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PROVIDER WEBCONNECT: DIRECT CLAIM SUBMISSION

Presenters

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LEARNING OBJECTIVES

- ✓ **What is "Emdeon Provider WebConnect?"**
- ✓ **What is the registration process?**
- ✓ **How do I manually enter/key-in professional claims using Emdeon Provider WebConnect?**
- ✓ **How do I import an 837 EDI professional and institutional files from other external EDI tools/services?**
- ✓ **What other questions do you have about Emdeon Provider WebConnect?**

What Is Emdeon Provider WebConnect?

- AKA Emdeon Office
- FREE online solution from AmeriHealth Caritas and Change Healthcare (formerly Emdeon)
- Helps providers submit claims electronically and retrieve remits
- Requires only a PC and access to the Internet to use

What Can You Do With It?

- Key-in professional claims
- Upload both professional and institutional claims, in an 837 5010 format
- Search, view and print electronic remittance advice
- Download 835 remittance posting file, ***after*** *your account has been upgraded to support posting*

Getting Started

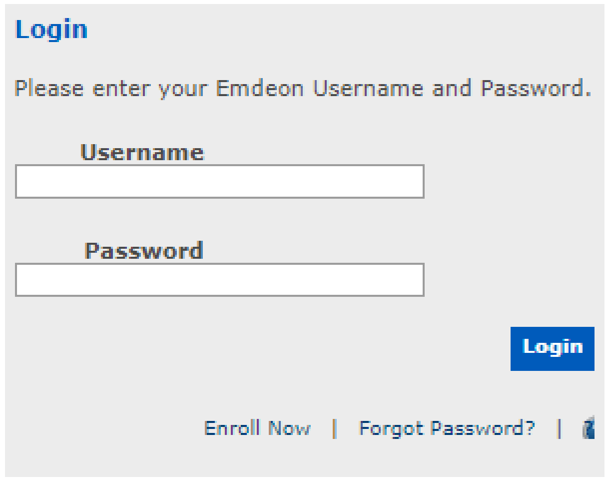
https://office.emdeon.com/vendorfiles/amerihealth.html

- Select **Enroll Now** from the login page.
- An account is created for you instantly
- Help materials, such as User Guides, Quick Reference Guides and Video training are available after login.
- Although you can login right away, claims and remit services may not be *immediately* available.

emdeon

Providers for the health plans listed below may submit professional claims via Emdeon at no cost.

- AmeriHealth Caritas District of Columbia
- AmeriHealth Caritas Iowa
- AmeriHealth Caritas Louisiana
- AmeriHealth Caritas NorthEast
- AmeriHealth Caritas Pennsylvania
- AmeriHealth Caritas VIP Care Plus
- AmeriHealth VIP Care
- AmeriHealth VIP Care - DC
- AmeriHealth VIP Care - LA
- Arbor Health Plan
- Blue Cross Blue Shield of Michigan
- First Choice VIP Care
- First Choice VIP Care Plus
- Keystone First
- Keystone VIP Choice
- Passport Health Plan
- PerformCare - HealthChoices
- Prestige Health Choice
- Select Health of South Carolina



If you have any technical questions or need assistance with the setup process, please contact Emdeon at 877-667-1512

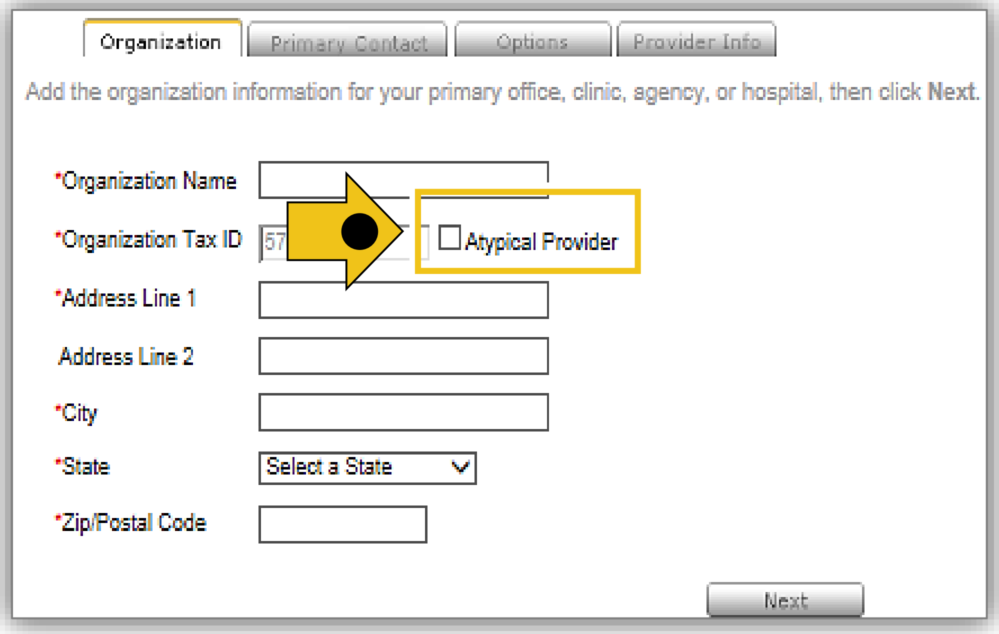
Timing

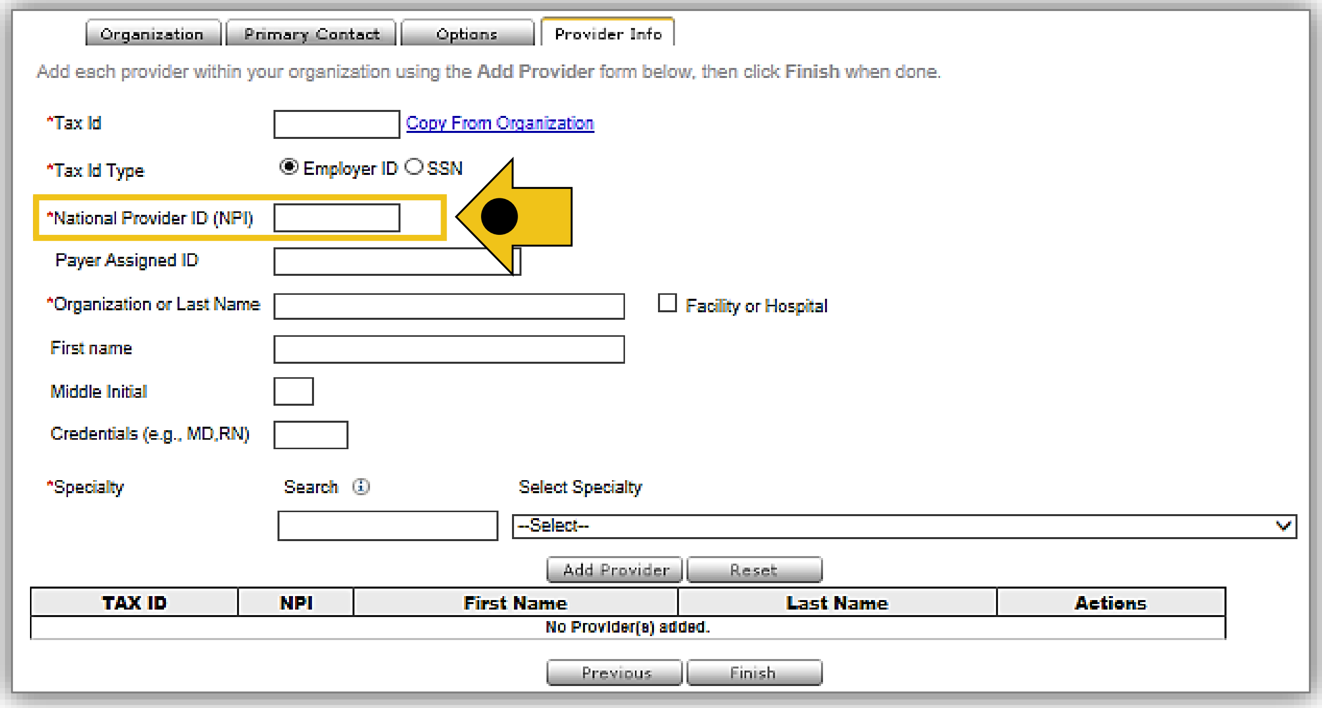
SERVICE	TIME	NOTES
Direct Data Entry of Claims	No Wait	Use immediately with completion of self-enrollment.
Upload of 837 Claims	2-4 Days	The Change Healthcare implementation team contacts you to complete account implementation and testing.
Access Claims Reports	1 Day*	The Reporting & Analytics features is available for use the day after your account is created.
Search, View and Print Remits	1-2 Days*	The Payment, Remits feature will be available for use 1-2 days after your account is created.
Download of 835 Remit Posting File	2 Weeks	Posting can be enabled for your account *by request* and takes approximately 2 weeks to process.

* No claims reports or remits will be available for retrieval into the reporting and remit services until claims have been submitted to and processed by AmeriHealth Caritas.

FAQ: I don’t have an NPI.

- A claims submitter that either does not have or does not qualify for an NPI is known as an **Atypical Provider**.
- NPIs are issued only by CMS. A state-assigned “NPI” is actually a secondary provider ID—*not* an NPI.
- To use Provider WebConnect, **Atypical Providers** must identify themselves during the self-enrollment process.





TIP: If **Atypical Provider** is checked, the NPI field is not required—although it still displays the required field indicator (*).

OPIONAL: Your state-issued provider ID can be entered in the **Payer Assigned ID** field just below the NPI box.

FAQ: What is practice management system (PMS)?

- Providers sometimes find the Self-Enrollment **Options** tab confusing: You must answer **Yes** to the first question, **Would you like to submit claims?**

- If you wish to create your claims online, answer **No**, when asked if you enter claims in a PMS.

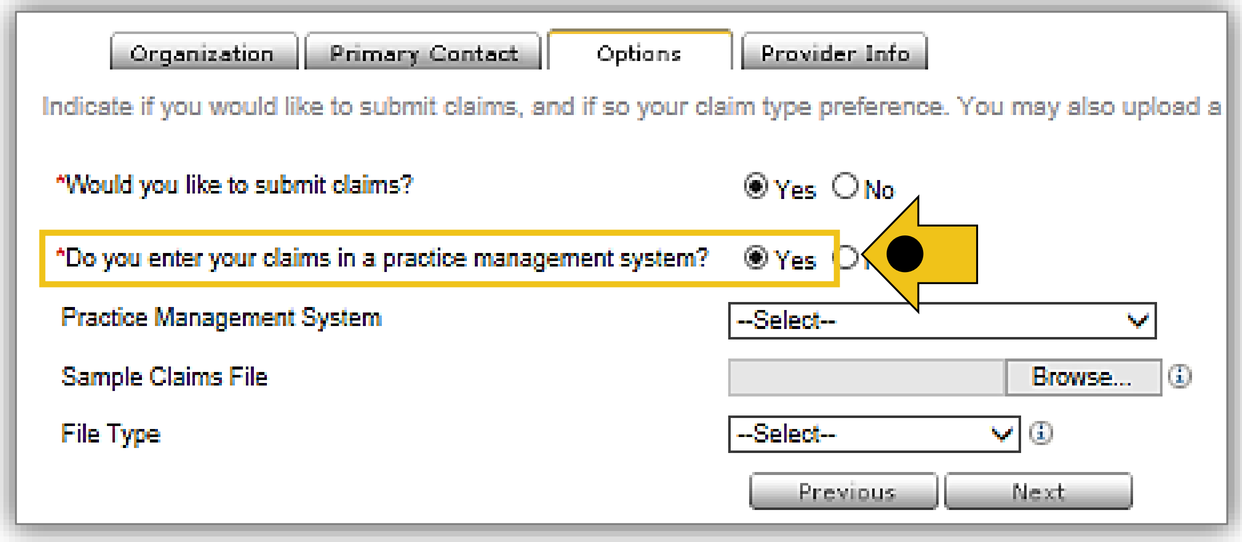
- Do the following if you wish to upload 837 claims created in another application:

  - Answer **Yes** to, **Do you enter claims in a practice management system?**

  - Select **X12/5010** from the **File Type** list

  - Select **Other** from the PMS list if you cannot find a good match to your system.

  - **Sample Claims File** is optional.



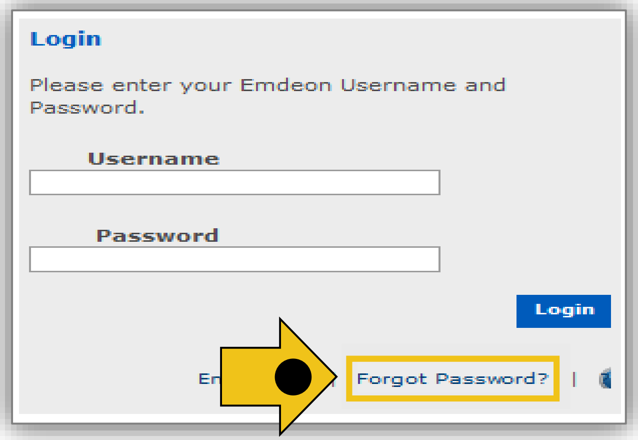
FAQ: User ID Questions

Q: Do I have to complete the self-enrollment process every time I want to use WebConnect?

A: ***No.*** *At the completion of the self-enrollment process, you will be issued a* ***User ID*** *and* ***Password*** *that can be used whenever you need to use the system again.*

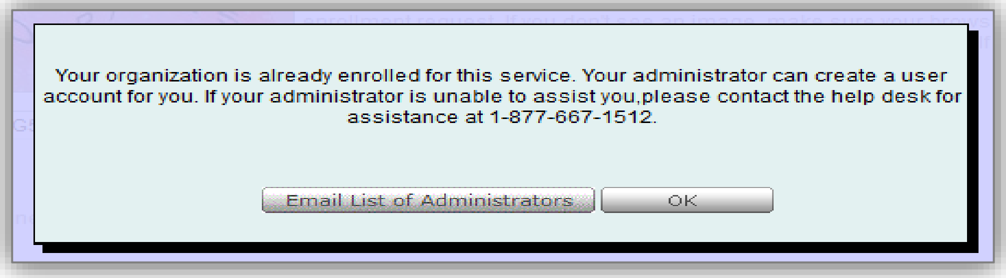
Q: What is my password?

A: *If you forgot your password or did not capture it when it was displayed, you can obtain a new password using the* ***Forgot Password*** *link on the login page. Be sure to enter your new user ID in the user name field.*



Q: When I try to self-enroll, an error indicates my Tax ID is already enrolled. What should I do?

A: *Click* ***Email List of Administrators*** *to receive a list of the existing administrators associated with your Tax ID. The email comes from officeewsupport@changehealthcare.com.*



FAQ: What is the process for testing a claims submission?

- Change Healthcare support will assign an implementation specialist to walk you through the testing process.

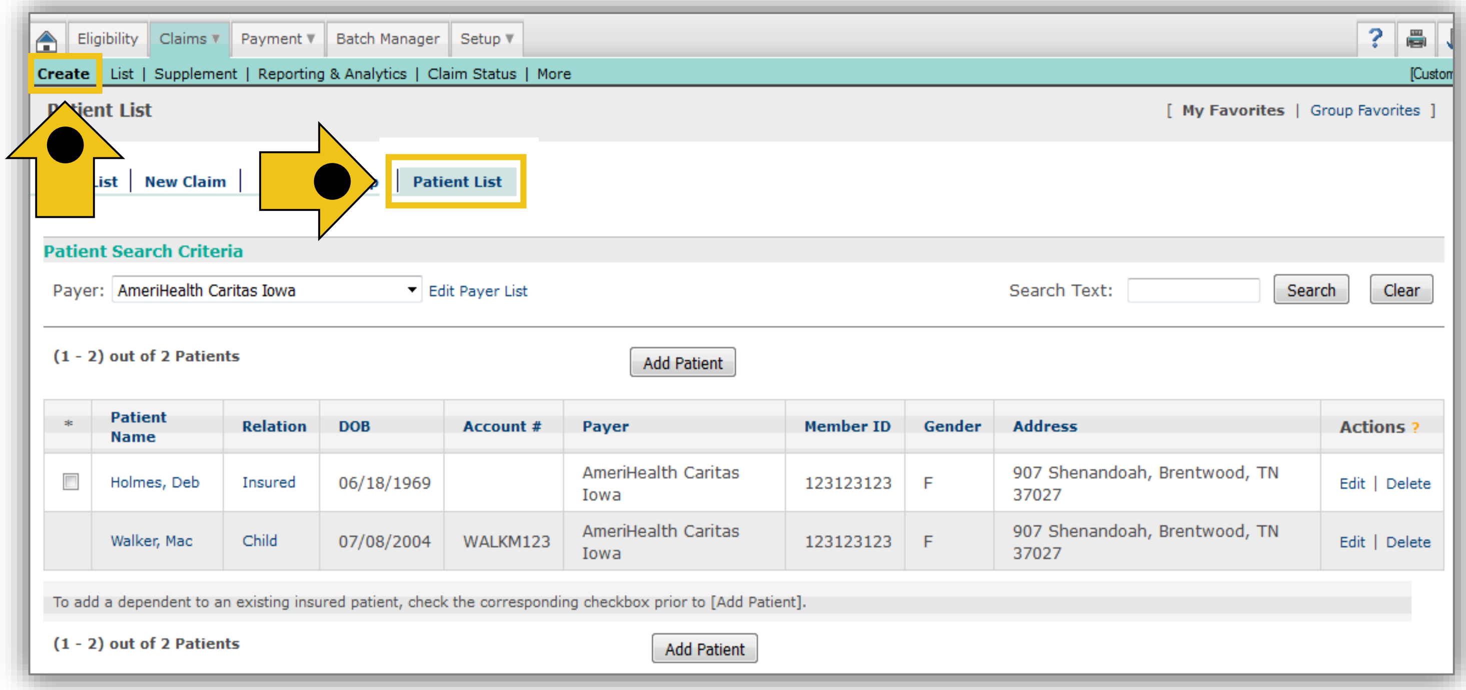
- Typically, testing is between only the provider and Change Healthcare. Test files are not forwarded to the AmeriHealth Caritas. If testing needs to include AmeriHealth Caritas, please inform your Implementation Specialist. An extra, manual step must be taken by the Implementation Specialist to include AmeriHealth.

FAQ – Will my patients be stored in WebConnect?

- If you elect to create claims **online**, you will have an option to save your patient information online.*
- If you **upload** claims entered in another system, the patient database will not be available to you.
- Both the claims reporting tools and the remit tools provide options that allow you to search for claims (or remits) by patient name or IDs.

* There are two different ways to store patients for use with online claim entry:

1. Build a patient database, explicitly by entering patients into the patient list (shown here).
2. Rather than using the patient list, re-use previously submitted claims to create new claims for the same patient. This may be particularly convenient if the services billed are frequently the same between visits. Use **Save as New Claim** to create a new claim from an old one.

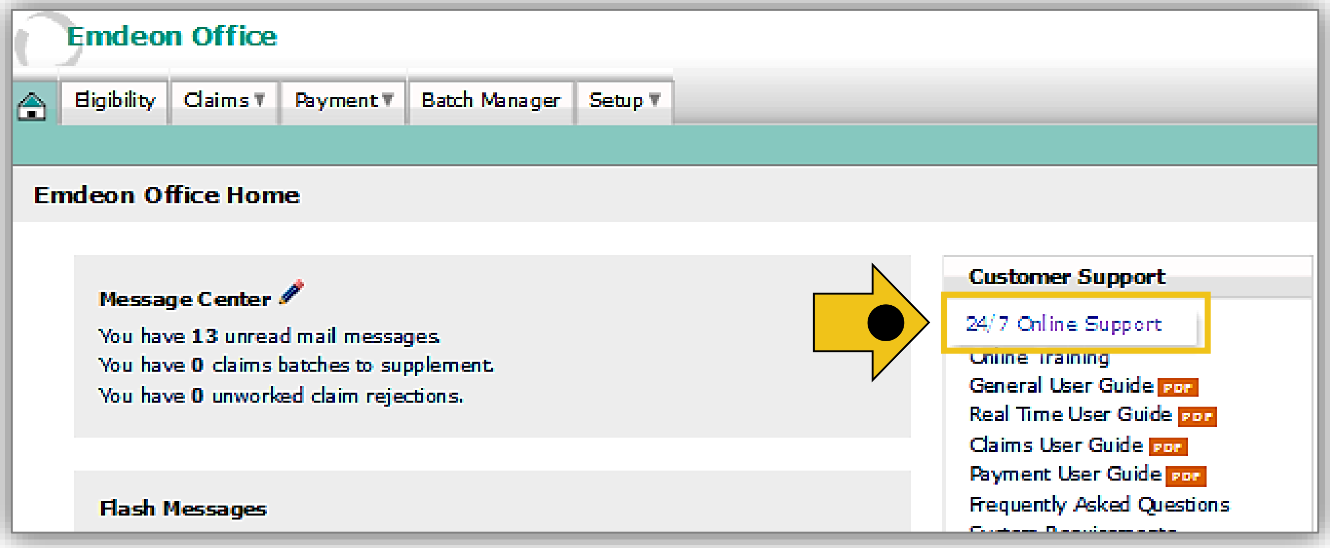


FAQ: How do I download a remit posting file?

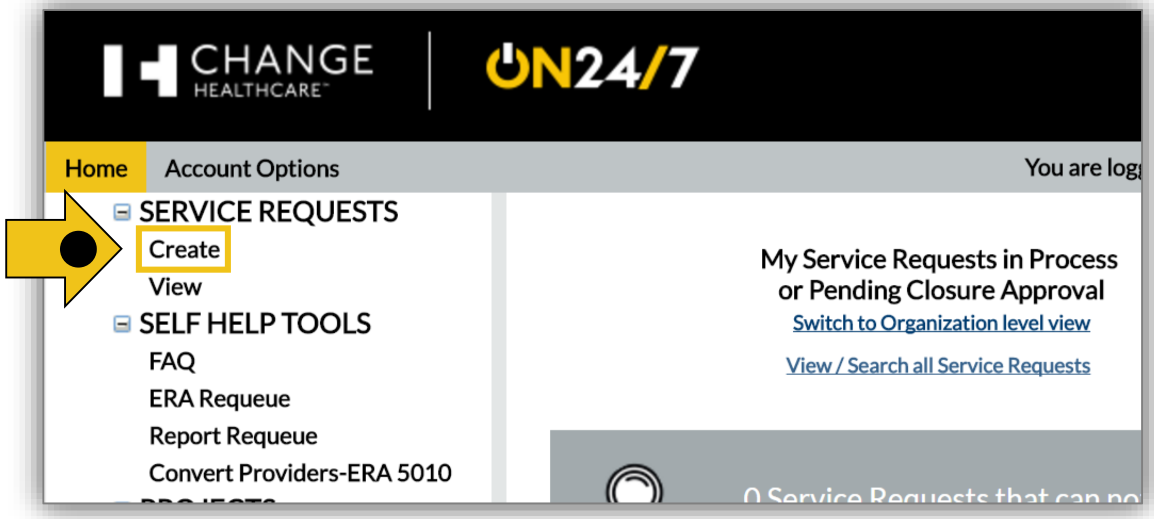
- Posting capability is not initially available in your account.
- If posting is needed, create a ticket with Change Healthcare to request that posting be added.
- It may take up to 2 weeks to complete the upgrade of your account.
- During the upgrade period, you have the ability to search and view remits.
- Once the upgrade is complete, you will be able to download older remits received prior to the upgrade.
- Once the upgrade is complete, a **Create Posting File** action button will become available for your use. This will create an 835-formatted text file including all payments you select.

FAQ: How do I request access to remit posting files?

1. Log in and select **24/7 Online Support** on the homepage.

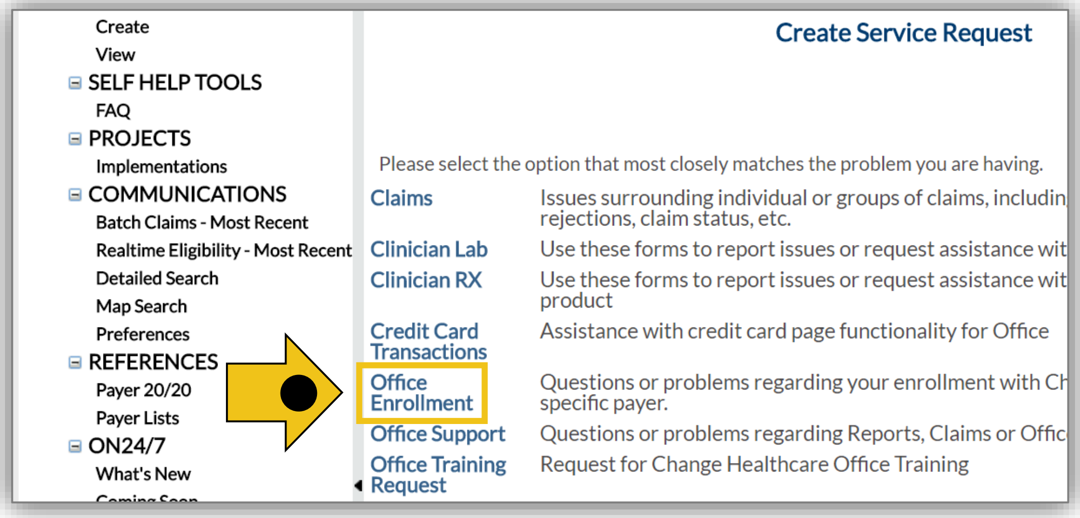


2. Click **Create** under **Service Requests** on the ON24/7 sidebar.

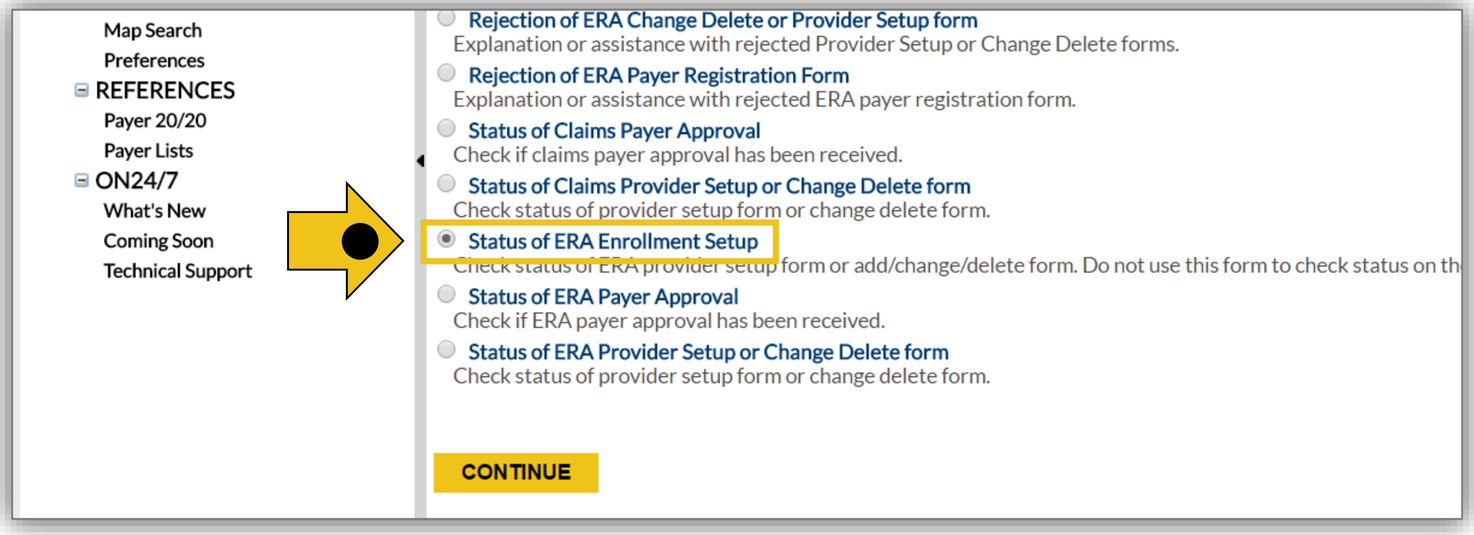


FAQ: How do I request access to remit posting files?

3. Select **Office Enrollment** from the service request options.

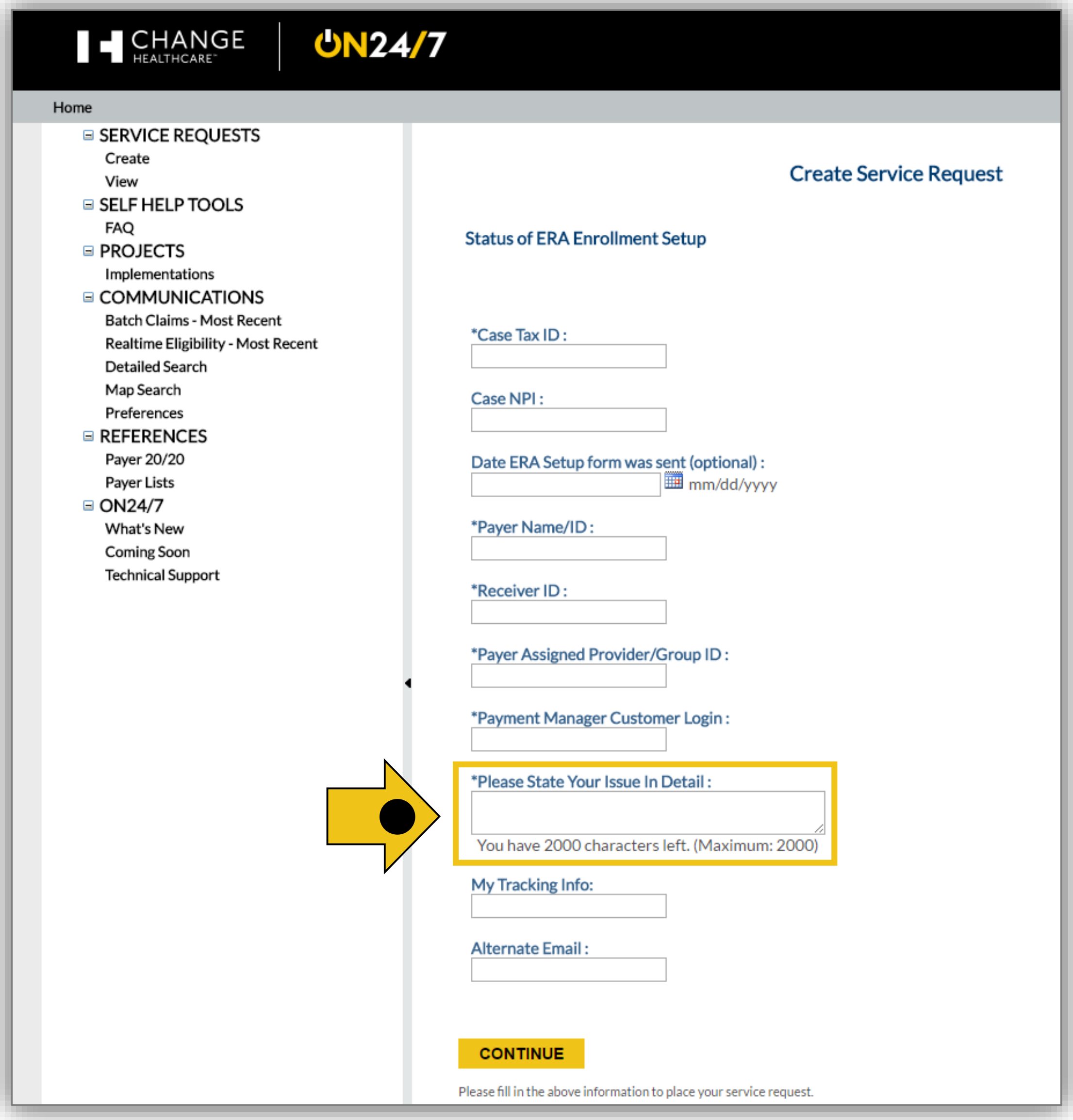


4. Choose **Status of ERA Enrollment Setup** and click **Continue**.



FAQ: How do I request access to remit posting files?

5. Complete the form. In the text box labeled, **Please State Your Issue in Detail**, state that you need to be setup for ERA posting for *AmeriHealth Caritas*.



Frequently Asked Questions – Is My Data Secure?

Yes, your data is secure:

- Change Healthcare systems are protected by industry standard protocols, processes and software.
- The Provider WebConnect application is regularly subjected to “penetration testing” in order to ensure that the system is secure against the latest risks, threats or hacks.
- Change Healthcare employees are extensively trained in the appropriate handling of both data and systems, from the perspectives of both security and privacy.
- Change Healthcare is EHNAC certified.

FAQ: Who do I call for help?

- Change Healthcare: (877) 667-1512
- If you lose the phone number, you can find it on the login page.

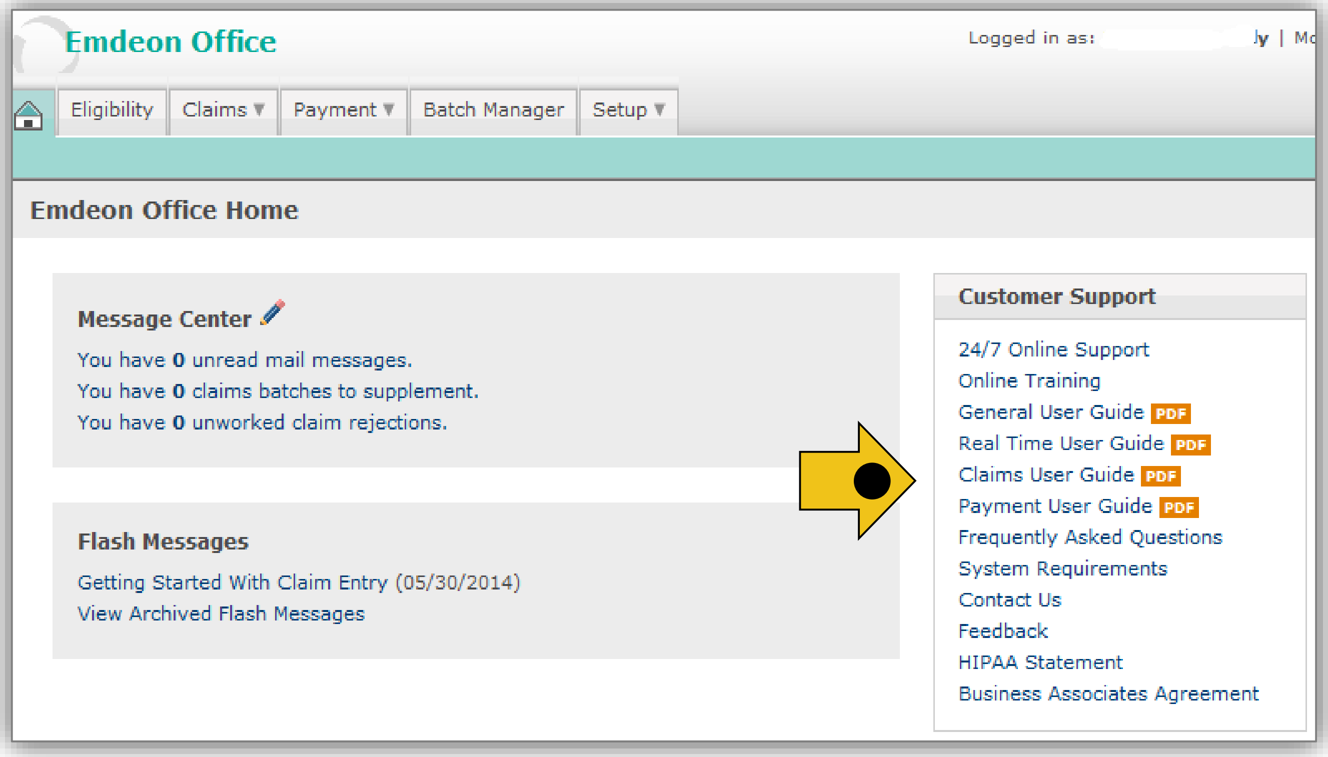
WRITE THESE DOWN

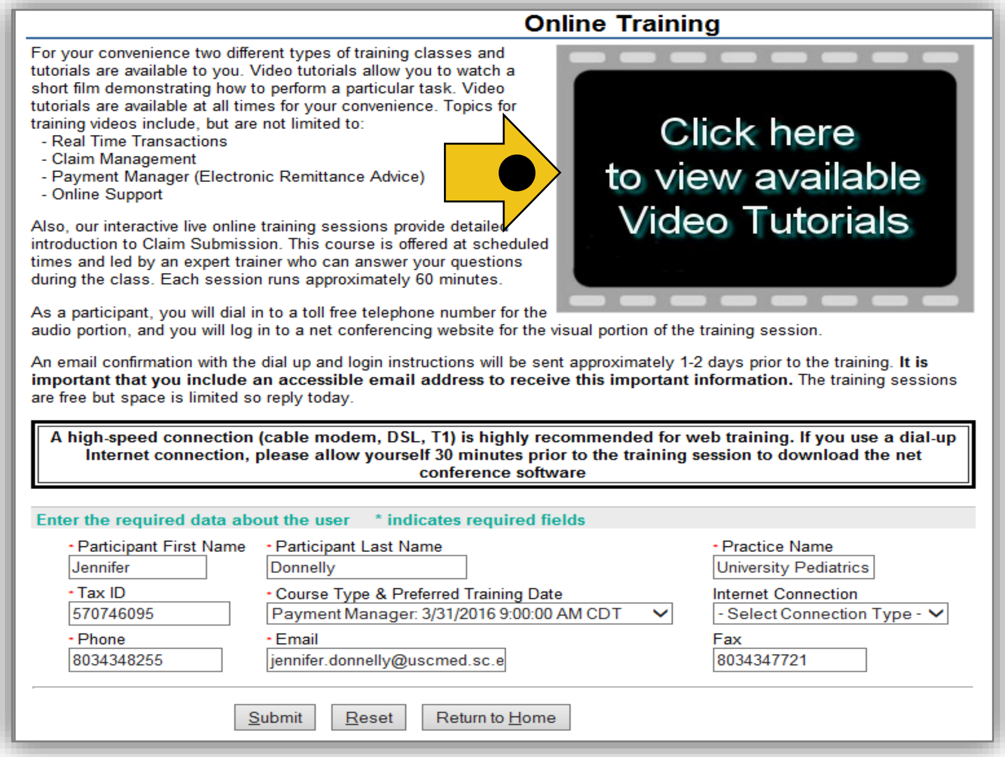
(877) 667-1512

https://office.emdeon.com/vendorfiles/amerihealth.html

Support Materials

- Claim Entry Video: https://office.emdeon.com/media/Provider-Setup-and-Claim-Submission-for-DDE.wmv
- Remit Video: https://office.emdeon.com/media/remitssearch.wmc
- Claim Entry Quick Reference Guide: https://office.emdeon.com/media/create_claims.pdf
- Claim Import Quick Reference Guide: https://office.emdeon.com/media/import_claims.pdf





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- Self-Enrollment
- Claims
- 837 Upload
- Direct Data Entry
- Remits