Emdeon Enrollment

What does "Enrollment as easy as 1-2-3" mean?

Step 1 **Payer Lists** – The payer lists will help you identify the insurance companies and services for which Emdeon is actively sending transactions. Referring to the payer lists first will also identify the enrollment requirements for the individual payers and services.

Step 2 **Emdeon Enrollment** – Emdeon requires information associated with the client, their software information, transaction types as well as the payers that will be associated with the client's transactions. This information is to be submitted to Emdeon on a Provider Setup Form (PSF) for claims enrollment and an ERA Provider Setup Form (ERA PSF) for ERA enrollment. These are discussed in further detail in the section "Emdeon Enrollment".

Step 3 **Payer Agreements** – Electronic transactions to certain payers may also require additional enrollment called Payer Agreements. The payers create these documents in order to obtain information required for the processing of the electronic transactions. As a service to our customers, Emdeon keeps copies of these agreement forms on our website (www.emdeon.com/enrollment), will accept the completed agreement forms from our customers, forward them to the appropriate payer and track the approval process with the payer.

Payer Lists

Where is the Payer List located?

The payer list can be accessed via either of the following links from the main Emdeon website:

- http://emdeon.com/enrollment/
- http://emdeon.com/PayerLists/payerlists.php

What information is on the payer list?

The Emdeon payer lists supplies useful information regarding the payers for which Emdeon provides service. This includes but is not limited to:

- Payer Name or Fiscal Intermediary
- Corresponding Payer ID
- Enrollment requirements
- Available services

How are the payers lists divided?

The payer lists are divided into four main categories to make searching easier based on the client's needs:

- Medical/Hospital Claims
- Real Time
- Pharmacy
- Dental

What information can be found on each list?
Each list is sub-divided based on the service the client uses to perform the selected transaction area (i.e. pharmacy, claims, EFT, etc). Each column is labeled identifying information associated with the payer and the selected transaction type. A list of definitions for the column headings and the corresponding indicators in each column are located on the last pages of each payer list. A column indicating enrollment requirements is available on each payer list.

Emdeon Enrollment

Why does Emdeon need enrollment information?
Emdeon must enroll clients for individual transaction types. This is to ensure the clients are listed in the appropriate processing systems for their selected services. The main services Emdeon provides are claims and electronic remittance (ERA) processing. Emdeon's claims and ERA enrollment forms are specific to the information needed within Emdeon's systems whereas some payers may require their own enrollment forms.

What are the different Emdeon enrollment forms and when are they needed?

- **Claims Provider Setup Form (PSF)** - A Claims Provider Setup Form (PSF) is required when enrolling a new provider, group or facility for batch claims processing through Emdeon. This includes creating a new enrollment for a provider or group or adding a new provider to an existing enrollment.

- **Claims Change / Delete Form (CDF)** - A Change/Delete Form (CD) should be completed when information needs to be changed or deleted from an existing provider or group batch claims enrollment. The change or delete option will be marked in Section 3 along with the new information, if applicable.

- **Claims Change of Vendor Letter (COV)** - A Change of Vendor (COV) letter and a Provider Setup Form (PSF) are required when a provider or site would like to change from their existing Emdeon certified software vendor to a new Emdeon certified software vendor or utilize a secondary Emdeon certified software vendor. A new Provider Set up Form should be completed and sent in along with the COV. This letter does not require an original signature so it may be faxed or emailed with a PSF.

- **ERA Provider Setup Form (ERA PSF)** - An ERA Provider Setup Form (ERA PSF) is required when enrolling a new provider, group or facility to receive ERA files processed through Emdeon. This includes creating a new enrollment or adding a new provider or payer to an existing enrollment.

- **ERA Change / Delete Form (ERA CDF)** - An ERA Change/Delete Form should be completed when information needs to be changed or deleted from an existing ERA enrollment. The change or delete option will be marked in Section 3 along with the new information, if applicable.

- **ERA Change of Vendor Letter (ERA COV)** - An ERA Change of Vendor Letter (ERA COV) and an ERA Provider Setup Form (ERA PSF). The COV is required when the provider or site changes from their existing Emdeon certified software vendor to a new Emdeon certified software vendor or utilizes a secondary Emdeon certified software vendor. A new ERA Provider Set up Form or ERA Change/Delete form should be completed and sent in along with the COV indicating the vendor information. This letter does not require an original signature so it may be faxed or emailed with a PSF.

- **EFT Authorization Form** – The EFT Authorization Form is required when a client would like Emdeon to address the electronic fund transfer transactions with specific payers.

What is ERA?
ERA, Electronic Remittance Advice, is an electronic file containing claim payment information from the payer. It is not a check nor is it of monetary value but rather an ERA contains the payment amounts and information made by the payer on specific claims. Payment is made by the insurance company by a check mailed directly to the provider's office or through an electronic fund transfer (EFT) to the provider's bank account. The ERA file is similar to an electronic receipt or electronic explanation of benefits (EOB) for each claim. An ERA may contain payment information on any number of claims submitted to a carrier for payment consideration.

If a Billing Service is used does their information need to be listed on the enrollment?
The Billing Service can be listed on the claims PSF as the Practice/Facility name. The provider or group name will be listed as the Provider. If the Billing Services utilizes their own software product to submit claim files then they will need to enroll with Emdeon as a certified vendor.

Are confirmations or rejections of Emdeon's setup sent to the client?
Yes, if an email address is indicated on the PSF or CD, an email will be forwarded to the client indicating the setup has been completed or rejected. If rejected, a corresponding reason will be listed. If no email address is provided, the notification will be mailed to the address given for the provider, group, vendor or billing service indicated on the form for receiving correspondence.

Can transactions be received/submitted immediately after the Emdeon enrollment forms are submitted?
No. The enrollment information must be added to the appropriate Emdeon processing systems. If a confirmation or rejection of setup has not been received within five business days, please contact Emdeon for a status. In addition some payers may require their own enrollment agreements that must be completed and approved before Emdeon can process the corresponding transactions electronically. Each payer must approve and process the agreement information within their processing systems. The time for this process to be completed is referred to as the payer turn-around-time.

Will Emdeon notify the client with the payer's approval?
Not all payers notify Emdeon when an agreement form has been approved. When Emdeon is notified the approval is added to the client's enrollment allowing the corresponding transactions to be processed electronically. Emdeon will also forward a notification to the customer. If the approval information is returned to the provider, the provider is responsible for conveying the approval information to Emdeon.

Where are Emdeon enrollment forms available?
Copies of all Emdeon enrollment forms can be located on the Emdeon website: http://emdeon.com/enrollment

How can Emdeon enrollment forms be submitted?
Provider Setup Forms can be submitted in the following methods:

- Fax – 615-231-4843
- Email – batchenrollment@emdeon.com
- U.S. Mail
  Emdeon Medical Enrollment
  P.O. Box 148850
  Nashville, TN 37214

- Overnight or Priority Delivery (Fed Ex, UPS, etc.)
  Emdeon Medical Enrollment
  3055 Lebanon Road
  Bldg 3, Suite 2000
  Nashville, TN 37214

What is the phone number for Emdeon Enrollment Support?
800-845-6592, Option 1

Is there another option to inquire on the status of an enrollment?
An email may be submitted to statusinquiry@emdeon.com

Payer Agreements

Why do payers require enrollment?
Insurance companies may require additional enrollment to identify providers that will be submitting claims electronically as well as identifying Emdeon as the clearinghouse. This type of enrollment is commonly referred to as Payer Agreements.

Do all payers require agreements?
Not all payers require agreements but those that do can be identified on the Emdeon Payer List. As an additional service Emdeon also provides copies of the agreement forms on its website, www.emdeon.com/enrollment .

Are any other forms required with a payer agreement?
If a payer requires an agreement form, an Emdeon Provider Setup Form should be completed first. This is because Emdeon requests information that needs to be added to Emdeon processing systems in order to process the transaction properly. The payer agreement form indicates to the payer the transaction will be processed by Emdeon. Each form requests information specific for the processing needs.

What information needs to be completed on an agreement form?
All agreement forms are different as they are created by the individual payers. The cover page with each agreement can provide valuable information such as if the payer requires an original signature and the projected time it will take for that specific payer to provide an approval to Emdeon. Forms that require original signatures should be mailed or delivered to Emdeon and cannot be faxed or emailed.

Can transactions be received/submitted immediately after the agreement is submitted?
No. The payer will need time to process the agreement information within their processing systems; this is referred to as the payer turn-around-time. Once this has been completed, an approval will need to be received by Emdeon in order to update its processing systems for the transactions to process electronically. If the approval information is returned to the provider, the provider is responsible for conveying the approval information to Emdeon.

How is the payer approval received by Emdeon?
Payer approvals can be received in several different methods:

- From the payer via fax, email or phone.
- From the provider. Some payers will notify the provider with the approval information. If the provider receives this information it should be conveyed to Emdeon as quickly as possible in order to update the appropriate systems and reduce any further delays in the electronic submissions.
- Via follow-up contact from Emdeon to the payer. If an approval is not received by the end of the payer turn-around-time, Emdeon's Enrollment Department will contact the payer in order to obtain a status or an approval.

What determines a payer's approval turn-around-time?
Each payer determines their own turn-around-time based on their processing time and requirements. This time is to be used as a guide as each payer's processing time may change based on their current processing volume. Emdeon strives to keep the turn-around-times on the agreement cover pages as up to date as possible.

Where can the payer agreement forms be located?
Payer agreements may be found via the following methods:

- http://emdeon.com/enrollment
- Fax on Demand (800-760-2804) – This is an automated fax system in which a document is selected, a fax number is entered and the form will automatically be sent to the fax number.
- Enrollment Support – 800-845-6592, Option 1

Where do payer agreement forms need to be submitted?
Read the cover page of EACH Payer Agreement carefully to see how the agreement can be submitted.

Agreements that do not require original signatures and can be faxed or emailed should be submitted to:

- Fax – 615-231-4843
- Email – payerregistration@emdeon.com

If the Agreement requires original signature, blue ink, double-sided or carbon agreements, please send to:

- U.S. Mail
  Emdeon Medical Enrollment
  P.O. Box 148850
  Nashville, TN 37214

- Overnight or Priority Delivery (Fed Ex, UPS, etc.)
  Emdeon Medical Enrollment
  3055 Lebanon Road
  Bldg 3, Suite 2000
  Nashville, TN 37214

How can Emdeon be contacted for additional support?
800-845-6592, Option 1

Is there another option to inquire on the status of an enrollment?
An email may be submitted to statusinquiry@emdeon.com

Are confirmations of approvals or rejections sent to the client from Emdeon?
Yes, if an email address is indicated on the payer agreement cover pages, an email will be forwarded to the client indicating the approval. If no email address is provided, a confirmation letter will be mailed to the address given for the provider, group, vendor or billing service indicated on the form for receiving correspondence.

If a payer agreement is rejected by Emdeon the agreement will be returned to the address listed on the agreement cover page with a rejection letter indicating the reason for the rejection.

If a payer agreement is rejected by the payer, each payer has their own process of returning rejection information. Some payers may return the agreement to Emdeon who will in turn forward this on to the client. Some payers will return the agreement directly to the client.