Emdeon Office

Payment User Guide

February 7, 2012

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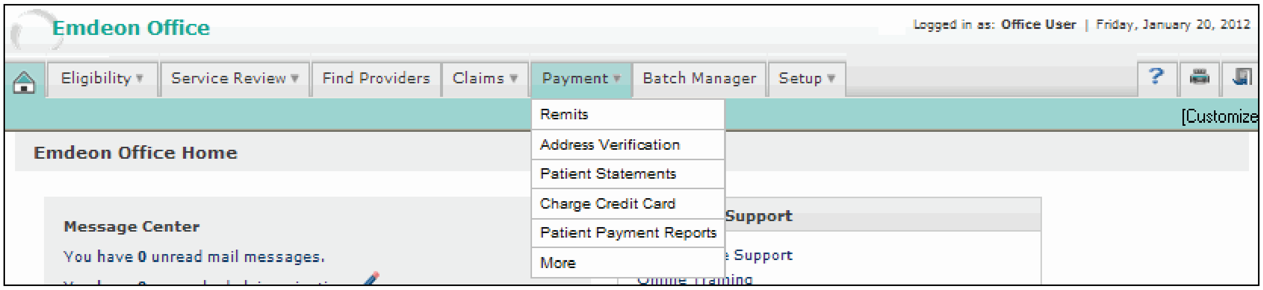
Overview



The **Payment** tab appears on the main menu for those users who are enrolled for, or eligible to enroll for, one of the following services:

- Remits
- Patient Statements
- Credit Card Processing

***Note**: Reference materials regarding the payment services are available by selecting **More** (see page 24).*

Remits

The **Remits** link provides access to claim payment information online. The Remit service allows payers to deliver ERAs (Electronic Remittance Advice) or "remits" to providers through the Internet instead of mailing these documents to you. ERAs are statements from your insurance company documenting payment of your claims.

Access ERAs

You can do the following with the Remit service:

- Locate payment information for a specific claim or patient using a variety of search options
- Print documents that are needed in hard copy
- Track which remits you have posted against your accounts receivable and which remain to be worked

Remits are offered to you in one of two ways. If you are set up with the standard offering, the ERA Search service will open when you select **Remits** from the Payment tab. If you have purchased advanced features such as posting, the **Remit**s link will open a login page for **Payment Manager**.

ERA Search and Payment Manager Features

Feature/Function	ERA Search	Payment Manager
Log in	Opens when you select **Payment** > **Remits**.	A login page appears when you select **Payment** > **Remits**. Log in with your Payment Manager username and password.
Posting	You cannot download a postable ANSI 835 ERA.	You can download an ANSI 835 ERA.
Tax IDs	Does not currently provide access to multiple tax IDs.	Access multiple tax IDs.
Tutorials	Access through **Payment** > **More**.	Access through **Payment** > **More**.

If you would like to upgrade to Payment Manager, contact your sales representative for assistance.

If your account is set up with ERA Search but you also have a Payment Manager login, use this address to access Payment Manager: https://www107.medi.com/Portal/AccountLogin.faces.

ERA Availability

If your remits are currently routed through Emdeon, no further action is required to be able to access your remits using ERA Search or Payment Manager. However, if you are receiving them directly from the payer or through a different clearinghouse, you need to enroll with Emdeon. To begin this enrollment process, select **Payment** > **More**, and click the "Add, Change, or Remove Providers or Payers" link.

If you are enrolled with Emdeon to receive ERAs but are not able to see ERAs for all of your payers, you need to enroll with the payer. To begin this enrollment process, select **Payment** > **More**, and click the "Payer Enrollment" link. If you have previously enrolled your providers for the payers you do not see ERAs for, contact customer support for assistance.

Some payers do not support electronic remits. If you create an enrollment request or contact customer support concerning a payer that does not support remits, the support representatives will inform you of any issues with payer support. A complete list of payers that provide ERAs is available by selecting **Payment** > **More** and clicking the "Complete Emdeon Payer List" link.

All ERAs from payers that have sent remits to Emdeon will appear in ERA Search and Payment Manager as long as your primary tax ID matches the tax ID indicated as the receiver on the ERA. Typically, Emdeon will receive remits from payers when a provider has completed an ERA registration form for the payer. If you receive remits directly from a payer, payment information will not be displayed.

ERA Linking in Reporting & Analytics

You can use the Claims with ERA search within Reporting & Analytics to view all claims that payers have reported payment information for. You can filter the search by date range, tax ID, or site ID.

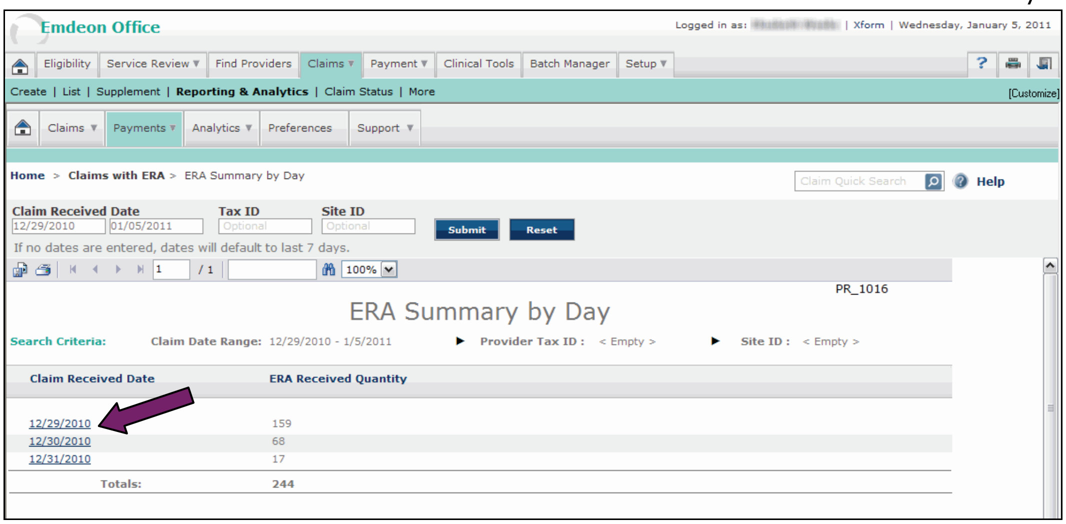
***Note**: The payment information included on claims returned on the Claims with ERA search will also be shown on the Claim Detail page for the same claim if you access it through any of the other Reporting & Analytics searches.*

View Claims with Payment Information

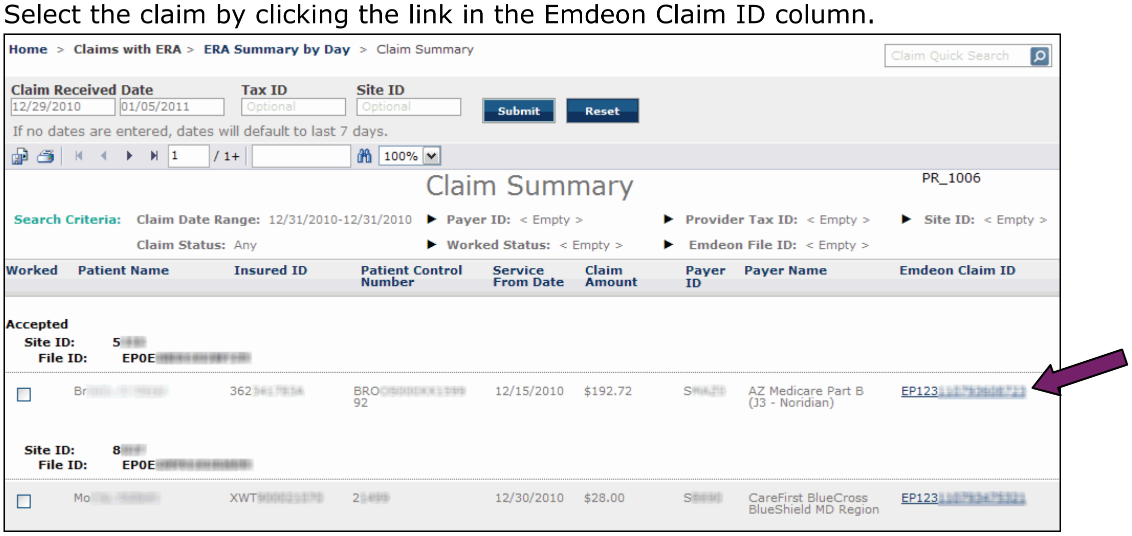
1. Select **Claims** > **Reporting & Analytics**, and then select **Payments** > **Claims with ERA**.
2. Enter search criteria, and click **Submit**.

***Note**: If you click **Submit** without entering search criteria, the search will default to the last seven days for all tax IDs and site IDs.*

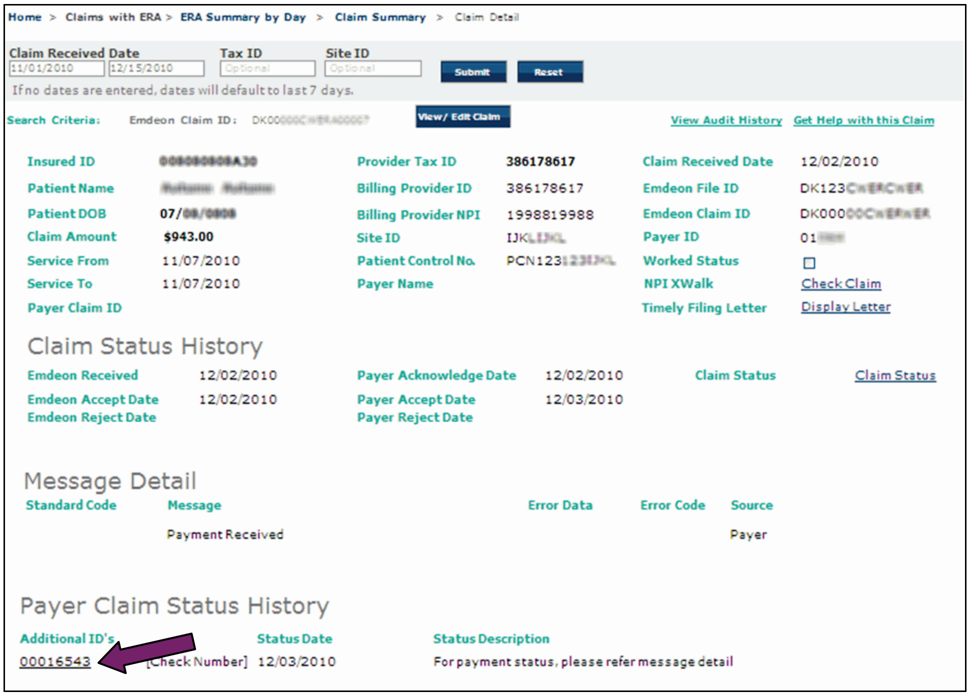
3. Click the link in the **Claim Received Date** column to access the Claim Summary report for that day.



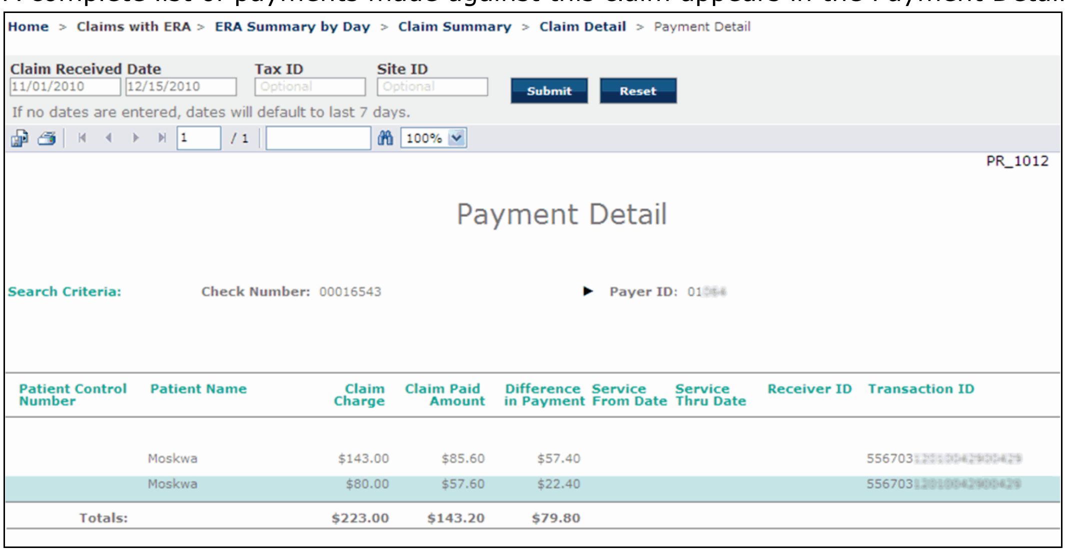
4. Select the claim by clicking the link in the Emdeon Claim ID column.



5. Click the check number link under the Additional IDs heading of the Payer Claim Status History section of the Claim Detail report.



6. A complete list of payments made against this claim appears in the Payment Detail report.



Address Verification

The Address Verification screen displays when a user selects "Address Verification" from the Payment tab. This service allows you to enter and submit a request for address information.

The address verification is valuable in two different ways. The more obvious benefit is that address verification can be used to obtain updated patient address information in cases where patient bills are returned as undeliverable. An additional benefit is that use of the address verification transaction on patients at the time they present for services provides a way to validate patient identity in a fashion that meets the requirements the Federal Trade Commission has imposed on health care providers under the 'Red Flag' rule. Address verification not only provides a way to compare the address information presented by the patient to the address most recently reported to credit agencies, but also can include alerts if the person checked has reported incidents of identity theft.

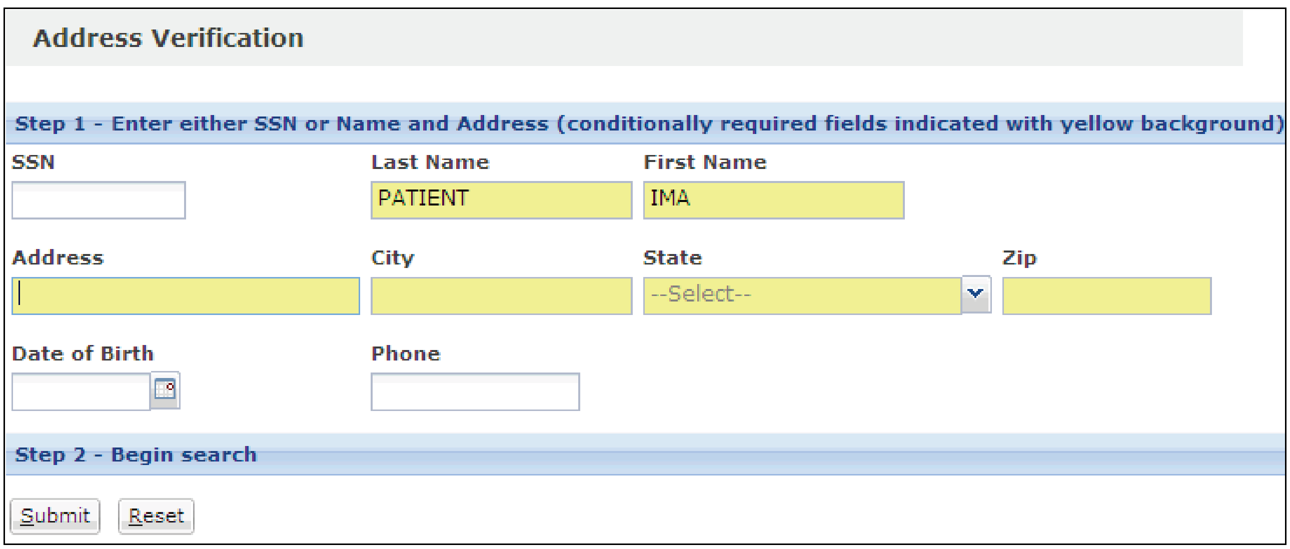
Either social security number or a combination of both name and address information must be entered to complete a search. Once all required data is populated click the **Submit** button to processes the information.

Note: If you are not yet enrolled for Address Verification services, you will see an enrollment instruction page when you attempt to verify an address. To begin the enrollment process, please contact the Emdeon sales department at 877.469.3263 option 2

Although you are welcome and encouraged to supply more than just the minimum amount of information, the yellow highlighted fields are used to provide a visual indication of what the minimum standard is.

If you supply a social security number, you will find that only the social security number field is highlighted as that field is sufficient alone to obtain an address.

If you omit the social security number, you will see that all of the name and address fields are highlighted since all of these fields must be valued whenever social security number is not included.



If you choose to search by name and address, the address you supply will be matched against both current and prior addresses so that an updated address can be retrieved where appropriate. In general, the address verification transaction will return a list of current and prior addresses as known to the credit bureau with which you have chosen to enroll. A typical address verification response should look like this example:

Address Verification

Source: **Equifax**
Report Date: **10/21/2011**
Trace #: **930439273**

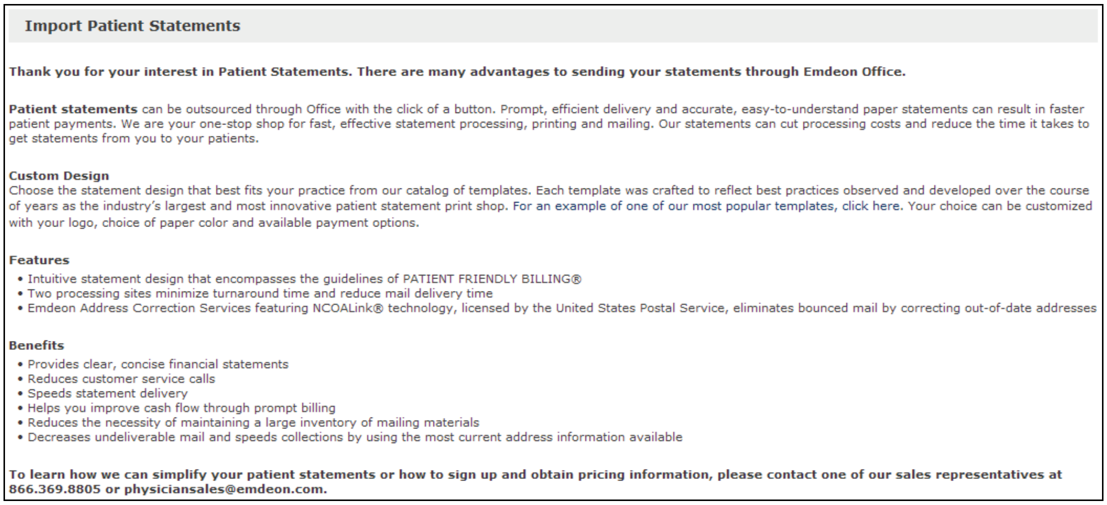
HOMEOWNER, JOHN		Current Address	
SSN:	**111-22-2333**	Address Date:	**08/2011**
SSN Issue Date:	**Prior to 1951**	Address:	**707 ERIE ST NASHVILLE, TN 37167**
SSN Issue State:	**NY**		
Date of Birth:	**02/07/1962**		
Employment:	**Emdeon**		
Former Name:	**Mr JOHN WILLIAMS HOMEOWNER**		
Former Address		**Former Address**	
Address Date:	**08/2005**	Address Date:	**08/2000**
Address:	**505 WASHINGTON ST NASHVILLE, TN 37167**	Address:	**303 LINCOLN ST NASHVILLE, TN 37167**

Return to Request

Patient Statements

The Patient Statements link allows you to import patient statements to a bill processing center through Office. Each patient statement is processed, and then paper statements are generated, printed, and sent in the mail to the patients. Access this function by selecting **Payment** > **Patient Statements**.

If you are not registered for Patient Statements, when you select **Payment** > **Patient Statements**, you will see a page that contains contact information for you to set up your account for the Patient Statements function.



Import Patient Statements

Thank you for your interest in Patient Statements. There are many advantages to sending your statements through Emdeon Office.

Patient statements can be outsourced through Office with the click of a button. Prompt, efficient delivery and accurate, easy-to-understand paper statements can result in faster patient payments. We are your one-stop shop for fast, effective statement processing, printing and mailing. Our statements can cut processing costs and reduce the time it takes to get statements from you to your patients.

Custom Design
Choose the statement design that best fits your practice from our catalog of templates. Each template was crafted to reflect best practices observed and developed over the course of years as the industry's largest and most innovative patient statement print shop. For an example of one of our most popular templates, click here. Your choice can be customized with your logo, choice of paper color and available payment options.

Features
- Intuitive statement design that encompasses the guidelines of PATIENT FRIENDLY BILLING®
- Two processing sites minimize turnaround time and reduce mail delivery time
- Emdeon Address Correction Services featuring NCOALink® technology, licensed by the United States Postal Service, eliminates bounced mail by correcting out-of-date addresses

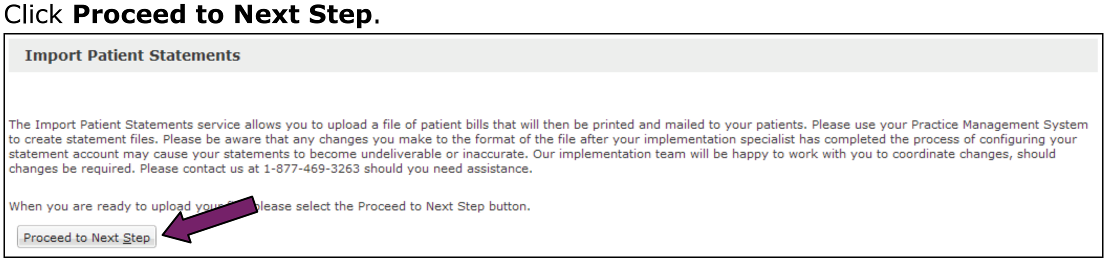
Benefits
- Provides clear, concise financial statements
- Reduces customer service calls
- Speeds statement delivery
- Helps you improve cash flow through prompt billing
- Reduces the necessity of maintaining a large inventory of mailing materials
- Decreases undeliverable mail and speeds collections by using the most current address information available

To learn how we can simplify your patient statements or how to sign up and obtain pricing information, please contact one of our sales representatives at 866.369.8805 or physiciansales@emdeon.com.

If you are registered for Patient Statements the bill processing center will process the files either in real time or once per day depending on what you specify during implementation.

Import Patient Statements

1. Use your existing Practice Management system to create the patient statement file.
2. Select **Payment** > **Patient Statements**.
3. Click **Proceed to Next Step**.



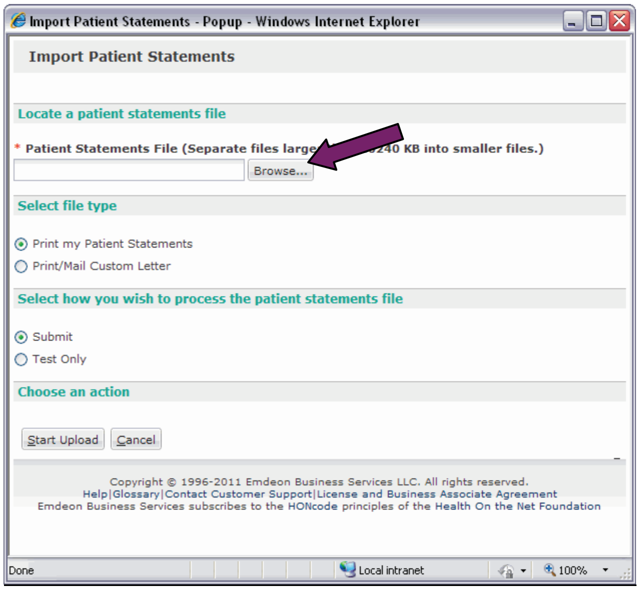
Import Patient Statements

The Import Patient Statements service allows you to upload a file of patient bills that will then be printed and mailed to your patients. Please use your Practice Management System to create statement files. Please be aware that any changes you make to the format of the file after your implementation specialist has completed the process of configuring your statement account may cause your statements to become undeliverable or inaccurate. Our implementation team will be happy to work with you to coordinate changes, should changes be required. Please contact us at 1-877-469-3263 should you need assistance.

When you are ready to upload your file, please select the Proceed to Next Step button.

Proceed to Next Step

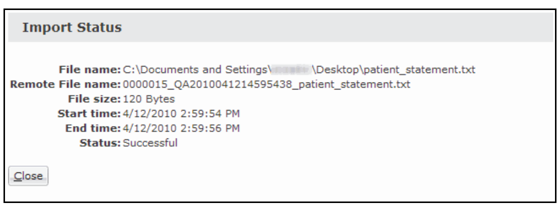
4. Click the **Browse** button and locate your patient statement file. Click the filename and click the **Open** button.

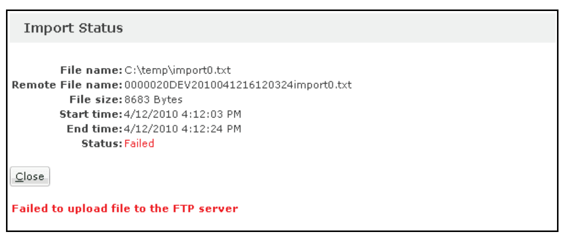


5. Select the **Submit** option if you want to import the file.

***Note**: Selecting the **Test Only** option uploads the file but then discards it. This option is useful for diagnosing connection problems.*

6. Click the **Start Upload** button to import the file, or click **Cancel** to close the window without importing the file.
7. After the file is imported, a confirmation message will appear that states that the file import was successful or that the file import failed.





***Note**: If you imported a file with **Test Only** selected, the title of the page will be "Import Test Status."*

8. After the files are processed and mailed, you will receive an email summary report in your Office email that contains information about the files that were and were not sent to the patients.

Email Summary Report

After the patient statement files you imported through Office are processed and mailed, you will receive a summary report in your Office email that contains information about the files that were processed. The files are divided into two main categories: those that were mailed and those that were not mailed.

Emdeon File Processing Report	XZY Healthcare	
04/29/10	501 Healthcare Centre Drive Suite 200 Anytown, TN 37067-2662	
Records Received/File Name	**123**	**MARMC042910**
Total Records Received	**123**	
Total Records Printed	**122**	
Total Records Suppressed	**1**	
Processing Start Time	**29 Apr 2010 12:12:05**	
Processing Completed	**29 Apr 2010 12:14:53**	

Records Printed:

Standardized Addresses	118	(95.93%)
Non-Standardized Addresses	4	(3.25%)
USPS COA "Move Updates"	0	(0.00%)
Total Records Printed:	**122**	**(99.19%)**

Records Suppressed:

Non-Standardized Address Errors	0	(0%)
USPS COA/Non-Forwardable Addresses	0	(0%)
Emdeon Global Suppression List	0	(0%)
Duplicate Records (last 90 Days)	1	(0.81%)
Other Business Rules	0	(0%)
Total Records Suppressed:	**1**	**(0.81%)**

Records Printed – "Non-Standardized" Addresses return to top

Account#	Send to name	Original address Non-Standardization Explanation
2202980	BOB PERSON R	5985 METAL CO RD 72,,PAVEMENT MO 63623,,, Street name not found in directory.
2205021	SUZIE SMITH	10023 FREEDOM RD,,STOP SIGN MO 63640,,, Primary range is invalid for the street/route/building.
2201732	JOHN PATIENT	18505 E ST HWY E,,TOWN MO 63630,,, Street name not found in directory.
2204299	JEREMIAH SWARTZENBURGER	685 LONG RD,,CITY MO 63601,,, Primary range is invalid for the street/route/building.

Records Printed - USPS COA "Move Updates" return to top

Account# Move Date	Send to name	Original Address "Move Update" Address

Records Suppressed - "Non-Standardized" Address Errors return to top

Account#	Send To Name	Original address Invalid Address Error

Records Suppressed - USPS COA/Non-Forwardable Addresses return to top

Account# Move Date	Send To Name	Original address Suppression Explanation

Records Suppressed - Emdeon Global Suppression List return to top

Account#	Send To Name	Original Address

Records Suppressed - Duplicate Records return to top

Account#	Send To Name	Original Address
2198108	JOHN Q PATIENT	401 N STATE ST,,MISSOURI MO 63640,,,

Records Suppressed - Other Business Rules return to top

Account#	Send To Name	Original address Suppression Reason

For an explanation of Emdeon Address Cleansing Procedures, go to:
www.ixt.com/procedures/address_cleansing.pdf

For an explanation of USPS NcoaLink services, go to:
http://www.ixt.com/procedures/ncoalink.pdf.

For additional information, contact Emdeon Customer Service at 888-865-4987 or at
customerservice@ixt.com

The following is an explanation of each of the items on the summary report.

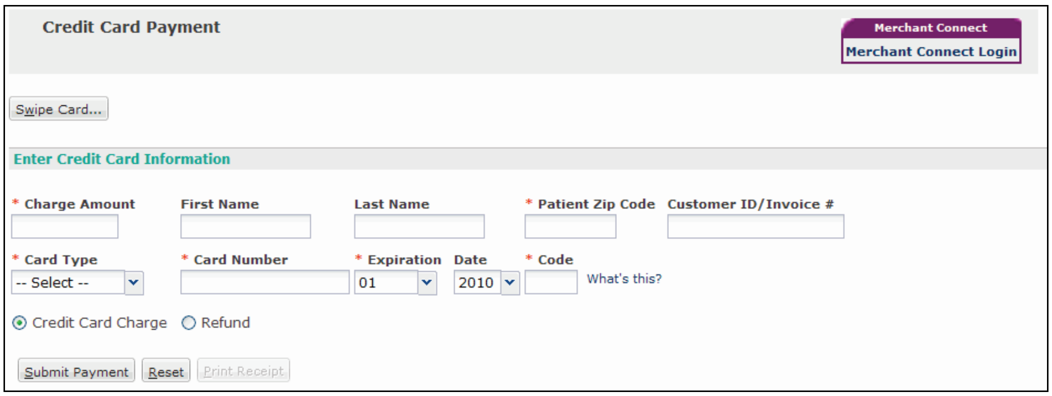
Item	Explanation
Records Printed	
Standardized Addresses	Records with addresses that adhered to USPS formatting recommendations
Non-Standardized Addresses	Records with addresses that did not adhere to USPS formatting recommendations but were reformatted and mailed by the system
USPS COA "Move Updates"	Records with addresses that were automatically updated by COA (Change of Address) move updates and mailed
Total Records Printed	The total number of records printed and mailed by the bill processing center
Records Suppressed	
Non-Standardized Address Errors	Records with address errors that resulted from incorrect format
USPS COA/Non-Forwardable Addresses	Records with addresses that were out of date and unable to be replaced by updated COA addresses
Emdeon Global Suppression List	Records with addresses that have been suppressed (rejected) by Emdeon (i.e., homeless, unknown, un-domiciled, void, or bad address)
Duplicate Records (last 90 days)	Identical records that were received by the bill processing center in the last 90 days
Other Business Rules	Records with custom edits Emdeon put in place for you, such as "Do not mail zero balances." (Your implementations analyst will work with you to establish these.)
Total Records Suppressed	The total number of records suppressed (rejected) by the system. These records were not printed.

Charge Credit Card

This link allows you to enter and submit credit card payments from Office. After entering payment and credit card information and selecting the **Submit Payment** button, the form is then sent to a virtual merchant that accepts and processes the information. As a security measure, the Card Number and Code are converted to a string of asterisks prior to submitting the transaction.

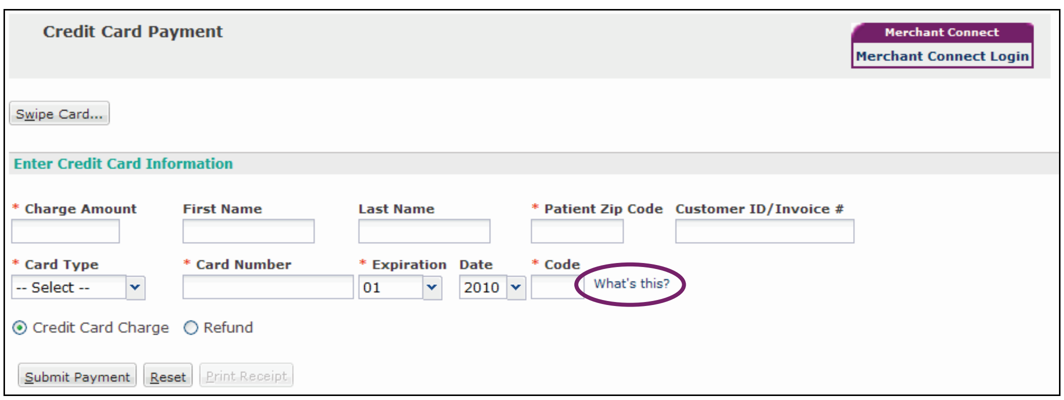
Note*: If you are not yet enrolled for credit card services, you will see an enrollment instruction page when you select "Charge Credit Card." To begin the enrollment process, complete the enrollment form and follow other instructions posted on the Charge Credit Card setup page.*

The Credit Card Payment screen displays when you select "Charge Credit Card" from the **Payment** tab. (This screen will display only after credit card enrollment is complete.)

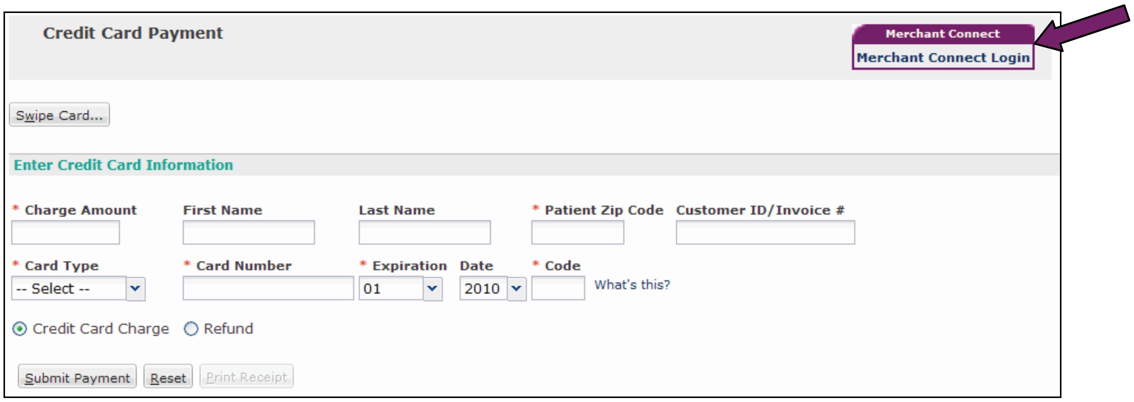


Hints will appear when your cursor hovers over a particular field box. These hints describe the type of information that should be entered in the field.

Secondary help is also available by selecting the "What's this?" link by the **Code** field:



The "Merchant Connect Login" link allows you to manage your virtual merchant account, access recent statements and detailed information on payment activity, and contact customer support. You will be given a login for Merchant Connect at the time you sign up for the Credit Card Processing service. If you forget the password, follow Merchant Connect's guidelines for retrieving a forgotten password.



Manually Submit a Credit Card Payment

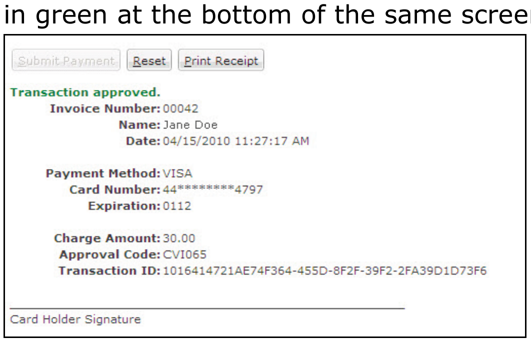
1. Enter required and optional fields on the data entry form. The table below describes the valid format for each field. Required fields are marked with a red asterisk (*):

Field	Explanation
*Charge Amount	Alphanumeric - The total amount to be charged to the credit card. Eleven (11) characters (can include decimal, dollar sign or commas). Not to exceed $999,999.99.
First Name	First name of the credit card holder as it appears on the credit card.
Last Name	Last name of the credit card holder as it appears on the credit card.
*Patient Zip Code	The zip code of the credit card holder.
Customer ID/Invoice #	Customer ID or Invoice # assigned by the provider.
*Card Type	The type of credit card used. Drop-down selections include American Express, MasterCard, Visa, Discover and Other.
*Card Number	Numeric – The card number as it appears on the front of the card. Sixteen (16) characters.
*Expiration Date	Month and date of credit card expiration.
*Code	Numeric – **Required for American Express, MasterCard, and Discover** transactions. Three (3) to four (4) digit security code printed on the back of the credit card.

2. Select the **Credit Card Charge** or **Refund** radio button below the credit card information section.

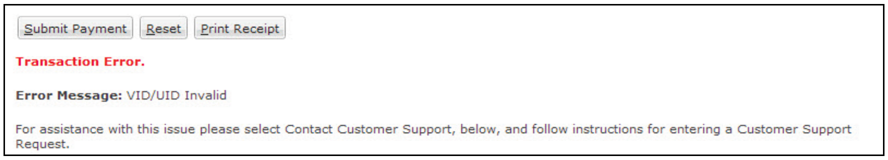
***Note**: The **Credit Card Charge** radio button will be selected by default.*

3. Select the **Submit Payment** button. All controls on the form are disabled and this message appears: "Processing payment. Please wait…."
4. If the transaction is accepted, the data on the form is submitted, and "Transaction approved" will appear in green at the bottom of the same screen. All controls are disabled except **Reset** and **Print Receipt**.



5. If the transaction is denied, “Transaction denied” will appear in red at the bottom of the same screen. You may correct the invalid entries and resubmit the transaction.

6. If there is an error with the information submitted, “Transaction error” will appear in red at the bottom of the same screen. You can correct the errors and resubmit the transaction.



7. Select **Print Receipt** to print the response. The request portion of the screen will not be printed.
8. Select **Reset** to clear all standard form fields and submit additional transactions.

Credit Card Swipe

Emdeon Office supports credit card swipe, allowing users to expedite credit card transactions.

System Requirements

In addition to the minimum requirements for operating system, web browser, and Internet connection, as defined in the System Requirements section of the General User Guide, the credit card swipe function also requires one of the following:

- Keyboard wedge card reader
- Unsecure MagTek USB card reader
- Secure MagTek USB card reader

***Note**: Emdeon Office supports MagTek brand USB card readers only. You may use any keyboard wedge card reader.*

The keyboard wedge card reader connects your keyboard to your computer. The unsecure and secure card readers connect directly to your computer via USB. The difference between secure and unsecure card readers is data encryption. Secure card readers read data and then encrypt it before passing this information to the receiving application on your computer using ActiveX controls. Encryption lessens the risks associated with data transfer. Unsecure card readers do not encrypt data.

MagTek card reader

If you do not know which type of MagTek card reader you have, please refer to the chart of MagTek card reader part numbers below. The part number is on the bottom of the card reader.

Keyboard Wedge	21080020, 21080057, 21080141, 21080201, 21080202, 21080203, 21080204, 21080205, 21080206
Unsecure	21040107, 21040109, 21088066
Secure	21040101, 21040102, 21040103, 21040104, 21040105, 21040106

Setup

Before you use the credit card swipe function with a secure or unsecure USB card reader, you need to follow setup instructions depending on which web browser you are using.

***Note**: These instructions do not apply if you are using a keyboard wedge card reader.*

Internet Explorer

1. Select the **Payment** tab on the main menu, and click **Charge Credit Card**.
2. On the Credit Card Payment screen, select the **Swipe Card** button.

***Note**: If Internet Explorer is not configured to run ActiveX controls, you will receive an error message. Please see **Troubleshoot Credit Card Swipe** on page 19 for a solution.*

3. You will be prompted to install the MagTek ActiveX control. Click **Install**. The MagTek ActiveX control will install in a few seconds.

4. Swipe a credit card to ensure full functionality.

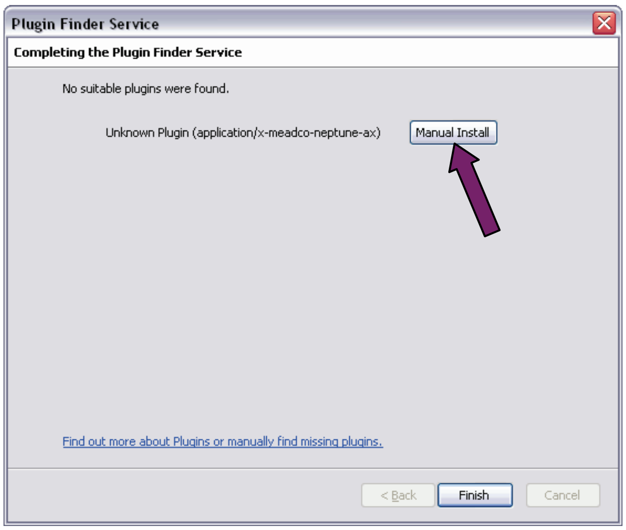
Firefox

Firefox requires the MeadCo Neptune plugin to use the credit card swipe function. If you have not already downloaded this plugin for another application, you will be prompted to install the plugin the first time you select the **Swipe Card** button. After you install the MeadCo Neptune plugin, you need to install the MagTek ActiveX control.

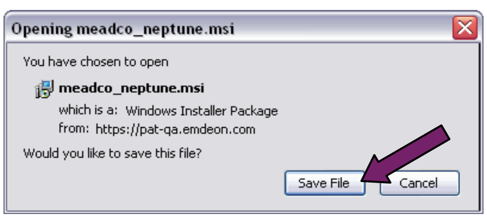
1. Select the **Payment** tab on the main menu, and click **Charge Credit Card**.
2. On the Credit Card Payment screen, select the **Swipe Card** button.

3. Select the **Install Missing Plugins** button.

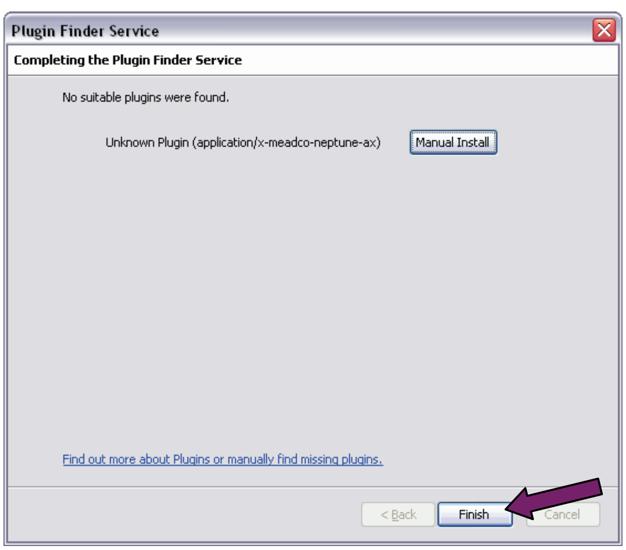
4. Select the **Manual Install** button.



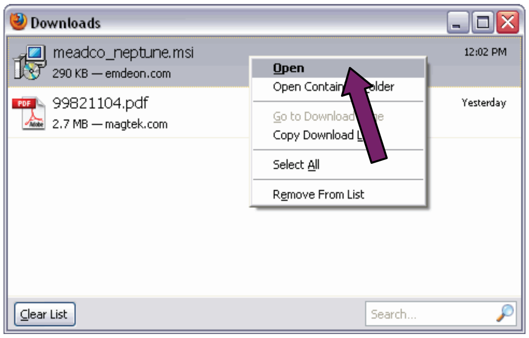
5. Select **Save File**.



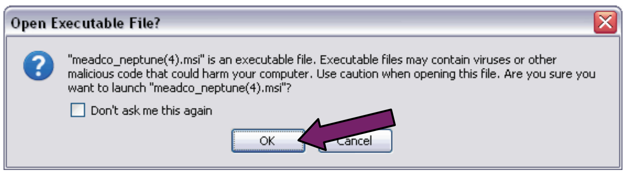
6. The file will download in a few seconds. Click **Finish**.



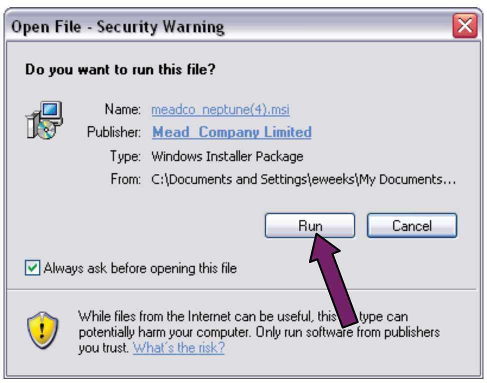
7. From the Firefox main menu, select **Tools** > **Downloads**. Right-click **meadco_neptune.msi** and select **Open**.



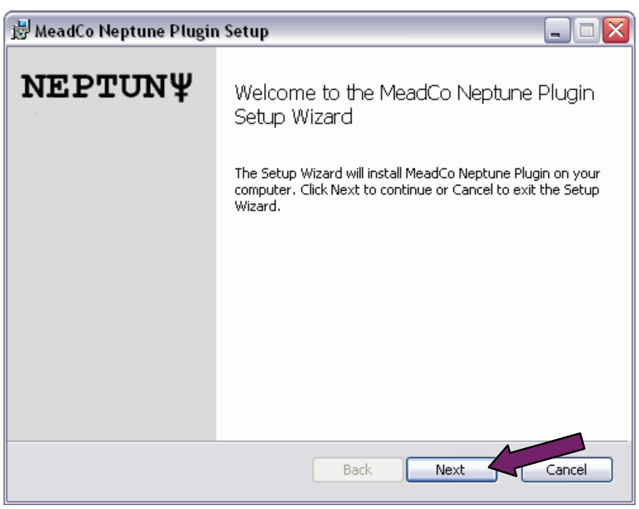
8. Click **OK.**



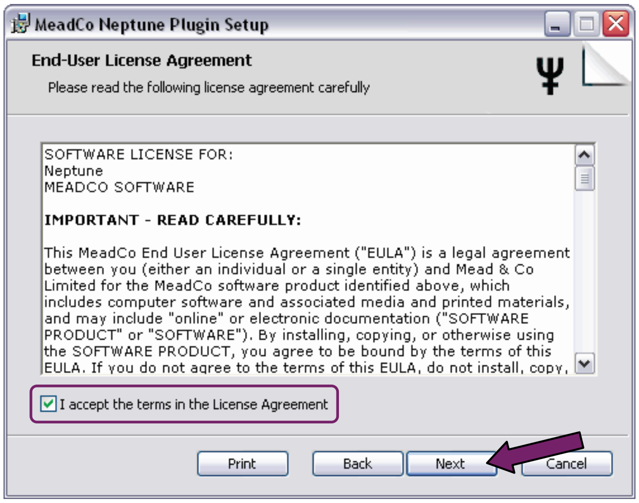
9. Click **Run**.



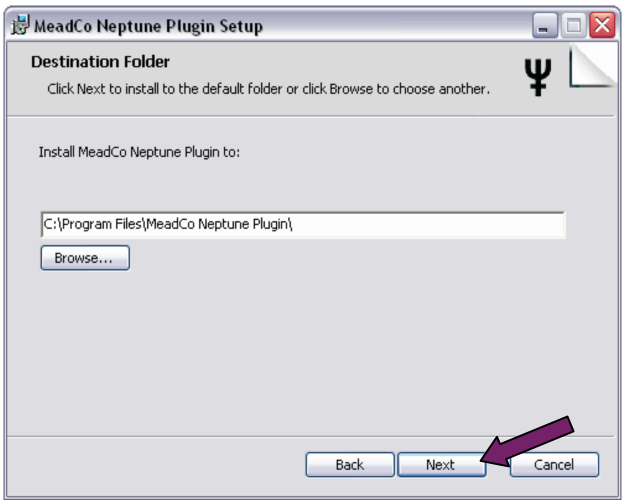
10. Click **Next**.



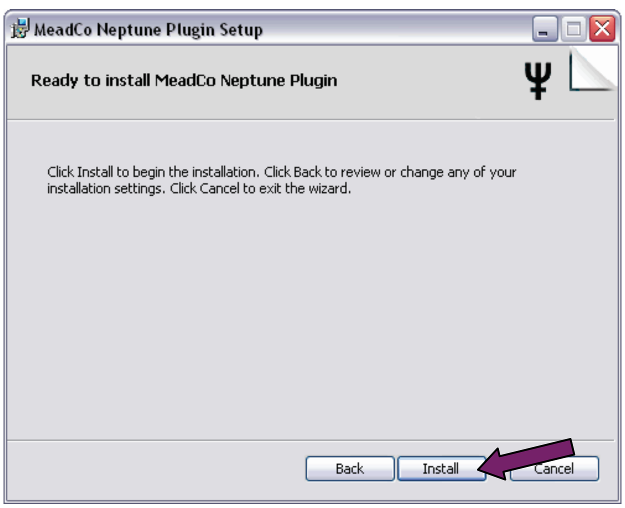
11. Check the "I accept the terms in the License Agreement" check box and click **Next**.



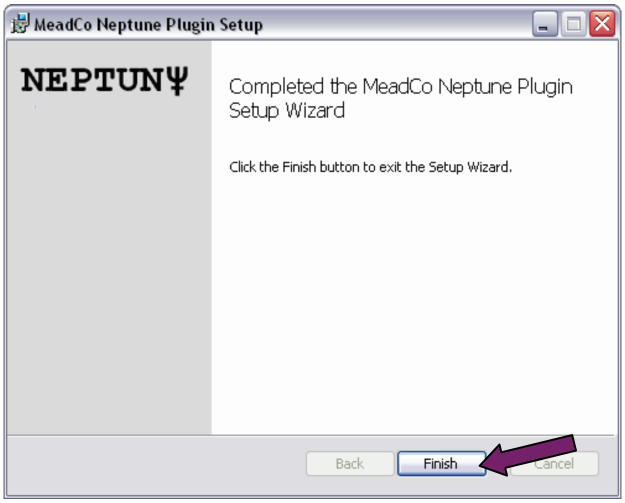
12. Click **Next** to accept the default location for the file.



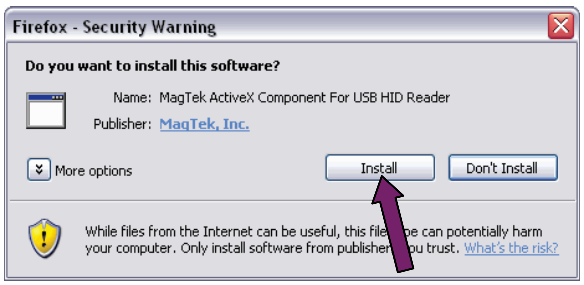
13. Click **Install**.



14. Click **Finish**.



15. You must restart Firefox for the plugin to install properly. Return to the Credit Card Payment screen and click the **Swipe Card** button again. You will be prompted to install the MagTek ActiveX control. Click the **Install** button.



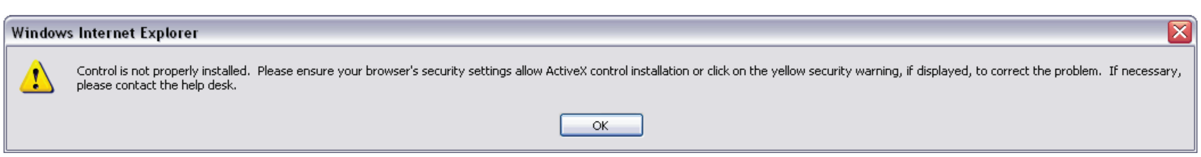
***Note**: If Firefox is not configured to run ActiveX controls, you will receive an error message. Please see **Troubleshoot Credit Card Swipe** on page 19 for a solution.*

16. The control will install in a few seconds. Swipe a credit card to ensure full functionality.

Troubleshoot Credit Card Swipe

There are several reasons your card reader may not be working properly. Please try all of the solutions listed below.

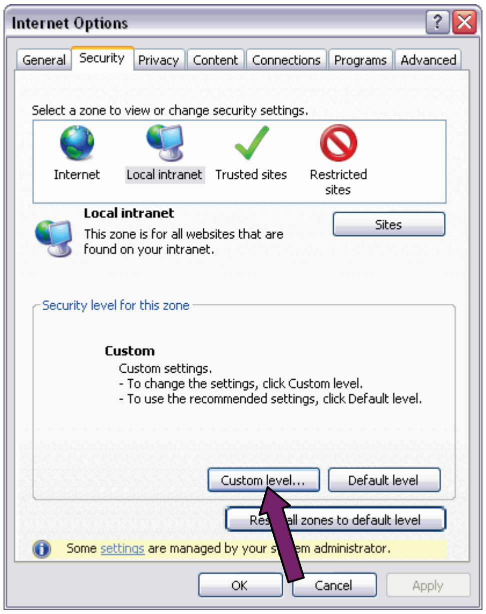
1. Your web browser may not be configured to run ActiveX controls. You will receive the following error messages:



***Note**: You may not have administrative rights to install ActiveX controls on your computer. If so, contact your system administrator for a resolution.*

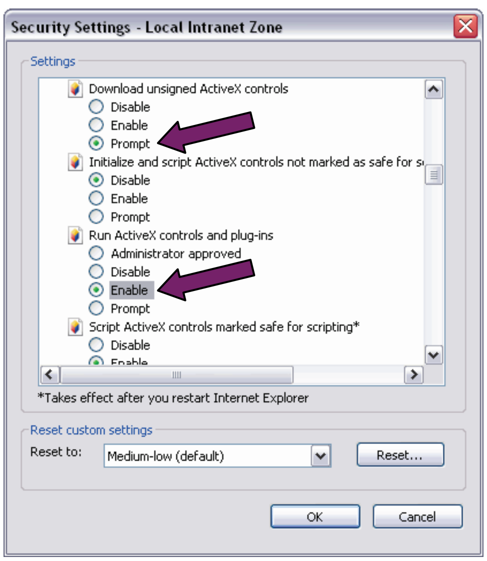
If you are using Internet Explorer, from the main menu, select **Tools** > **Internet Options**. (If you are using Firefox, when you click the **Swipe Card** button, you will receive the above error messages, and then you should click the **Internet Options** button on the screen.)

Select the **Security** tab, and click the **Custom Level** button.



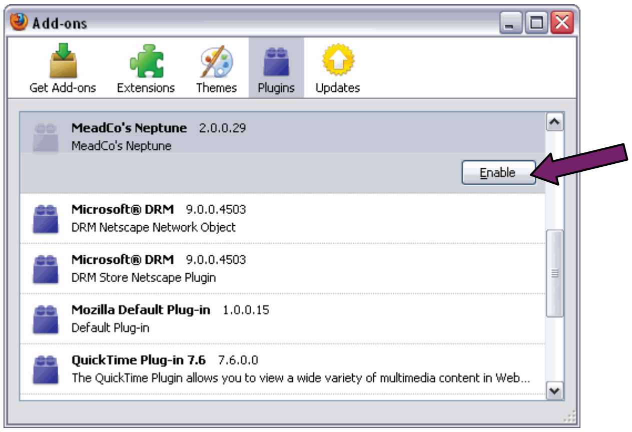
Under the ActiveX controls and plug-ins section, make sure the following are set:

- **Download unsigned ActiveX controls** should be set to **Prompt**.
- **Run ActiveX controls and plug-ins** should be set to **Enable**.



Click **OK**. Try again to swipe the credit card.

2. If you are using Firefox, you have the Neptune plugin for MeadCo, but it is disabled. You need to enable the plugin. From the Firefox main menu, go to **Tools** > **Add-ons**. Make sure the Plugins tab is selected, and scroll down to find **MeadCo's Neptune**. Click the **Enable** button.



Restart Firefox and try again to swipe the credit card.

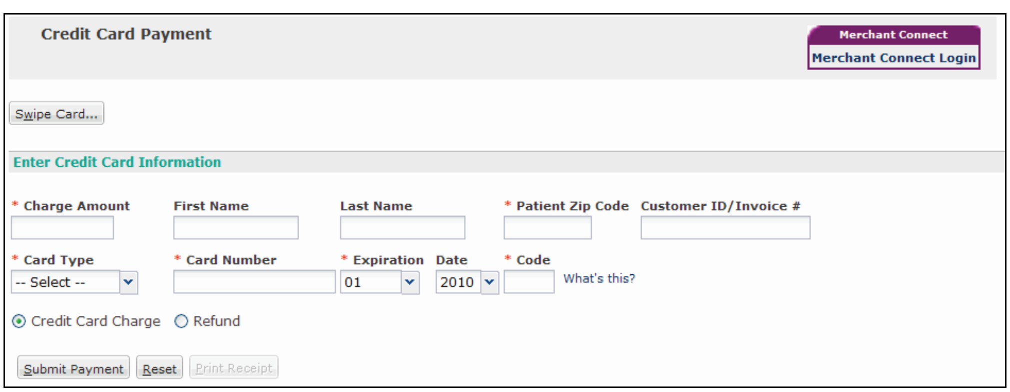
3. Your antivirus software does not allow you to run programs from your Temporary (Temp) folder. Configure your antivirus software to enable you to run programs from your Temp folder. If you do not have access to these settings on your antivirus software, contact your system administrator.
4. You have a pop-up blocker enabled on your web browser. Disable the pop-up blocker for the Office domain (http://office.emdeon.com). In Internet Explorer, go to **Tools** > **Pop-up Blocker** to configure the settings. In Firefox, go to **Tools** > **Options** and click on the **Content** tab to configure the settings.
5. Your card reader is not properly connected. You will receive the following error message:

Reconnect the card reader, click the **Swipe Card** button, and try again to swipe the credit card.

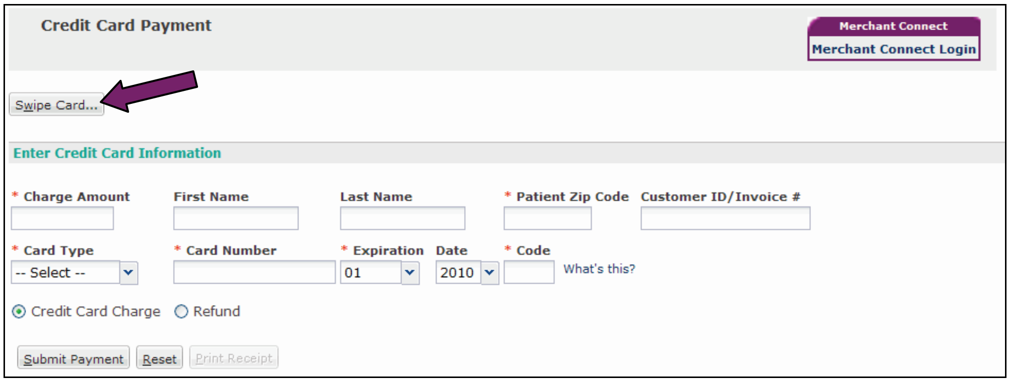
Use Credit Card Swipe

Please complete all setup instructions and make sure all system requirements are met before running credit card transactions using card swipe.

1. Select the **Payment** tab on the main menu, and click **Charge Credit Card**. The Credit Card Payment screen appears.

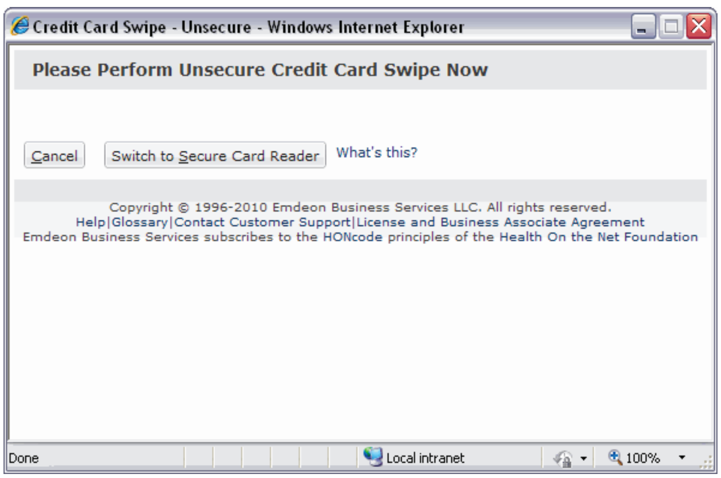


2. Select the **Swipe Card** button.

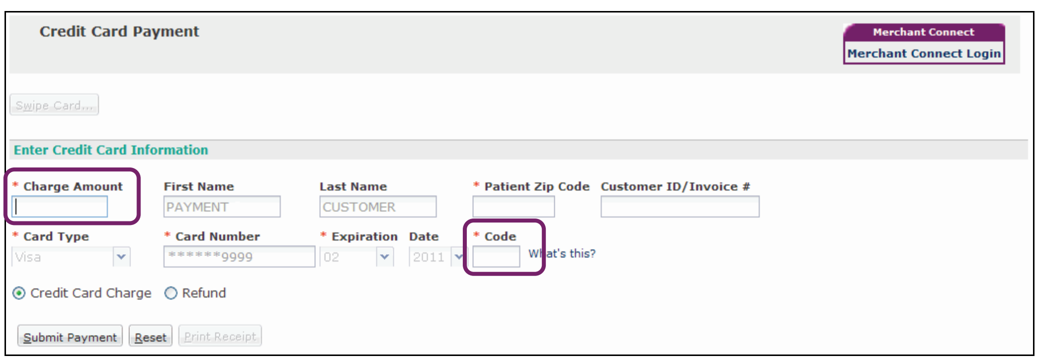


A screen instructing you to "Please Perform Unsecure Credit Card Swipe Now" appears until you swipe the credit card.

***Note**: Unsecure reader is the default for Credit Card Swipe. The screen that appears will give you the ability to switch to a secure reader if you have a secure card reader installed. If your configuration is for a secure reader, you will also have the ability to switch to an unsecure reader.*



3. After you swipe the credit card, the screen disappears, and all of the credit card information is inserted into the corresponding fields except for **Charge Amount** and **Code**.



***Note**: Some keyboard wedge card readers will only insert information into the **Card Type**, **Card Number**, and **Expiration Date** fields.*

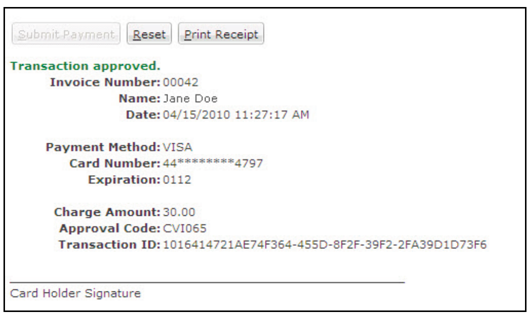
4. Enter the following information manually—only those fields marked with a red asterisk (*) are required:

Field	Description
*Charge Amount	Alphanumeric - The total amount to be charged to the credit card. Eleven (11) characters (can include decimal, dollar sign, or commas). Not to exceed $999,999.99.
*Patient Zip Code	The zip code of the credit card holder.
Customer ID/Invoice #	Customer ID or Invoice # assigned by the provider.
*Code	Numeric – **Required for American Express, MasterCard, and Discover** transactions. Three (3) to four (4) digit security code printed on the back of the credit card.

5. Select the **Credit Card Charge** or **Refund** radio button below the credit card information section.

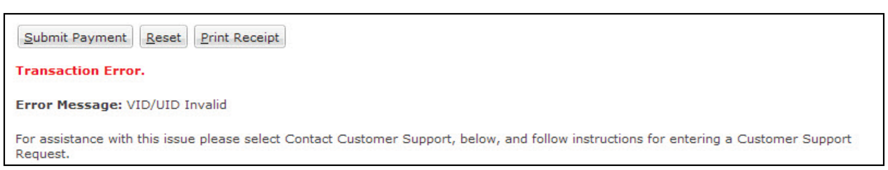
***Note**: The **Credit Card Charge** radio button will be selected by default.*

6. Select the **Submit Payment** button. All controls on the form are disabled and this message appears: "Processing payment. Please wait…."
7. If the transaction is accepted, the data on the form is submitted, and "Transaction approved" will appear in green at the bottom of the same screen. All controls are disabled except **Reset** and **Print Receipt**.



8. If the transaction is denied, "Transaction denied" will appear in red at the bottom of the same screen. You may correct the invalid entries and resubmit the transaction.

9. If there is an error with the information submitted, "Transaction error" will appear in red at the bottom of the same screen. You may correct the errors and resubmit the transaction.



10. Select **Print Receipt** to print the response. The request portion of the screen will not be printed.
11. Select **Reset** to clear all standard form fields and submit additional transactions.

Reporting

The **Reporting** link provides access to an application that gives you detailed views of past claim data. Your account must be set up for this feature in order for you to access this application.

More

The following table describes in detail each link on the payment resources page, accessed by selecting **Payment** > **More**.

Link	Description
Payer Enrollment	Takes you to the Payer Enrollment page of www.emdeon.com, where you can access ERA Payer Enrollment forms.
Add, Change, or Remove Providers or Payers	This online form allows you to add, change, or remove remittance (ERA) providers or payers for payment acceptance, or to add, change, or remove payer information for a provider who is already enrolled for payment acceptance.
Payment Manager Tutorial	Provides access to Search, View & Print Payment Manager Tutorial.
Payment Manager Tutorial With Posting	Provides access to the Standard Payment Manager Tutorial.
Complete Emdeon Payer List	A complete list of Emdeon payers.
Payment User Guide	Opens the Payment User Guide.*

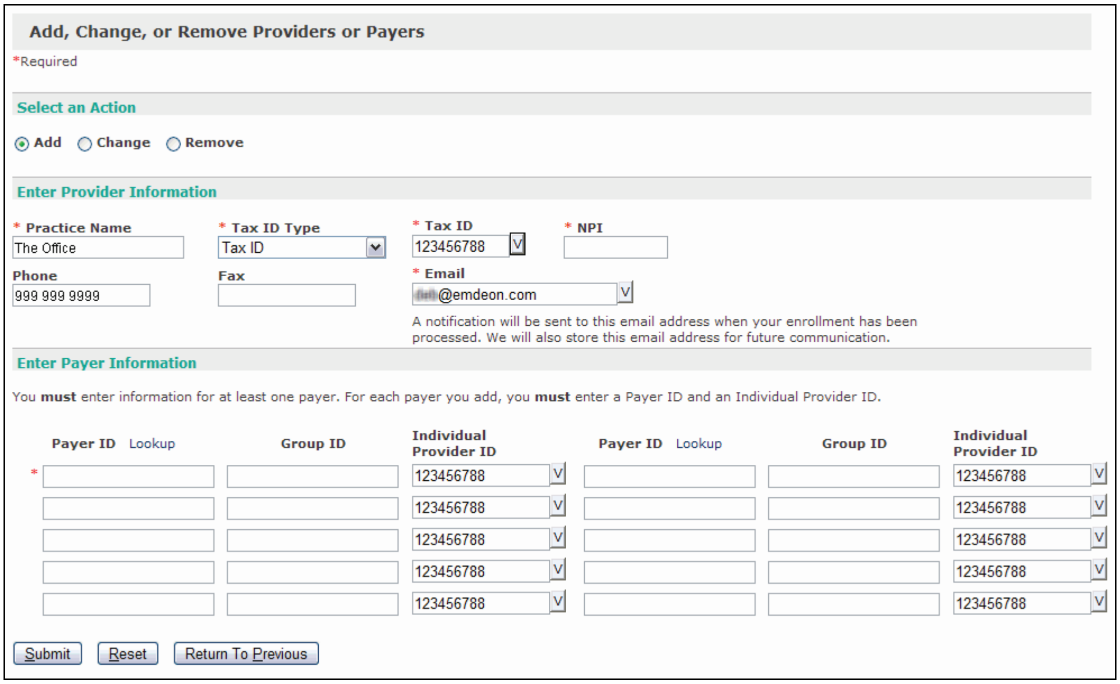
*This guide is in pdf format and requires that you have the Adobe® Reader® installed on your computer. The Reader can be downloaded free of charge from www.adobe.com.

Add, Change, or Remove Providers or Payers

Use this procedure to add, change, or remove remittance (ERA) providers or payers for payment acceptance, or to add, change, or remove payer information for a provider who is already enrolled for payment acceptance. The enrollment team will complete the process and will notify you by email when the enrollment has been processed.

1. Select **Payment** > **More** from the main menu. The Payment Additional Resources window appears.

2. Click the “Add, Change, or Remove Providers or Payers” link. The Add, Change, or Remove Providers or Payers window appears.



3. In the **Select an Action** section, select one of the three options indicating whether to add, change, or remove provider or payer information.
4. In the **Enter Provider Information** section, enter the provider’s identifying information. Required items are marked with a red asterisk (*).

***Note**: If you are adding a payer for a provider who is already enrolled, duplicate the identifying information for the provider supplied during the initial enrollment process.*

Please note the following about this section:

- **Tax ID** - Select a tax ID from the list or type a new tax ID in the box. This list is made up of all the tax IDs your account is currently configured to send claims for.
- **Email** - Select an email address from the list or type a new email address in the box. We will also store this email address for future communications about your account or enrollment for additional services.

5. In the **Enter Payer Information** section, you *must* enter at least one payer. The **Payer ID** and **Individual Provider ID** are required, while the **Group ID** is optional.

Please note the following about this section:

- **Payer ID** - If you do not know the payer ID, click the "Lookup" link to search for the payer ID.
- **Individual Provider ID** - Select a provider ID from the list or type a new provider ID in the box. This list is made up of all the provider IDs your account is currently configured to send claims for.

6. Click **Submit**.
7. On the page that appears, you will see “Your request has been successfully submitted for enrollment.” Click **Add or Change Another Provider** or **Return to Home Page**.

Emdeon is a leading provider of revenue and payment cycle solutions that connect payers, providers, and patients to improve the healthcare business processes.

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3055 Lebanon Pike, Suite 1000
Nashville, TN 37214-2230
877.EMDEON.6 (877.363.3666)
www.emdeon.com