

EMDEON ASSISTANT SIMPLIFYING PATIENT REGISTRATION FOR HEALTHCARE PROVIDERS



Access Patient Information

during registration with less work.

Fast Eligibility Verification

Customer-Defined Inquiries

Streamlined Workflow

Smart Search™ Technology

Archived Transaction Reports

More Payer Connections
than Anyone in the Industry

Emdeon Assistant is designed to help providers simplify patient registration by automatically giving you quick access to the patient information you need. Eligibility, claim status, address and other vital information can be verified through real-time EDI transactions. Smart Search™ technology and custom-designed automation help you work more productively to save time and money.

Rules you design give the information you need

Information requests can be initiated by custom-designed rules (i.e. by name, social security number, financial class, insurance carrier code, etc.) during registration. Re-keying of search information is not necessary to initiate inquiries, and responses are generally returned in a few seconds, depending upon local network bandwidth.

Help your staff with messaging unique to your environment

Emdeon Assistant is packed with useful features to enhance workflow and simplify access to the information needed. Configurable system messages ensure that the most essential steps in the registration process are not forgotten, by guiding and reminding staff along the way – even if it's just a small reminder to smile for patients.

Search smarter, not harder

Emdeon Assistant uses Smart Search™ technology to systematically exhaust all available search criteria, often eliminating the need for repeated searches. For instance, if patient information is not found using a social security number, the system will automatically continue the search using any additional data that is accepted by payers, in an attempt to find a match. Smart Search™ lets you spend less time searching for information and more time with your patients.

Contact Us Today!
800.444.4336
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Streamlined Patient Registration

At Emdeon™, we're here to help. To transform the way you run your healthcare business today, call us at [800.444.4336](tel:800.444.4336) for a complimentary review.



Verify information in real-time with ease

Emdeon Assistant simplifies patient registration through automation of patient eligibility and benefits verification tasks. Assistant interfaces with most existing registration systems to channel efficient search requests directly from the registration systems to Emdeon contracted carriers, with responses generally returned in seconds. Assistant accesses a wide range of information from participating payers including:

- Insurance Eligibility
- Referrals
- Pre-Authorizations
- Claim Status

Emdeon Assistant also has the ability to perform:

- Address verification
- Credit scoring and payment prediction
- Charity screening and discount assessment

Powerful automation saves time

Automatically initiated searches reveal the true power of Emdeon Assistant. For example, insurance eligibility can be automatically identified in real-time during patient registration using demographic information just entered or previously stored within the system. Returned eligibility and benefit information can be posted directly into the appropriate fields within the insurance segment of the patient's account. If the provider's registration system recipient number differs from the one returned from the carrier, it can be flagged and automatically updated in the insurance screens. Additional response data can be posted into the Notes or Comments fields.

Condensed responses you can understand

Condensed payer responses highlight the most important eligibility data and provide a quick reference, or excerpt, to the complete HIPAA response. These summaries are easily posted into most healthcare information systems, with discrepancies between search criteria and payer responses highlighted for clarity and fast correction.



Discover The Power Of An Emdeon Partnership

Automation. Productivity. Simplicity. Connectivity. Convenience.

At Emdeon™, we're committed to empowering healthcare professionals through innovative cash flow solutions and a connection to the most complete industry network of payers, partners and resources. Our unique approach helps you manage the business of healthcare in every way, so you save considerable time and money while you focus on, as it should be, providing the best healthcare possible.



Assistant Transaction Archive and Report Manager

Emdeon Assistant conveniently tracks recent transactions. Managers and staff can easily search for these previous responses or view summarized reports. Transactions can be retrieved by a variety of search criteria, including patient, guarantor and subscriber information. Management reports are available that show such valuable information as payer utilization and summarized activity of users and departments.

Features

- Eligibility and benefits inquiries seamlessly interfaced with HIS/PMS
- Fast, efficient auto-triggered Smart Searches™ based on criteria you define
- Manual or automated posting of responses to patient accounts
- 24/7 availability and support
- Assistant Transaction Archive and Report Manager to reference histories of automated real-time EDI transactions
- Condensed payer responses available with key data highlighted
- Identification of patient financial counseling opportunities

Benefits

- Simple, automated patient information verification
- Fewer keystrokes and errors during registration
- Precise coordination of payer benefits for more accurate billing
- Management level auto-trigger control for improved consistency
- Paperless coordination of benefits
- Most payer connections in the industry

Emdeon™ is a leading provider of business, technology and information solutions that transform both the financial and clinical aspects of healthcare delivery.

To learn more about our company, our services and our commitment to improving healthcare, visit our website at www.emdeon.com