emdeon

Quick Reference Guide

Workers' Compensation & Automobile Medical Bills

Overview

In Emdeon Office EZ Bill, you can submit a workers' compensation or automobile medical bill and the required attachments electronically by adding providers, completing the provider setup process, and creating a claim. After 24-48 hours, your bill will appear in the Reporting & Analytics application, where you can attach files and track the status of the bill. You will receive a response from the payer typically within 24 hours. Use this step-by-step guide to complete your setup and begin successfully sending your workers' compensation and automobile medical bills.

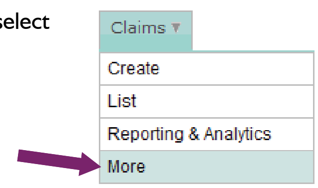
Step 1: Provider Setup and Claim Submission

All submitting providers added during the initial registration process will be available for use in EZ Bill.

Note: Should you need to add an additional provider or submitting organization, you will need to add additional providers using the process below to be able to submit claims on their behalf. Please be aware that this process may take a few days to complete. You will be notified via personal email when the provider has been successfully added.

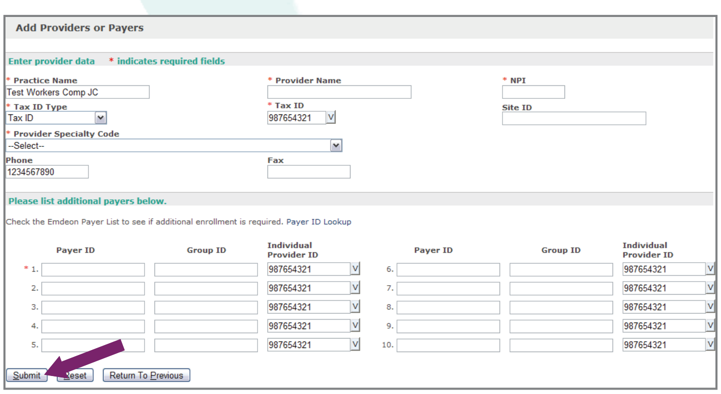
Add Additional Providers

- Log in to Emdeon Office EZ Bill, and select **Claims** > **More** from the main menu.



- Click **Add Claims Providers or Payers**.

- Fill in the required information, designated by a red asterisk (*), and then click **Submit**. It can take up to 5 days for the provider to appear in EZ Bill after you add the provider. You must complete these steps before claims can be submitted for the added provider.

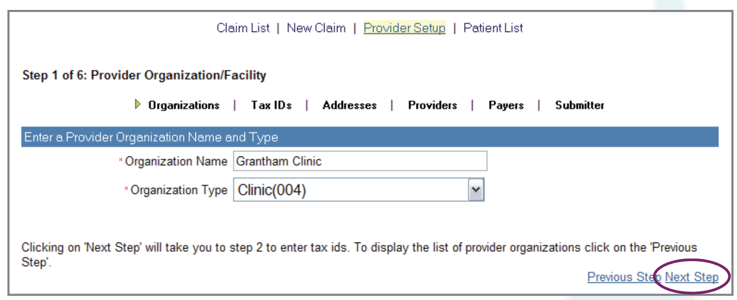


Initial Provider Setup

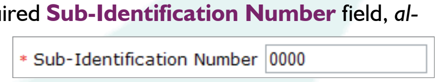
- Once you have added one or more providers, you can complete the provider setup process. From the EZ Bill main menu, select **Claims** > **Create**. Click the **Start Setup** button. You will need to complete 6 pages of provider setup:

1. **Organizations**
2. **Tax IDs**
3. **Addresses**
4. **Providers**
5. **Payers**
6. **Submitter**

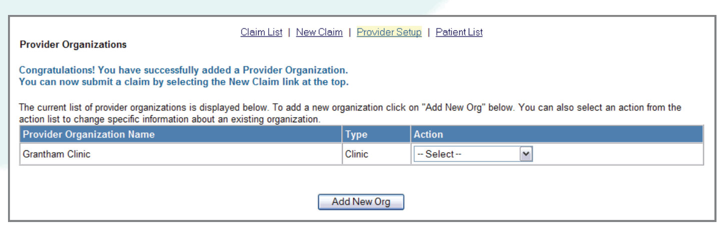
- For each step, fill in the required information (*). Some fields will be prepopulated with the information you entered during self-enrollment. After you complete each page, click **Save**, and then click the **Next Step** link at the bottom right.



Note: You must add payers to each submitting provider. On the **Provider Setup** page, in the **Action** column beside the desired provider, select **Add Payer Information** from the drop-down list. Fill in the required fields (*). In the required **Sub-Identification Number** field, *always* type **0000** (4 zeroes).

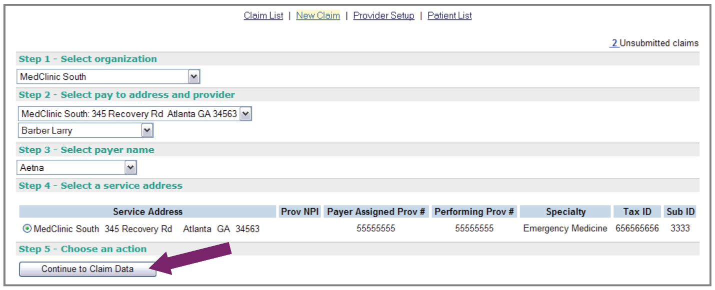


- After you complete the final page of provider setup, you will receive a confirmation message that the information has been saved.



Create a Claim

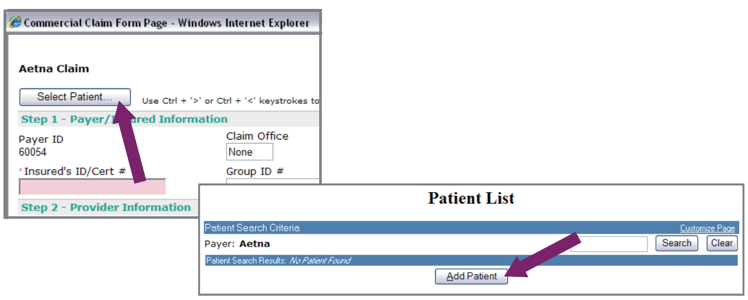
▶ After you add providers and complete the provider setup process, select **Claims** > **Create**. The default page will now be the New Claim screen. Select the organization, pay to address and provider, payer name, and service address. Click **Continue to Claim Data**.



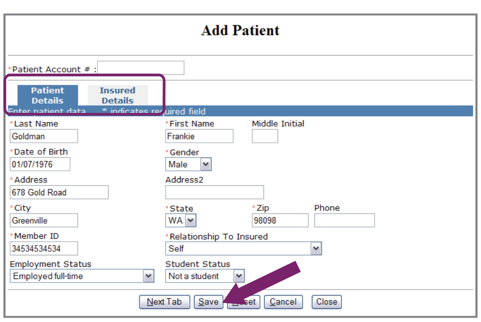
▶ If your practice sees patients on a recurring basis, you can use the Patient List to create a patient record. Selecting a patient from the Patient List will save time by auto-populating specific information on the claim form.

Note: If this does not describe your practice, please skip the next 3 steps.

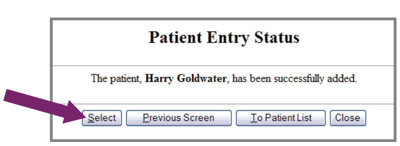
At the top of the claim form that appears, click the **Select Patient** button. If your patient does not appear in the list, click **Add Patient**.



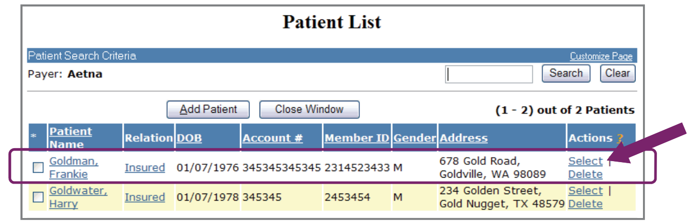
▶ Fill in the patient's information on both the **Patient Details** and **Insured Details** tabs. Click **Save**.



▶ You will see a confirmation message with the patient's name. Clicking the **Select** button will pre-populate that patient's information into the corresponding fields on the claim form.

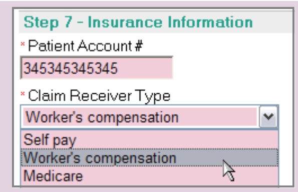


▶ If you have previously entered patient data, you can choose a patient from the Patient List by clicking the corresponding **Select** link.

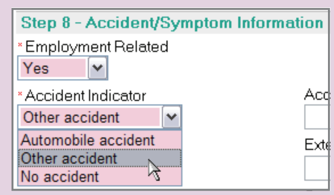


▶ Fill in the fields on the claim form. Fields marked with a red asterisk (*) are required for the form to be submitted, but the payer may need additional data based on your claim requirements.

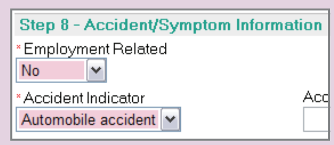
In **Step 7**, be sure to select **Worker's compensation** for the **Claim Receiver Type**.



If you are submitting a worker's compensation bill, in **Step 8**, select **Yes** from the **Employment Related** field and select either **Other accident** or **No accident** from the **Accident Indicator** field.



If you are submitting an automobile medical bill, in **Step 8**, select **No** from the **Employment Related** field and select **Automobile accident** from the **Accident Indicator** field.

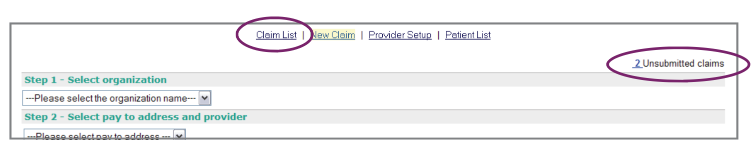


Note: If you select **Yes** *and* **Automobile accident** in **Step 8**, your bill will be rejected. Please follow the instructions above carefully.

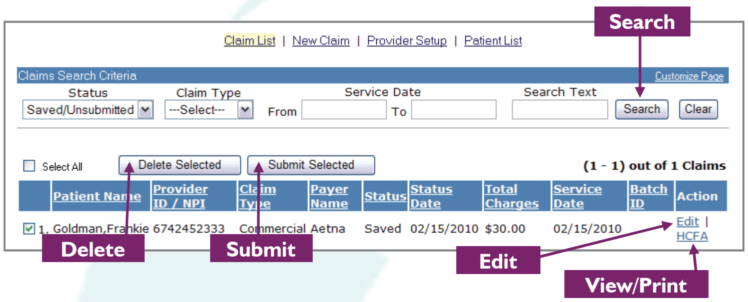
Click **Save** when you are finished.

▶ Your claim has been saved but not submitted. You can click **Close** to close the window and return to the New Claim screen, or you can click **New Claim** to create a new claim for the same provider and payer you last selected.

▶ You must manually submit saved claims to the payer. Saved claims accumulate in the Claim List. Access the Claim List by clicking the **Unsubmitted claim** link at the top right of the New Claim screen or the **Claim List** link.



- On the Claim List, you can take the following actions:
  - **Submit** the claim. Click the checkbox next to the claim or claims you want to submit, and click **Submit Selected**. Expect a response from the payer within 24 hours.
  - **Edit** the claim. Click the **Edit** link. You can edit/save the claim or edit/save the claim as a new claim.
  - **Search** for claims. Enter search criteria, and click **Search**. Workers' compensation and automobile medical bills will appear under the **All** and **Commercial** search options.
  - **View** and **print** the claim as an HCFA form. Click the **HCFA** link.
  - **Delete** the claim. Click the checkbox next to the claim or claims you want to delete, and click **Delete Selected**.

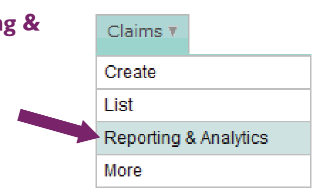


Step 2:
Add Attachments and Track Payments

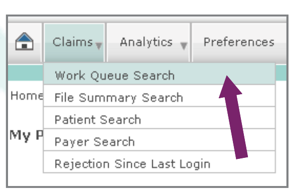
Once you have submitted the workers' compensation or automobile medical bill, in 24-48 hours, your bill will appear in **Reporting & Analytics**. You can then attach the required documentation, commit the bill, and track its status.

Note: You have 15 days to add attachments from the time you upload the bill. After this time, you will need to resubmit the bill.

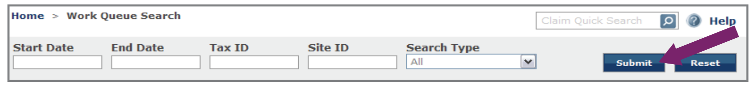
- In EZ Bill, select **Claims** > **Reporting & Analytics**.



- Within the **Reporting & Analytics** window, select **Claims** > **Work Queue Search**.



- Next, enter the Date Range in the **Start Date** and **End Date** fields. If you do not enter dates, the fields will auto-fill with the past 7 days. From the **Search Type** drop-down list, select **Requires Attachment**. Click the **Submit** button.

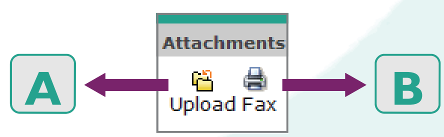


Note: The **Search Type** filter will also help you target any rejections requiring your attention.

- On the Claim Summary screen, select the Emdeon Claim ID of the bill in question. You will find the **Claim ID** in the far right column of the page.

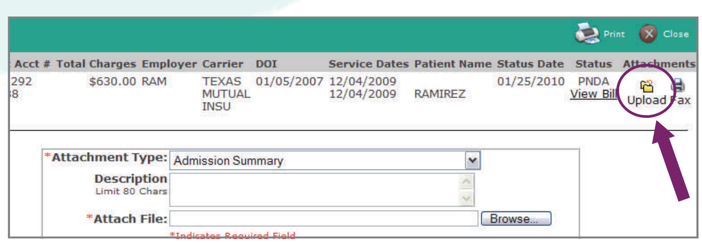
- Under the Claim Detail section of the page, in the third column, click the **Claim Attachment** link.

- There are two ways to submit your bill attachments. You can either **Upload** (see **A**) a PDF or TIFF file directly to Reporting & Analytics, or you can **Fax** (see **B**) your attachment with a customized fax cover sheet from Emdeon.



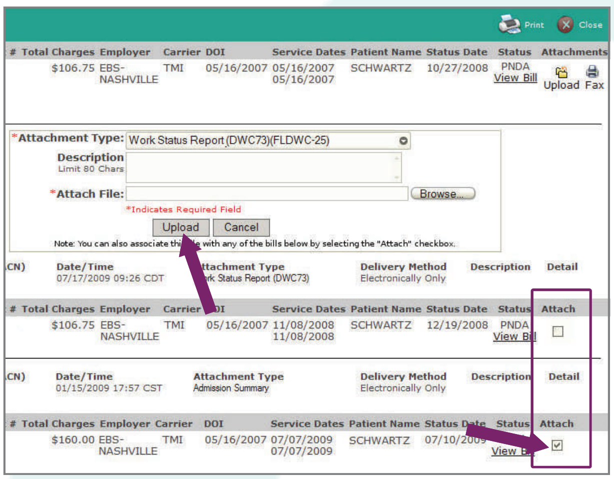
A

- **Upload** an attachment by clicking the **Upload** link. Choose the **Attachment Type** from the drop-down menu, enter a **Description** (not required), and **Attach** a PDF or TIFF file by clicking the **Browse** button. After you choose the file, it appears in the **Attach File** field. Click the **Upload** button below the **Attach File** field.



You also have the ability to attach the same file to multiple bills. When you click the **Upload** link on a bill that requires attachments before it can be sent (a bill that is in **PDNA** status), all of the other bills in PDNA status that match the current bill's **Patient Name**, **DOI**, **Payer** (Carrier), **Employer Name**, **Billing NPI**, and **Billing TIN** will appear below the file attachment section.

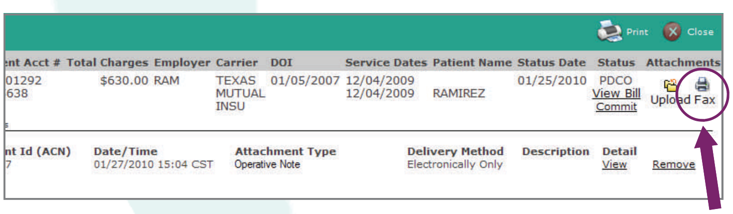
If you would like to attach the same file to multiple bills, check the box in the **Attach** column beside each bill to which you would like to attach the file. Then, click the **Upload** button in the file attachment section.



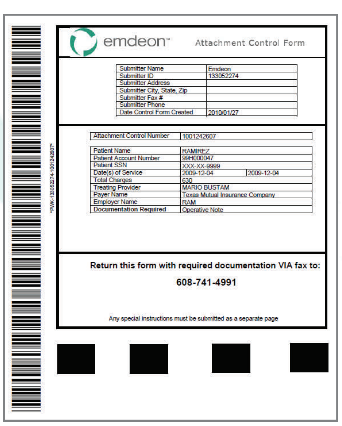
The file is then attached to the current bill and all the bills that you selected. You can repeat this process for additional attachments.

B

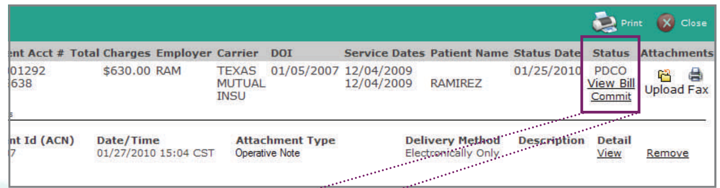
- **Fax** an attachment by clicking the **Fax** link.

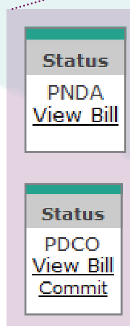


A fax cover sheet with submitter demographics, patient information, fax number, and electronic barcode will open in PDF form. Fax your attachment with this cover sheet to the number specified on the cover sheet. It will take approximately **4 business hours** for your faxed attachment to appear in Reporting & Analytics. After 4 hours, log in to Office and go to Reporting & Analytics to view your attachment and continue.



- View the status of your bill attachments in the **Status** column.

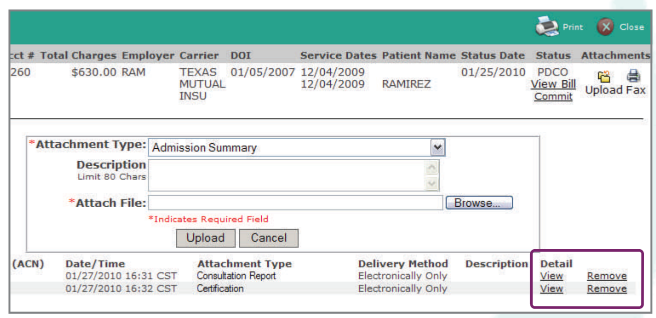




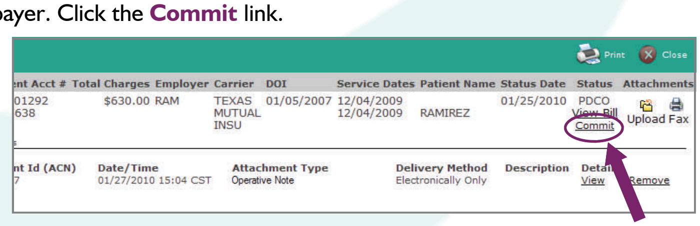
PNDA – Pending Attachments. You need to add the appropriate attachments in order to send the bill to the payer. **Remember, if you do not send the bill with its required attachments within 15 days of uploading it, it will need to be resubmitted.**

PDCO – Pending Commit. All necessary attachments have been uploaded. You can add more attachments or commit the bill for processing.

- **View** or **Remove** your attachments by clicking on the appropriate links in the **Detail** column.



- When the **Status** is **PDCO**, you are ready to commit your bill to the payer. Click the **Commit** link.



Note: If you used the **Upload** link to attach files to multiple bills at once, you need to **Commit** each bill separately.

The **Status** will change to **PEND**, indicating that the bill and attachment(s) are ready to be sent to the payer. The Status then changes to **SENT** once the bill and attachment(s) are pulled to go the payer. The status of the bill will typically be returned from the payer within 24 hours but may take up to 48 hours.

Help and Support

Help

Having trouble submitting your bills? Please contact Emdeon support any-time.

- Submit a problem ticket by selecting the **24/7 Online Support** link on the EZ Bill home page under **Customer Support**.

- Call Emdeon Office support 24 hours a day: **1.877.667.1512**

Support

Still have questions about submitting your workers' compensation or automobile medical bills? Take advantage of **Online Training** for EZ Bill, available on the home page under **Customer Support**. You will be able to sign up for video tutorials to learn more about EZ Bill and Emdeon Office.