



Provider Payments Portal

QUICK REFERENCE GUIDE

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ECHO Health, Inc. • Sharon Drive • Westlake, Ohio 44135
888.834.3511 • www.echohealthinc.com

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Provider Payments Login

Important Note!

To have all needed functionality when using the ECHO Provider Payments Portal, be sure to **ENABLE pop-ups** (i.e., turn OFF the pop-up blocker in your browser).

Refer to the screenshot shown in *Figure 1*:

- A. If you have already registered (have an account) on the Provider Payments Portal, enter your **Username** and click the “**Continue**” button. On the screen that opens, enter your “**Password**” and click “**Enter**.” You are now logged in and the “**Inquiry Page**” (*Figure 11, page 9*) will open. **Note:** See *pages 9-10* to learn about the functions available on the “**Inquiry Page**.”
- B. If you can't access your account, click “**Can't access your account?**” link and follow the instructions.
- C. If you are a first-time user (**Don't have an Account?**), click on the “**Create New**” button and follow the prompts. **Note:** Detailed instructions for **First-Time Users** can be found on pages 4-8 of this Guide.
- D. If you wish to confirm your ACH deposit, click on the link, “**Click here to confirm your ACH deposit (ping)**.” After ping verification, you will be able to set up an account to access the Provider Payments Portal.
- E. To confirm your account, click on the link, “**Click here to confirm your account**” and follow the instructions.

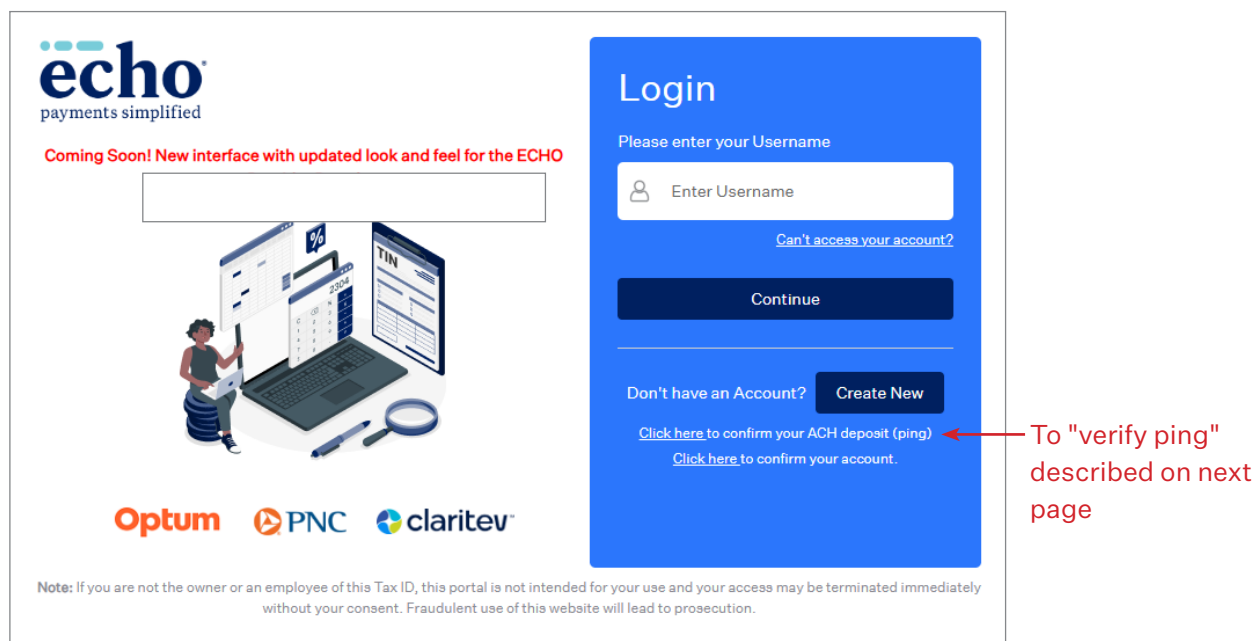


Figure 1

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Provider Payments Login *(continued)*

Verify Ping

If you select the link, "**Click here to confirm your ACH deposit (ping)**" on the Provider Payments Portal **Login** page, you are first directed to a page (**Figure 2**) where you must accept **Terms & Conditions** by clicking the "**Accept**" button to continue.

Terms of Services X

Our Terms & Conditions have recently changed.
Please review & accept before continuing onto the Provider Payments portal.

TERMS OF SERVICE

The following describes the terms and conditions applicable to your access and use of the ECHO Health Inc. ("ECHO") provider portal (www.providerpayments-blazor.echohealthinc.com), provider EFT/ERA enrollment services provided through ECHO, and any other online products, services, or systems provided to you by ECHO (the "ECHO Provider Services" or "Services"). ECHO Provider Services collectively refers to all the platforms, applications, websites, and services through which ECHO collects, stores, accesses, and maintains information and data in connection with health claims payments to providers across all ECHO websites and applications.

Please carefully read the following terms and conditions ("Terms of Service") and Business Associate Agreement [BAA], which are incorporated into these Terms of Service by reference. These Terms of Service govern your access to and use of the ECHO Provider Services and your use of all text, graphics, images, information or other materials available through the ECHO Provider Services (unless otherwise expressly stated), and constitute a binding legal agreement between you and ECHO. **Please read and review these Terms of Service carefully. You must accept them fully in order to have the right to access the Services.**

For all questions -
Please contact customer service at 800.895.0621

Accept

Figure 2

After clicking on "**Accept**," you are directed to the "**Confirmation of Account**" page (the ping verification page) shown in **Figure 3** on the next page.

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Provider Payments Login *(continued)*

Verify Ping *(continued)*

In the "Confirmation of Account" screen (**Figure 3**), enter your **TIN (Tax ID Number)** and **Deposited Amount** (ping). Click "**Verify**" to send. When your submitted data (ping) has been verified, you will see the screen and message shown in **Figure 4**.

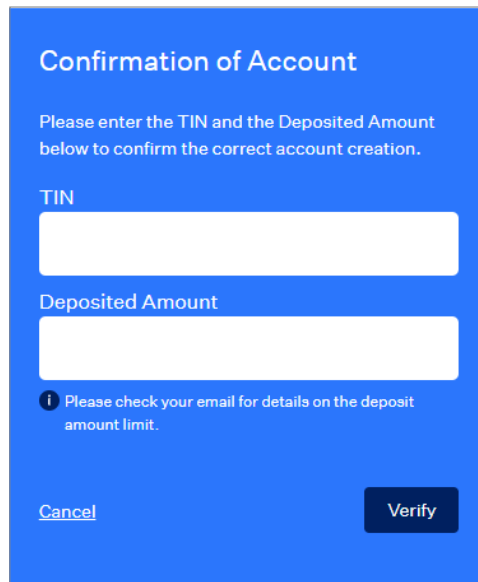


Figure 3

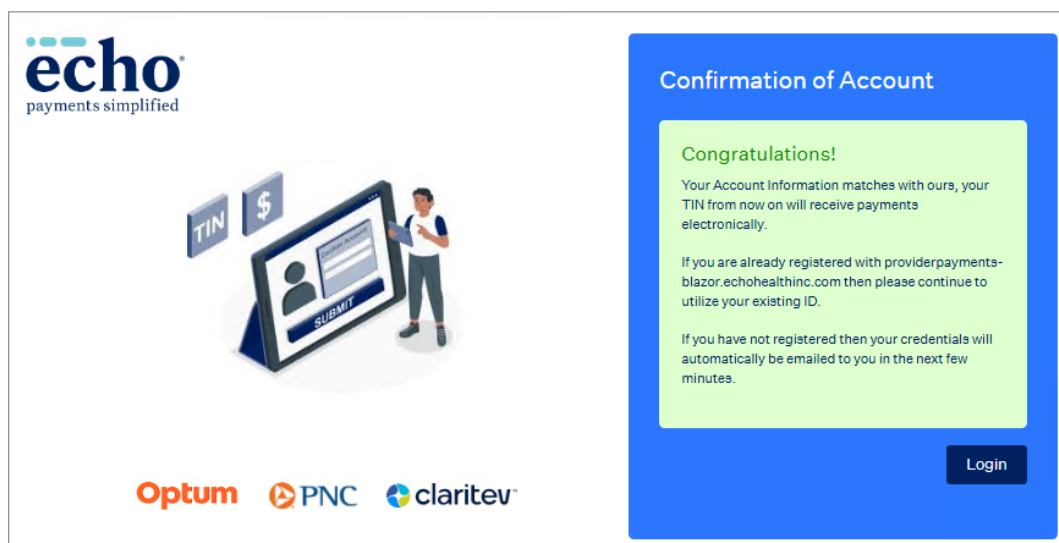


Figure 4

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Provider Payments Login *(continued)*

First-Time Users

Register/Create New Account Page

First-time users will need to register. Once you have successfully registered, you will be able to log in on the Provider Payments Portal "Login" screen (**Figure 1, page 1**).

To register, click the "Create New" button on the "Login" screen. This opens the "Create A New Account" screen (**Figure 5**). Fill in all required (*) information and click the "Next" button.

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Create a New Account

1 — 2

Contact Information TIN Information

Username*:

i Choose a username that is at least four (4) characters long; you may use numbers and/or letters.

First Name*:

Last Name*:

Mobile Number*:

Phone Number:

Email*:

[Cancel](#) **Next**

Need additional help? [Click here](#)

Figure 5

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Provider Payments Login *(continued)*

First-Time Users *(continued)*

Register/Create New Account Page *(continued)*

After clicking the "Next" button (**Figure 5, previous page**), the screen shown below in **Figure 6** will appear. Fill in all required (*) information and click the "Register" button.

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Create a New Account

1 Contact Information 2 TIN Information

Affiliation with Tax ID*: Other

TIN Contact Name*:

TIN Contact Email*:

TIN Contact Phone Number*:

Tax Identification Number(TIN)*:

1 Your 9-digit Tax Identification Number (TIN) should be entered without any spaces. Use the Tax ID or Provider ID as indicated on your Explanation of Payment.

☒ Draft Number Verification ☐ I do not have a Draft Number

Draft Number*:

1 ECHO draft numbers contain no space or special characters and can be located on any past explanation of payment.

Draft Amount*:

[Cancel](#) [Previous](#) [Register](#)

[Need additional help? Click here](#)

Figure 6

After clicking "Register," new users will receive an email with a code that is required to complete their registration (**Figure 7, next page**).

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Provider Payments Login *(continued)*

First-Time Users *(continued)*

Register/Create New Account Page *(continued)*

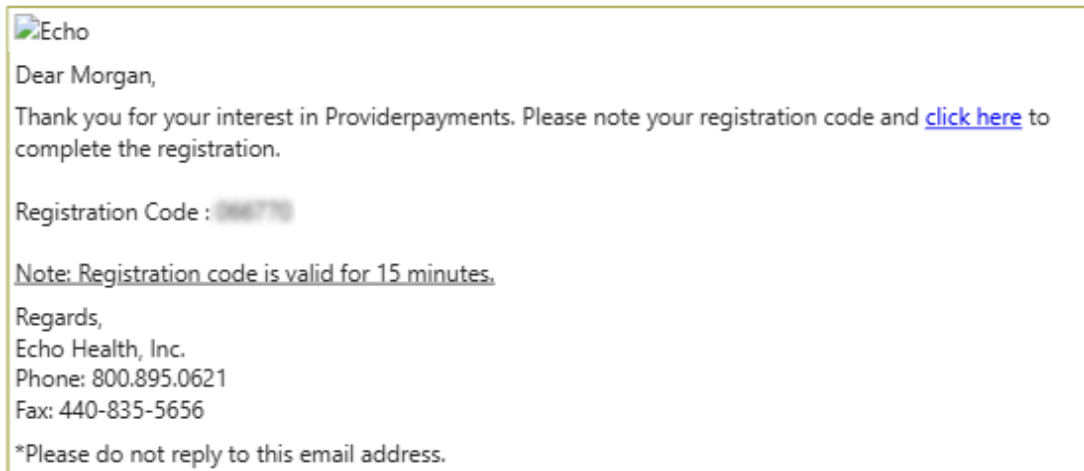


Figure 7

The screen shown below (**Figure 8**) will appear. Enter the "**Registration Code**" just provided in the email message and click "**Submit**."

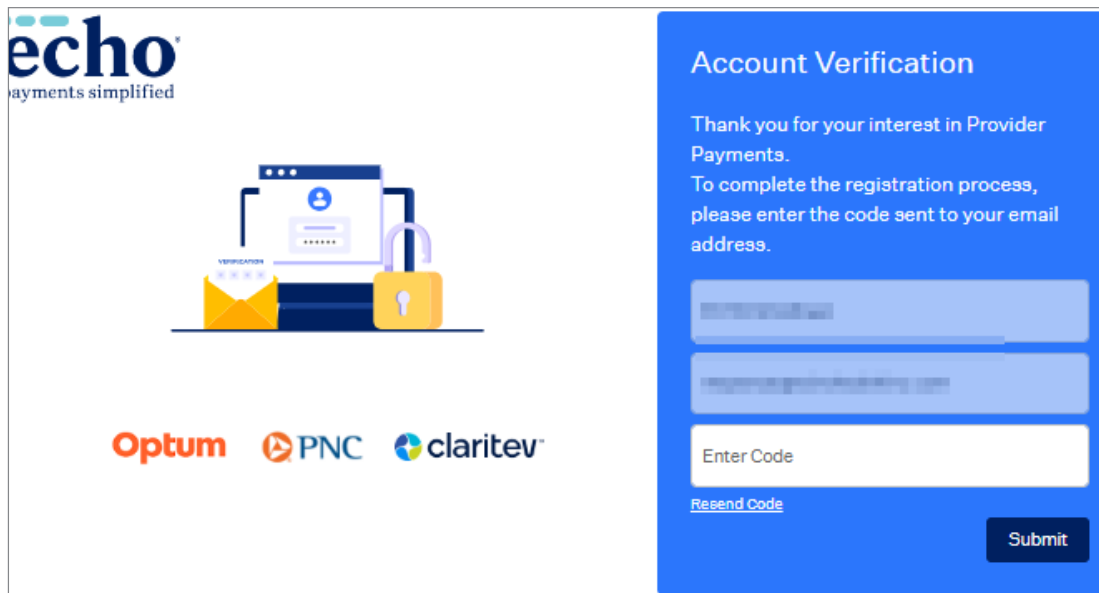


Figure 8

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Provider Payments Login *(continued)*

First-Time Users *(continued)*

Register/Create New Account Page *(continued)*

A new screen will open, prompting you to "**Create a Password.**" When your newly created password has been submitted, you will see the success message in the "**Update Password**" screen (**Figure 9**).

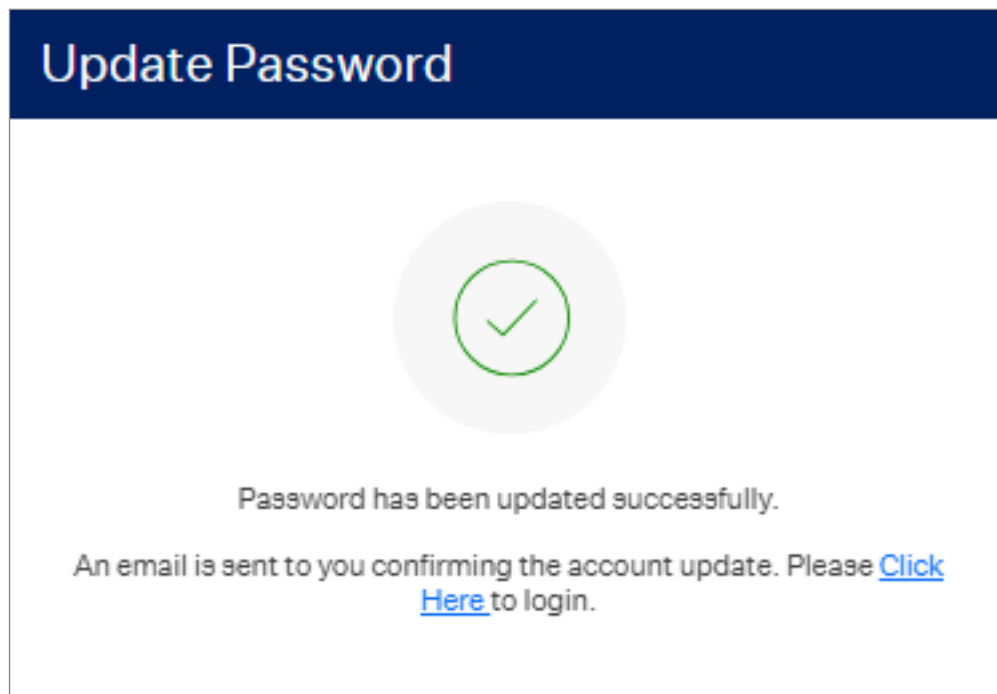


Figure 9

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Provider Payments Login *(continued)*

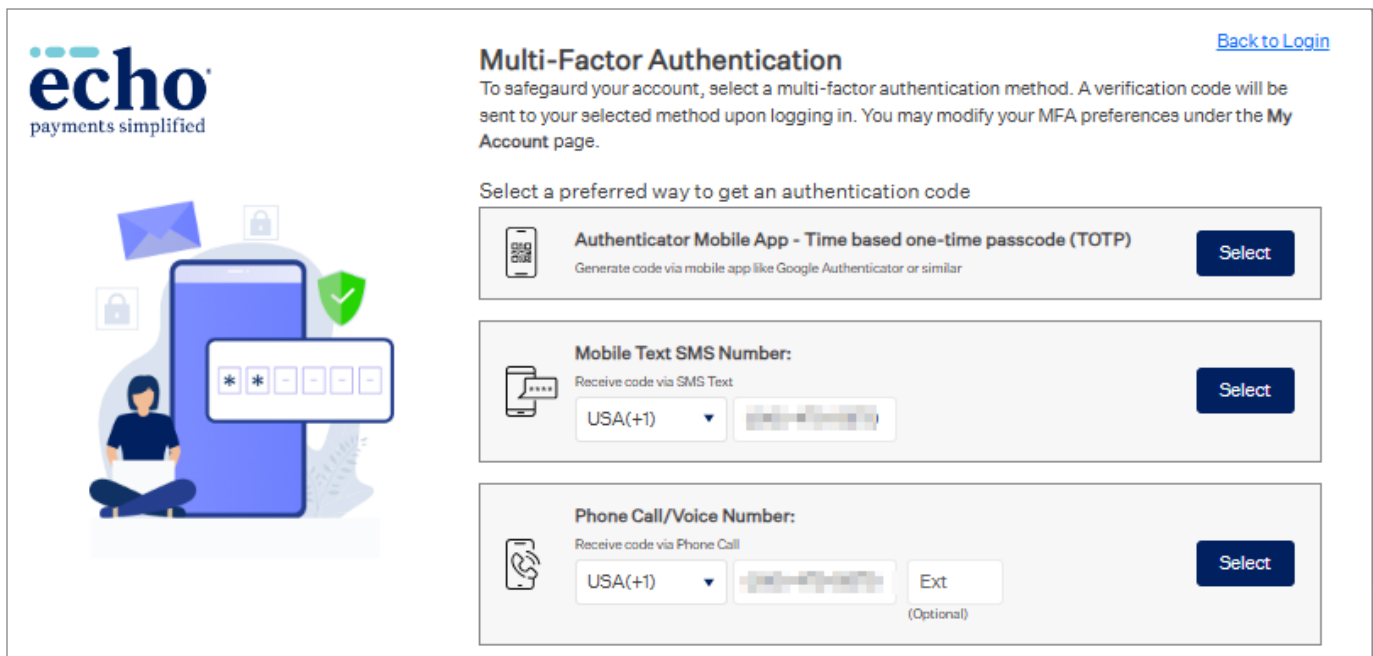
First-Time Users *(continued)*

Logging in & Selecting MFA Preference

During your first-time login to the ECHO Provider Payments Portal, you will be prompted to select your **"Multi-Factor Authentication"** (MFA) preference (**Figure 10**). A **"Time based one-time passcode (TOTP)"** will be delivered to you by your chosen method. MFA options are described below:

- 1) **Authentication Mobile App:** TOTP is a time-based one-time passcode that will be displayed in your preferred Authenticator Application on your mobile device.
- 2) **Mobile Text SMS Number:** TOTP will be delivered via text message to a mobile phone number.
- 3) **Phone Call/Voice Number:** TOTP will be delivered via a phone call to a phone number.

For your chosen MFA method, fill in any needed information. Click the **"Select"** button and follow the prompts.



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Multi-Factor Authentication
To safeguard your account, select a multi-factor authentication method. A verification code will be sent to your selected method upon logging in. You may modify your MFA preferences under the [My Account](#) page.

[Back to Login](#)

Select a preferred way to get an authentication code

Authenticator Mobile App - Time based one-time passcode (TOTP)
Generate code via mobile app like Google Authenticator or similar **Select**

Mobile Text SMS Number:
Receive code via SMS Text **Select**
USA(+1) [Phone Number]

Phone Call/Voice Number:
Receive code via Phone Call **Select**
USA(+1) [Phone Number] Ext (Optional)

Figure 10

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Inquiry Page

When you have logged in, you will see the "Inquiry Page" that lists the most recent payment documents delivered via ECHO (**Figure 11**). You can also page back, allowing you to review your most recent documents.

The screenshot shows the ECHO Inquiry Page. At the top, there's a navigation bar with the ECHO logo, an "Inquiry" link (highlighted with a red dashed box), "Manage TINs", and "Resources". A welcome message and user profile icon are on the right. Below the navigation bar, the "Inquiry" section has a search area with filters for TIN, Status (a dropdown menu is open showing options: All, Cleared, Not Cleared, Payer Direct RA, Non Payment RA, Voided), Type, and a "Search" button. A table of payment documents is displayed below the search filters. The table has columns for Production Date of Document, ECHO ID, Payor, Payment Amount, Image of Document, Settlement, and Claim Details. The first row shows a document from 07-08-2026 with a payment amount of \$5,211.48, status "Not Cleared", and an "EPP" link. The subsequent rows show documents from 07-07-2026 with payment amounts of \$3,297.14, \$9,238.03, and \$11,974.54, all with "Cleared" status and "835" links. Each row has a "+" icon in the Claim Details column.

Figure 11

Additional capabilities include the following:

- Produce a printable PDF copy of the remittance by clicking on the "EPP" link.
- Select the "835" link to view the associated 835 file.
- View the settlement status (including an image of the cleared check for payments issued on paper) via the links in the "Settlement" column.
- Click on the dropdown arrow icon to expand and show claim details.

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Inquiry Page (continued)

Advanced Search

Choose the “**Advanced Search**” button on the “**Inquiry Page**” (*Figure 11, previous page*) to further narrow down your search results.

The screenshot shows the 'Advanced Search' section of the ECHO Inquiry Page. At the top, there are input fields for 'TIN' (with a masked value), 'Status' (set to 'All'), and 'Provider name' (with a masked value). A 'Search' button is located to the right. Below these fields, a message states: 'Records are available on providerpayments.com until two years ago'. A table of search results is displayed with columns: 'Production Date of Document', 'ECHO Draft Number', 'Claim Number', 'Patient Account Number', 'Insured', 'Payor', 'Deposit Amount', and 'Optum ID'. The first row shows a production date of '07-07-2026' and a deposit amount of '\$182.60'. A red box highlights the 'Type' dropdown menu, which is open and shows a list of search criteria: 'Select Search Type', 'Patient Account Number', 'Certificate Number', 'Claim Number', 'ECHO Draft Number', 'Payor Check Number', 'Payor', 'Deposit Amount', and 'Optum ID'.

Figure 12

A dropdown menu in the “**Advanced Search**” (*Figure 12*) allows the user to **Select Search Type** (criteria):

- **Patient Account Number**
- **Certificate Number** (patient’s insurance card number or SSN)
- **Claim Number**
- **ECHO Draft Number** (either the check number or the EFT number)
- **Payor Check Number** (check number assigned by TPA’s adjudication system)
- **Deposit Amount** (total amount of the bulk check or electronic funds transfer)
- **Optum ID** (for payments sent by Optum)
- **Production Date** (not shown in above screenshot)
- **Claim Payment Date** (not shown in above screenshot)
- **Echeck Date** (not shown in above screenshot)

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Inquiry Page (continued)

Manage TINs

Users Posting Payments Issued to Multiple TINs

Manage the Tax IDs associated with your account by clicking the "**Manage TINs**" header menu bar. This will allow you to add or remove Tax IDs as shown in **Figure 13**.

The screenshot shows the ECHO web application interface. The top navigation bar includes the ECHO logo, 'Inquiry', 'Manage TINs' (highlighted with a red dashed box), and 'Resources'. A user welcome message is on the right. The main content area is titled 'Add New TIN' and contains a form for adding a new Tax Identification Number (TIN). The form has two radio buttons for 'Account Information': 'I have a payment' (selected) and 'I have no payment'. Below these are input fields for 'Affiliation with Tax ID*', 'Tax Identification Number(TIN)*', 'Draft Number*', and 'Draft Amount*'. Each input field has a corresponding help icon and text. The 'Tax Identification Number(TIN)*' field has a note: 'Your 9-digit Tax Identification Number (TIN) should be entered without any spaces or dashes. Use the Tax ID or Provider ID as indicated on your Explanation of Payment.' The 'Draft Number*' field has a note: 'ECHO draft numbers contain no space or special characters and can be located on any past explanation of payment.' At the bottom are 'Cancel' and 'Add TIN' buttons.

Figure 13

Choose the “**I have a payment**” button. The 9-digit TIN you wish to add must be entered without any spaces or hyphens (-). Enter the **ECHO Draft Number** and **Draft Amount** for a payment that was issued to the TIN you registered.

If you do not have a draft available, choose the “**I have no payment**” button. **Note:** You can set up a new TIN by entering its 9-digit number (no spaces or hyphens) and the “**Patient Account Number**”.

Once you have successfully added the TIN, the “**Inquiry Page**” (**Figure 11 page 9**) will show the most recent claims across all of the **TINs** registered to your username. The “**Advanced Search**” options will also search across all of the **TINs** for which you are registered.

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Inquiry Page (continued)

Manage TINs (continued)

Remove Existing TINs From Your Account

Remove an existing **TIN** (Tax ID Number) that is no longer needed from your account by clicking the **"Remove"** button (**Figure 14**). Search for the **TIN** you wish you remove and select the **TIN** by clicking its checkbox (left). Click its **"Remove"** icon on the right to proceed or **"Cancel"** to cancel. These **TINs** can be added back to your account clicking the **"Add New TIN"** button once more, if needed.

The screenshot shows the ECHO 'Manage TINs' interface. At the top, there's a navigation bar with 'Inquiry', 'Manage TINs' (active), and 'Resources'. A 'Welcome, [user]' message is on the right. Below the navigation bar, there's a 'Manage TINs' section with a search bar and buttons for 'Remove' and '+ Add New TIN'. The main area contains a table with columns: a checkbox, TIN, Provider Name, Added Date, and a Remove button (trash icon). A hand cursor is pointing at the checkbox for the fifth row.

☐	TIN	Provider Name	Added Date	Remove
☐	24-0000000	WHEELER RICHARD WHEELER PLUS	06/26/2026	
☐	24-0000000	CLINICAL AND CLINICAL	06/17/2026	
☐	24-0000000	CLINICAL AND CLINICAL	06/17/2026	
☒	24-0000000	CLINICAL AND CLINICAL	05/15/2026	
☐	24-0000000	CLINICAL AND CLINICAL	04/23/2026	
☐	24-0000000	CLINICAL AND CLINICAL	04/07/2026	
☐	24-0000000	CLINICAL AND CLINICAL	04/07/2026	
☐	24-0000000	CLINICAL AND CLINICAL	03/20/2026	
☐	24-0000000	CLINICAL AND CLINICAL	02/06/2026	
☐	24-0000000	CLINICAL AND CLINICAL	12/10/2025	

At the bottom, there's a pagination bar showing 'Page 1' and 'Show 10 items per page'.

Figure 14

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Inquiry Page (continued)

Resources

Additional provider resources can be viewed by clicking the "Resources" tab on the top menu bar (**Figure 15**). **REMINDER:** Pop-up blockers must be disabled in your browser to allow this feature.

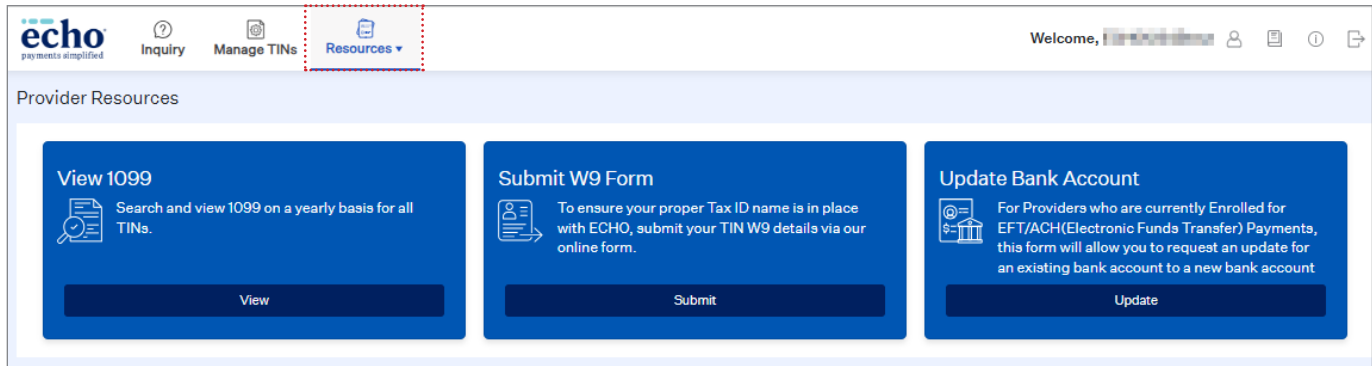


Figure 15

View 1099

Click "View" in the blue "View 1099" block to see a list of all 1099s that have been issued to your TIN.

Submit W9 Form

Figure 16

Ensure your correct Tax ID name is in place with ECHO. Submit your TIN W9 details via our online form shown in **Figure 16**.

Be sure to enter all required information (*). When the form is completed, click "Next."

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Inquiry Page (continued)

Resources (continued)

Submit W9 Form (continued)

Fill in all required (*) information (**Figure 17**). When the form is completed, click the "Submit" button.

echo payments simplified Inquiry Manage TINs Resources

Resources > Submit W9 Form

← Submit W9 Form

W9 Form

To ensure your proper Tax ID name is in place with ECHO, submit your TIN W9 details via our online form.

1

2

TAX Information Contact Information

First Name * :

Last Name * :

Address * :

City * :

State * :

Zip Code * :

Phone * :

Email * :

Exempt Payee : ☐

Accept Electronic 1099 : ☐

[Cancel](#) [Previous](#) [Submit](#)

Figure 17

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Inquiry Page *(continued)*

Resources *(continued)*

Update Bank Account: Create New Request

For Providers who are currently enrolled for EFT/ACH(Electronic Funds Transfer) Payments, this form will allow request of an update of an existing bank account to a new bank account (**Figure 18**). Click the "Create New Request" button to initiate a request.

The screenshot displays the ECHO Health web application interface for updating a bank account. At the top, the navigation bar includes the ECHO logo, 'Inquiry', 'Manage TINs', and 'Resources'. The user is logged in as 'ECHO12345test'. The main content area is titled 'Update Bank Account' and features a blue box with a 'Create New Request' button. To the right, a section titled 'Action Required' shows 'No Pending Action Items' with an illustration of a person at a laptop. Below this, a 'Bank Account Update Status' section shows a table with no records found, indicated by a large 'X' icon and the text 'No Record Found'. The table has filters for 'Filter Status By' with options: All, Pending, Declined, Completed, Invalid Account / Routing Number, and Verify Deposit.

Figure 18

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Inquiry Page (continued)

Resources (continued)

Update Bank Account: Create New Request (continued)

The screen shown in **Figure 19** will appear. Be sure to fill in all required information (*). When finished, click "Next."

The screenshot shows the ECHO 'Update Bank Account' form. The top navigation bar includes the ECHO logo, 'Inquiry', 'Manage TINs', and 'Resources'. A 'Welcome, [User]' message is in the top right. The breadcrumb trail is 'Resources > Update Bank Account'. The page title is 'Update Bank Account'. A progress bar at the top indicates three steps: 1. Provider Details (active), 2. Update Bank Details, and 3. Approval. The form is titled 'Healthcare Service Provider Information' with a note '* marked fields are required'. It contains the following fields: 'Tax ID Number (TIN) *' (dropdown menu), 'Name *' (text input), 'Email' (text input with value 'msapence@echohealthinc.com'), 'Billing Street *' (text input), 'Billing ZIP *' (text input), 'Billing City *' (text input), and 'Billing State *' (dropdown menu). At the bottom, there are 'Cancel' and 'Next' buttons.

Figure 19

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Inquiry Page *(continued)*

Resources *(continued)*

Update Bank Account: Create New Request *(continued)*

The screen shown in **Figure 20** will appear for you to "Update Bank Details." Be sure to check the box, "Authorize Terms & Conditions," and to fill in all other required information (*). When finished, click "Next" to proceed to the next screen to complete this process (next page).

Resources > Update Bank Account

← Update Bank Account

1 Provider Details 2 **Update Bank Details** 3 Approval

Update Bank Details * marked fields are required

☐ Authorization Terms & Conditions [View Terms & Conditions](#)

Current Bank Account (Depository) Information:
Enter information for the existing account you wish to replace

Bank Name *:

Routing Number *:

Account Number *:

1 The account number should be linked to the provided Tax ID Number(TIN) - ECHO12345

Account closed: ☐ Please select if current account is closed.

ADDRESS

Street *:

ZIP *:

City *:

State *:

New Bank Account (Depository) Information:
Enter information for the new account you wish to set up

Bank Name *:

Routing Number *:

Account Number *:

Account Type *:

ADDRESS

Street *:

ZIP *:

City *:

State *:

[Cancel](#) [Previous](#) [Next](#)

Figure 20

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Inquiry Page *(continued)*

Resources *(continued)*

Update Bank Account: Create New Request *(continued)*

The screen shown in **Figure 21** will appear for "Approval (by person holding Tax ID shown on this form)." Be sure to fill in all other required information (*). When finished, click "Submit" to complete this process.

The screenshot displays the ECHO 'Update Bank Account' form. At the top, there is a navigation bar with the ECHO logo and tabs for 'Inquiry', 'Manage TINs', and 'Resources'. Below this, a breadcrumb trail shows 'Resources > Update Bank Account'. A progress indicator at the top of the form area shows three steps: 1. Provider Details, 2. Update Bank Details, and 3. Approval (which is currently selected). The form title is 'Update Bank Account'. The 'Approval' section is titled 'Approval (by person holding Tax ID shown on this form)' with a note that '*' marked fields are required. The form contains the following fields: 'Executed By (Print Name) *', 'Title *', 'Phone *' (with a format hint '() - - -'), 'Email' (pre-filled with 'mspence@echohealthinc.com'), and 'Date' (pre-filled with '07/28/2026' and a calendar icon). At the bottom, there are 'Cancel', 'Previous', and 'Submit' buttons.

Figure 21

Update Bank Account: Filter Status By

If you have previously submitted "Update Bank Account" requests, you can view the status of these requests by clicking on a dropdown on the "Filter Status By:" bar (**Figure 18, page 15**).

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Inquiry Page (continued)

My Account

To update your password, account contact information and email preferences, select the “**My Account**” link from the top menu bar of the “**Inquiry Page**” (**Figure 22**). The screen shown in **Figure 23** will appear, allowing changes. When finished, click the “**Update**” button.

echo payments simplified Inquiry Manage TINs Resources

Welcome, [User Name] [My Account icon]

Manage Tin > Add New Tin

← Add New TIN

Account Information

☒ I have a payment ☐ I have no payment

Affiliation with Tax ID*:

Tax Identification Number(TIN)*:

1 Your 9-digit Tax Identification Number (TIN) should be entered without any spaces or dashes. Use the Tax ID or Provider ID as indicated on your Explanation of Payment.

Draft Number*:

1 ECHO draft numbers contain no space or special characters and can be located on any past explanation of payment.

Draft Amount*:

Figure 22

echo payments simplified Inquiry Manage TINs Resources

Welcome, [User Name] [My Account icon]

My Account

Username [User Name]

- Contact Information
- Multi Factor Authentication (MFA)
- Notifications
- Change Password**

Update Password

Old Password*:

New Password*:

Confirm New Password*:

New Password Requirements -

- ☒ Password must be at least 16 characters.
- ☒ Password must have at least one upper-case letter.
- ☒ Password must have at least one lower-case letter.
- ☒ Password must have at least one numeric character.
- ☒ Password must have at least one special character (such as !, @, #, \$, %, ^, &, *).
- ☒ Password cannot contain more than 2 consecutive characters from your username.

Figure 23

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