AmeriHealth Caritas North Carolina

NEWS FOR OUR Providers

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Remittance Issue Impacting Select Recovery Transactions

A system change resulted in a reporting issue of select recovery transactions reflected in the electronic 835 remittance files. The issue resulted from the adoption of a new interface between AmeriHealth Caritas North Carolina (ACNC) and our payment processor, ECHO Health. The issue has been fixed, and we are working to correct impacted historical files.

What happened:
Earlier this year, ACNC transitioned from Change Healthcare/ECHO to the PNC/ECHO payment platform. The new interface between ACNC and ECHO changed how select recovery transactions were reported: recovery information was rolled up to the payment level instead of being reported at the claim level within each payment. Recovery information on EPPs was not affected and continues to be reported at the claim level.

Who was affected:
The issue was not limited to specific provider types or specialties. It potentially affected any provider who experienced certain recovery transactions and relied on the electronic 835 remittance for payment reconciliation. Providers without these recovery scenarios, or those who were able to reconcile through other remittance methods, may not have experienced any operational impact.

Current status:
The underlying issue was resolved on October 8, 2026, and 835s generated since that date report recovery information at the claim level. We are working with ECHO to regenerate impacted historical 835 remittances and restore claim-level recovery reporting. Regenerated 835s will be published and available through the provider portal.

We will share additional updates as the approach and timing are finalized. Providers can refer to the Known Issues Tracker for the latest updates and resolution status.

Questions?
For questions or provider-specific support, contact your Account Executive or Provider Services at **1-888-738-0004**. They can review concerns and coordinate follow-up on historical electronic remittances.

Visit the NaviNet Provider Portal for claim submissions, claim status inquiry and resources for providers.