

EMDEON ASSISTANT

*Simplifying Patient Registration
for Healthcare Providers*



Simplifying the Business of Healthcare

PEER REVIEWED
by HFMA[®]

STREAMLINED PATIENT REGISTRATION

Access Patient Information

during registration with less work

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.

Fast Eligibility Verification

Customer-Defined Inquiries

Streamlined Workflow

Smart Search™ Technology

Archived Transaction Reports

More Payer Connections
than Anyone in the Industry

Contact Us Today!
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“Emdeon Assistant has changed the way we do business. In the past, we would use the Internet to look things up on multiple payer sites then rekey that eligibility information into our mainframe. Today, Assistant takes care of all of this for us, even automatically posting into our mainframe, so it has not only made us more efficient, but it has also helped us become better with patients by using the information we receive instantly to discuss payment situations upfront.”

Carol Plato Nicosia

Administrative Director of Corporate
Business Services
Martin Memorial Health System

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
- 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.



* HFMA staff and volunteers determined that this product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guaranty the use of this product.

