Emdeon's
General Enrollment FAQ

A compilation of Frequently Asked Questions related to Enrollment for EDI services via Emdeon.

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Preface

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Introduction

This is a compilation of frequently asked questions related to all areas of enrollment. Questions have been sorted into various categories, which allow users to quickly and easily find answers pertaining to their specific questions. Please use the Table of Contents on the previous page to determine what area(s) your question might fall into before reading through the actual **QUESTIONS**, in bold, and *ANSWERS*, in italics.

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Claims Enrollment FAQ

The Following Collection of Questions Pertains to Enrollment for the Submission of 837I and 837P EDI Transactions

Q: What are the enrollment requirements to submit claims electronically via Emdeon?

A: *Claims enrollments have at a maximum three requirements that must be met before electronic claim submission can begin:*

1. *Emdeon Setup – This is completed by emdeon or a vendor via the Enrollment Wizard Tool. This is the setup within Emdeon's system. Not all payers require setup for sending electronic claims.*
2. *Payer Registration – This is the enrollment piece required by the payer. It can be an actual paper form that must be signed, an email, a spreadsheet, or it can be an online portal enrollment system. Not all payers require registration for sending electronic claims. If registration is required however, so is Emdeon Setup.*
3. *Payer Approval – For payers that do require registration, this refers to the approval of the payer registration being entered back into Emdeon's system, so that claims will pass thorugh the clearinghouse to the payer. Approvals can be added by Emdeon or your vendor via the Enrollment Wizard Tool. Most payers requiring Payer Registration will require Payer Approval also.*

Q: Is it possible for providers to submit claims using multiple Vendors/Clearinghouses for the same payer?

A: *Sometimes. Most payers allow dual submission, meaning that a provider could submit claims via multiple vendors/clearinghouses to the same payer, but there are some that only allow a set amount of submitters, i.e. 1 to 5 submitter limits. To be 100% sure that dual submission is possible, the payer would need to be contacted.*

Q: Is it possible for providers to submit claims using multiple Vendors/Clearinghouses for different payers?

A: *Yes. Providers can send claims for one payer via one vendor/clearinghouse, and use a different vendor/clearinghouse to submit claims for a different payer.*

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ERA Enrollment FAQ

The Following Collection of Questions Pertains to Enrollment for the Reception of the 835 EDI Transaction

Q: What are the enrollment requirements to get ERAs back electronically via Emdeon?

A: *ERA enrollments have at a maximum two requirements that must be met before electronic claim submission can begin:*

1. *Emdeon Setup - This is completed by emdeon or a vendor via the Enrollment Wizard Tool. This is the setup within Emdeon's system. All payers require setup to get ERAs.*
2. *Payer Registration - This is the enrollment piece required by the payer. It can be an actual paper form that must be signed, an email, a spreadsheet, or it can be an online portal enrollment system. Not all payers require registration for getting ERAs.*

Q: Can a provider receive ERAs from multiple vendors for different payers?

A: *Yes, a provider can have ERAs from "Payer 1" going to "Vendor A" and ERAs from "Payer 2" going to "Vendor B".*

Q: Can the provider receive ERAs through two different vendors for the same payer?

A: *Yes, as long as all involved vendors have merge group capabilities and there are multiple NPIs; each of which could potentially route to another vendor. i.e. ERAs from "Payer 1" for NPI: 1231231231 would route to "Vendor A" and ERAs from "Payer 1" for NPI: 4564564564 would route to "Vendor B".*

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EFT Enrollment FAQ

The Following Collection of Questions Pertains to Enrollment for the Electronic Funds Transfer (EFT)

Q: Why am I getting a Virtual Credit Card Payment and how do I Opt Out?

A: *The Virtual Credit Card Payment is payer driven, to Opt Out, please call the number listed on the Virtual Credit Card Payment. A generic number is 855-886-3963, however the payment may indicate a unique number for the payer, please call the number listed.*

Q: Where do I go to Enroll for EFT Services through Emdeon?

A: *Follow the link to begin your initial enrollment: http://www.emdeon.com/epayment/ chose one of the three methods to move forward.*

Q: What is a "Trading Partner ID?"

A: *Provider's submitter ID assigned by the Payer – formally called a Provider ID/Legacy PIN/Vendor ID/Payee ID*

Q: What is the turnaround time for EFT enrollment with Emdeon?

A: *Initial enrollment is approximately 7-10 business days, an email with instructions will be sent to the email listed on the enrollment form. Until the test deposit is confirmed the enrollment is not completed.*

Q: How can I view my EOB/ERA's?

A: *Through the Payment Manager Portal, after logging in for the first time it's suggested that the Admin go into Product Documentation – Training – Payment Manager to review the Training information available. https://www107.medi.com/Portal*

Q: How do I add Payers?

A: *Payer Add Form is located in the Resource Library of Emdeon.com at this link: http://www.emdeon.com/epayment/enrollment/EFTPCF.php*

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Q: How do I change my banking information?

A: *The Bank Change Form is located in the Resource Library of Emdeon.com at this link: http://www.emdeon.com/epayment/enrollment/EFTBACF.php*

Q: How can I still get my remits through my clearinghouse?

A: *By completing an Enrollment ERA Provider Setup Form you can indicate where you would like to have your remits delivered. Follow the link: http://www.emdeon.com/resourcepdfs/ERAPSF.pdf*

Q: Who do I notify if I'm missing an EFT payment or an EOB?

A: *You may call the EFT Support Helpdesk at 866-506-2830 Option 2* ***OR*** *Email eftenrollment@emdeon.com with the following required information:*

1. *Payer Name/Payer ID Number*
2. *Check Number/EFT Payment Number*
3. *Payment Date*
4. *Payment Amount*

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RealTime Enrollment FAQ

The Following Collection of Questions Pertains to Enrollment for the Submission/Reception of the 270, 271, 276, 277, & 278 Transactions

Q: How do I check the status of a realtime enrollment form I submitted?

A: *You can check status by calling 877.469.3263 and selecting Opt. 4 or sending an email to rtenrollment@emdeon.com.*

Q: What payers require enrollment?

A: *You can find the complete list of payers that require additional enrollment by visiting our Resource Library: http://www.emdeon.com/resourcelibrary/#120#261.*

Q: What is ALLPAY?

A: *"ALLPAY" refers to a group of setup only payers that have no additional enrollment requirements.*

Q: What payers are listed under ALLPAY?

A: *All payers that **do not** require additional enrollment are included under ALLPAY. A list of payers that **do** require additional enrollment can be found here: http://www.emdeon.com/resourcelibrary/#120#261.*

Q: What does MID stand for?

A: *MID stands for Merchant ID.*

Q: What does TID stand for?

A: *TID stands for Terminal ID. This is hard coded into your eligibility transactions.*

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Change of Vendor Letters FAQ

The Following Collection of Questions Pertains to the Completion and Processing of COV Letters

Q: What is a COV PSF?

A: *A COV PSF, or Change of Vendor letter and Provider Setup Form, consists of two parts, a Change of Vendor Letter and a Claims or ERA Provider Setup Form. Submission of this form allows Emdeon to change how a provider's Claims or ERAs are routed through Emdeon. An ERA COV PSF changes who ERAs are routed to, from one vendor to another, once Emdeon receives them from the payer. A Claims COV PSF changes which vendor Emdeon allows to send claims for a particular payer.*

Q: When would I need to complete a Claims COV PSF?

A: *A Claims COV PSF is not needed UNLESS the provider wants to use the same site id being used by their existing submitter for their claims transactions under a new submitter connection.*

For the following 4 questions, the entities below will be referenced:

Vendor A – Provider's original vendor

Vendor B – Provider's existing vendor

Vendor C – Provider's new vendor

Vendor D – Vendor unrelated to the provider

Payer 1-5 – Five different payers/insurance plans

Assume for all scenarios, that all the information on the ERA COV PSF that is not specified in the scenario is correct (i.e. Provider Name, TIN, NPI, Submitter ID, etc).

Q: Vendor C sends in a COV letter listing the previous vendor as "Unknown", and lists Payer 1, Payer 2, and Payer 3 on the ERA PSF attached to the COV letter. Payers 1 & 2 are currently setup under Vendor A, and Payer 3 is setup under Vendor B. How will this ERA COV PSF be processed?

A: *Payers 1 & 2 would be moved from Vendor A to Vendor C and payer 3 would be moved from Vendor B to Vendor C.*

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Q: Vendor C sends in a COV letter listing the previous vendor as "Unknown" and requests all payers associated to the provider be moved over to route to them. Payer 1, Payer 2, and Payer 3 are listed on the ERA PSF attached to the COV letter. Payers 1 & 2 are currently setup under Vendor A, and Payers 3, 4, & 5 are setup under Vendor B. How will this ERA COV PSF be processed?

> ***A:*** *Payers 1 & 2 would be moved from Vendor A to Vendor C and payers 3, 4, & 5 would be moved from Vendor B to Vendor C.*

Q: Vendor C sends in a COV letter listing the previous vendor as "Vendor D" and requests all payers associated to the provider be moved over to route to them. Payer 1, Payer 2, and Payer 3 are are listed on the ERA PSF attached to the COV letter. Payers 1 & 2 are currently setup under Vendor A, and Payers 3, 4, & 5 are setup under Vendor B. How will this ERA COV PSF be processed?

> ***A:*** *Document would be rejected, since the vendor info listed does not match what is currently setup in the system.*

Q: Vendor C sends in a COV letter listing the previous vendor as "Vendor A", and requests all payers associated to the provider be moved over to them. Payer1 and Payer 2 are listed on the ERA PSF attached to the COV letter. Payers 1 & 2 are currently setup under Vendor A, and Payers 3, 4, & 5 are setup under Vendor B. How will this COV PSF be processed?

> ***A:*** *Payers1 & 2 would be moved from Vendor A to Vendor C and payers 3, 4, & 5 would be moved from "Vendor B" to "Vendor C". Even though "Vendor B" was not mentioned on the COV letter, because the request was to move "all payers associated to the provider" the payers setup under "Vendor B" would be moved also.*

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Payer Required Registration FAQ

The Following Collection of Questions Pertains to the Payer Required or Payer Registration Portion of Enrollment

Q: How long is the Turn-Around Time for "Setup Only" payers?

A: *Setup only payers do not have a turn-around time. Once the payer is setup by your vendor, Emdeon notifies the payer to begin sending ERA for that provider.*

Q: How long is the Turn-Around Time for "Enroll Now" payers?

A: *Turn-around times will vary from payer to payer, enrollment to enrollment, but please allow up to 30 business days for "Enroll Now" payer enrollments to take effect. If after 30 days, enrollment is still not completed, an ON24/7 ticket including payment examples should be opened.*

Q: What happens after a payer required registration form is sent into Emdeon?

A: *Emdeon uploads the form into our document tracking system and sends an email confirming the document was received and provides the Document ID assigned to that form. Emdeon then forwards the form to the payer. After that payer's average Turn-Around Time has been met, our approvals team will reach out to the payer to check on the approval. Three contact attempts are made until a response is received from the payer. If after the third contact attempt, no response is received, a payer escalation ticket is opened, and Emdeon will attempt to contact the payer via another channel for the approval until a response is received. An email will be sent out to the email address provided in section 4 of the Emdeon coversheet on each form for each of the three attempts to contact the payer and also for the final approval or rejection notice.*

Q: How long does it take for a payer to approve an enrollment form once they receive it?

A: *Every payer takes a different amount of time to approve their required enrollment forms. Some take as little time as 1 business day, while others can take as long as 60 days. All of these turn-around times also fluctuate depending on the volume of forms received by the payer at any given time. For this reason there is not a published list of payer turn-around times. As a rule of thumb though, the majority of payers take 30 days or less.*

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ClaimVision for Providers Enrollment FAQ

The Following Collection of Questions Pertains to ClaimVision for Providers.

Q: How do register for Vision Suite?

A: *If you are a Vendor, contact your Account Manager for access to Vision Suite. If you are a provider, contact your vendor for acces to Vision Suite.*

Q: How do I log into Vision Suite?

A: *Visit https://access.emdeon.com/CIHS/ and enter the username and password that you have been assigned.*

Q: How do I link a new tax ID to my existing Vision Suite username so that I can view multiple TIN's information under the same login?

A: *Send an email to visionenrollment@emdeon.com and we will send you a spreadsheet to complete and return.*

Q: I need my password reset or I am locked out of my account?

A: *There are a few ways that you can solve this problem:*

1. *Click on the "Forgot Password?" link on the Vision login screen and answer your security questions. (**Note:** You must have security questions setup and a valid email address for this option to work)*
2. *Call Vision Enrollment/Support at 877-603-1968.*
3. *Send an email to visionenrollment@emdeon.com with your username and a brief description of the issue you are having.*

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Q: I need help navigating Vision Suite? Are there any resources that I can use to learn how to use Vision Suite?

A: *Emdeon offers numerous resources for you to learn how to navigate and use Vision Suite better:*

1. *Education Center – If at any time you need detailed instructions on how to use the tool, our Emdeon Vision Education Center can be accessed in the left-hand menu of the Emdeon Vision homepage or via the link below. Within this Education Center you find User Documentation, a Video Tutorial and a Quick Tour. Access our Vision Education Center without logging in at http://www.emdeon.com/emdeonvisioneducationcenter/*
2. *We also offer a webinar on Mondays at 9am ET/10am CT. To join the online meeting:*
    a. *Go to: https://emdeon.webex.com/emdeon/j.php?MTID=m65224c62eebf43b6b7120104d6617489*
    b. *Call in to the toll-free number: 1-(877) 345-2580 (US)*
    c. *Enter the Conference Code: 627 918 04#*

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TSO Related FAQ

The Following Collection of Questions Pertains to TSOs

Q: What is a TSO?

A: *TSOs are a 4 alphanumeric character communication method assigned by Emdeon to your certified vendor to establish communication.*

Q: How do you get a TSO?

A: *TSOs are assigned to providers by their vendors. Vendor's can use the TSO Request Form to request up to 100 TSOs at a time that can be assigned out to their providers as needed. The form can be found here: http://www.emdeon.com/resourcepdfs/TSORQ.pdf or in the resource library.*

Q: Do TSOs expire?

A: *Not anymore. TSOs could expire prior to May 2010, but since then no more TSOs have/will expire.*

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