

Antidote Provider Support Bulletin: Update to Antidote Health's payment processes

As part of our ongoing commitment to simplifying and improving payment processes, Antidote Health, is introducing updated options to help your office receive payments more efficiently. Providers have shared that faster reimbursement and easier payment reconciliation are top priorities, and these enhanced options are designed to support those needs.

Antidote Health has partnered with ECHO Health, Inc. to offer new electronic reimbursement methods.

Below is an overview of your payment options and any associated actions.

1. Electronic Funds Transfer (EFT) *Preferred Method*

EFT is the fastest, most reliable way to receive payment. You have two options to sign up for EFT:

Option A: EFT for All Payers Using the ECHO Platform

- Enroll at: www.AntidoteHealth.com/echo (service fee may apply).
- You will need bank account information and an ECHO payment draft number and amount.

Option B: EFT for Antidote Health Only

- Enroll at: www.AntidoteHealth.com/antidote-echo (no fees apply).
- You will need bank account information and an ECHO payment draft number and amount.

2. Virtual Card Payments (Default Option — No Action Needed)

If your office is not enrolled for electronic payments, you will automatically begin receiving Virtual Credit Card (VCC) payments with your Explanation of Payment (EOP). No action is required to begin receiving VCC payments.

What to expect:

- If a HIPAA-certified fax number is on file, notifications will be sent by fax; otherwise, virtual cards will be mailed.
- Each notification includes a unique virtual card number for that payment and step-by-step processing instructions.
- Enter the full card amount before the expiration date. Standard merchant transaction fees apply.

3. Medical Payment Exchange (MPX)

If you do not enroll in Echo EFT, opt out of VCC but have registered for MPX, payments will be delivered to your MPX portal.

Non-enrolled users may receive an MPX payment by Choice Card or Paper Check notifications, with instructions for enrolling in faster printable paper checks.

You can select your preferred payment option at: <https://echochecks.com>.

4. Paper Checks

If you do not enroll in Echo EFT or remove an active EFT enrollment, opt out of VCC and are not registered for MPX, you may receive paper checks and paper EOPs.

You can manage payment settings at: <https://echovcards.com/letter> using your Tax Identification Number and Access Code. You can access detailed EOPs for each transaction and 1099 copies at: www.providerpayments.com. This is a free portal and requires you to have access to ECHO draft information to enroll.

If you have questions:

Have a question? You can call ECHO Health Customer Service at 833-202-8012 with assistance regarding payment, or you can contact Antidote Provider Support at 888-509-2688 with other questions.

We appreciate your partnership as we implement these updated payment options.

Thank you,

Antidote Health