

Emdeon FAQ for Providers

What are the benefits of switching from paper-based to electronic claims payments?

- The reimbursement cycle can be accelerated since providers can receive EFT payments more quickly than check payments sent through the mail
- Payments can be distributed more securely by virtually eliminating check payments lost in the mail
- Cash flow can be accelerated since manual processes like sorting and opening mail, reconciling paper-based claims payments, creating deposit tickets and making trips to the bank are bypassed

Will the provider be charged any service fees for enrolling with or using Emdeon ePayment?

No.

If providers use a billing service, clearinghouse or other entity to submit their claims and collect the receivables, can they still enroll with Emdeon ePayment?

Yes. Providers can enroll with Emdeon ePayment while continuing to use a billing service, clearinghouse or other entity to submit their claims and collect the receivables.

How do providers receive more information about Emdeon ePayment?

Providers can visit www.emdeon.com/epayment to learn more about Emdeon ePayment or to request additional information.

Do providers have to complete a separate EFT agreement for all health plan payers?

By enrolling with Emdeon ePayment, providers have the opportunity to select from the entire list of enrolled payers without having to enroll multiple times. Some payers may require additional information to switch from paper to electronic claim payments.

Can Emdeon ePayment support payment distribution to multiple bank accounts under the same Provider Tax ID?

Yes, though this varies by payer. Emdeon ePayment can support payment distribution to multiple bank accounts under the same Provider Tax ID for claim payments issued by payers who support this format.

Will providers continue to receive paper remittance statements once enrollment with Emdeon ePayment is complete?

By enrolling with Emdeon ePayment, the provider is authorizing electronic deposit instead of a live check and paper remittance. Upon successful enrollment, there is a payer defined transitional period during which EFT's will be deposited into the desired account(s) while delivery of the paper remittances is continued. **We will continue produce a live check for 3 payments.** At the end of this transitional

period, the delivery of printed remittance advices will cease. Providers can temporarily change paper cut-off preferences by calling Emdeon Enrollment Support by dialing 855.886.3863 or emailing EFTEnrollment@emdeon.com.

Will the provider be able to access the associated remittance advice?

Providers can easily search, view and print human-readable images of the ERA using Emdeon Payment Manager, an online application available for Emdeon ePayment users. Using the basic version of Emdeon Payment Manager providers can also download HIPAA-formatted 835 ERA files for any of Emdeon's participating EFT Payers.

How do providers initially enroll for the EFT program?

Providers have two options for enrolling. Providers can either enroll online or download a form and mail or fax the completed form to Emdeon to complete enrollment.

How can providers enroll online?

To get started, providers can simply complete the online registration form. After the information is verified, a Welcome Kit is emailed to the provider with their account information and instructions for completing enrollment including setting payer preferences and adding bank accounts.

What number should providers call for help with Emdeon ePayment?

Providers can call 866.506.2830 for assistance.

How can the provider confirm that their Emdeon ePayment enrollment is complete?

A small deposit will be processed to the provider's account to verify the provider's bank routing and account number. Upon confirmation of the deposit amount:

- If the provider is an existing Payment Manager user, their services will be enabled under the assigned account.
- If they are a new Payment Manager user, they will be given a username and password for their new account. Please allow 5 to 10 business days to verify provider bank accounts and ensure all the security measures are taken.

Once the enrollment form is faxed/mailed or completed online, how long until the provider receives an EFT payment?

The exact length of time will vary, though on average, providers can expect to receive their first EFT payment 10 – 15 business days after completing Emdeon ePayment enrollment.