

**GROUP HEALTH COOPERATIVE-EAU CLAIRE**  
**CHANGES TO CLAIMS PROCESSING AND EOP COMING IN 2024**

Exciting things are happening at Group Health Cooperative this year! We are working to enhance our claims processing infrastructure to optimize the service to our providers and members beginning January 2024.

Some things to note:

- Effective January 2024, Group Health Cooperative-Eau Claire will be partnering with ECHO Health, Inc. for processing of claims payment and EOP for our providers. If your organization is already set up for electronic claims payment and ERA, no action is necessary.
- Commercial and Medicare Advantage (DSNP) claims will be processed on this new platform beginning January 2024. Medicaid claims will be processed on this new platform beginning October 2024.
- **Payments & EOP's** - For a period of time, you may receive multiple payments in a week. Payment for Medicaid members will come directly from Group Health Cooperative-Eau Claire as they currently do, and payment for Commercial and Medicare Advantage (DSNP) members will appear on your bank statement from Huntington National Bank and ECHO as "HNB-ECHO".
- Many of our providers already work with ECHO Health, Inc., making this transition seamless. We will be partnering with Optum Settlement Advocate to move all payments and EOP's to an electronic platform. Watch for communication from Optum if any action is needed.
- **Member ID's** - All current members in our Commercial and Medicare Advantage (DSNP) lines of business will be receiving new member ID cards. The new ID cards will contain new member ID and group ID numbers. Please make sure you are asking for these so that claims can be processed correctly and in a timely manner. If you have questions regarding member eligibility, please call Provider Services at 888-203-7770.
- **Provider portals**-we are pleased to announce that our provider portal experience will be enhanced in 2024. More information will be coming in the New Year.

We look forward to these enhancements and the continued opportunities to optimize our service to both you, the provider, and our members!

Should there be any questions, please contact our Provider Service department at 888-203-7770.

Group Health Cooperative-Eau Claire Provider Service Department