHO Health Inc. (ECHO), a leading innovator in electronic payment solutions,

to offer more electronic payment options and to allow health care providers to process electronic payments more efficiently.

Virtual credit card (VCC)

VCC is a payment option offered by ECHO Health.

This payment system allows your office to receive payment through a virtual credit card.

If you are not currently registered to receive payments electronically, you will receive VCC payments as your default payment method, instead of paper checks. Your office will receive either faxed or mailed VCC payments, each containing a VCC with a number unique to that payment transaction, your Explanation of Payment/Remittance Advice (EOP/RA), and an instruction page for processing.

Normal transaction fees apply based on your merchant acquirer relationship. To opt out of this VCC payment method, you can contact ECHO directly at **1-888-492-5579**.

Electronic Funds Transfers (EFT)

Electronic funds transfers allow you to receive your payments by sending them directly to the bank account you designate rather than receiving them by paper check or VCC. If you are new to EFT, you must enroll with ECHO for EFT from Keystone First. When you enroll in EFT, you will automatically receive electronic remittance advices (ERAs) for those payments. All generated ERAs and a detailed explanation of payment for each transaction will be accessible to download from the ECHO provider portal (www.providerpayments.com).

To sign-up to receive EFT from Keystone First, visit <https://enrollments.ECHOhealthinc.com/afteradirect/enroll>. **There is no fee for this service.**

To sign up to receive EFT from all your payers processing payments on the ECHO platform, visit <https://enrollments.ECHOhealthinc.com>. **A fee may be required to receive EFT for the “all-payer” option.**

Please note: Payment will appear on your bank statement from PNC Bank and ECHO as “PNC — ECHO.”

Electronic Remittance Advice (ERA)/835

Keystone First also offers ERA (or 835 file) through ECHO. To receive ERA from ECHO, you will need to include both the Keystone First payer ID 23284 and the ECHO payer ID 58379. Contact your practice management/hospital information system for instructions on how to receive ERAs from the Keystone First payer ID 23284 and the ECHO payer ID 58379.

If your practice management/hospital information system is already set up and can accept ERAs from the Keystone First, **it is important to check that the system includes both the health plan and the ECHO payer IDs.**

If you are not receiving any payer ERAs, contact your current practice management/hospital information system vendor to ask if your software can process ERAs. Your software vendor is then responsible for contacting ECHO Health to enroll for ERAs under the Keystone First payer ID 23284 and ECHO Health payer ID 58379.

If your software does not support ERAs or you continue to reconcile manually, and you would like to start receiving ERAs only, please contact the ECHO Health Enrollment team at **1-888-834-3511**.