

ELIGIBILITY & BENEFIT SOLUTIONS

*Solutions that directly connect to the
largest payer network*



Simplifying the Business of Healthcare

Eligibility & Benefit Solutions

Solutions that directly connect to the largest payer network

Emdeon leads the industry in clearinghouse and EDI solutions for automated workflow that decreases electronic claims receipt and pre-processing cost; reduces phone calls from providers and improves your auto-adjudication rate. Our secure transmission platform and HIPAA translations and formats offer you the best, and most reliable connectivity services available so that claims are processed correctly. Our nationwide electronic network allows us to connect to any system for all payer-to-provider HIPAA-mandated transactions.

What are the advantages of an Emdeon partnership?

- One partner for all EDI services
- Connectivity to the largest network of commercial and government payers
- Full suite of EDI services including eligibility and benefits, claim status, referrals, find provider, healthcare services review request and response, healthcare services review inquiry and response and claim financial inquiries
- High scalability and reliability for quick responses at any level
- Seamless integration into your existing systems and your providers' workflow

Emdeon is CORE certified

To demonstrate our commitment to improving administrative data exchanges, Emdeon certifies that we can exchange electronic healthcare administrative data according to the CAQH Committee on Operating Rules for Information Exchange (CORE) Phase II rules.

How CORE rules help providers:

- Automate electronic eligibility and benefits inquiry processes more fully
- Receive consistent electronic information about patient deductible balances from potentially any health plan at the point-of-care
- Check the status of a claim and/or confirm payer organization receipt of the claim electronically
- Enhance patient matching to uniquely identify individuals
- Facilitate interoperability across healthcare information exchange with electronic connectivity

Provider Features

- Eligibility and benefits verification in real-time or by batch
- Detailed benefit information with important co-pay, deductible and accumulator information
- Capability to save and store detailed responses for future claim status inquiries or referrals

Provider Benefits

- Shorten the patient check-in process by checking eligibility in seconds
- See exactly what patients owe with easy-to-read benefits statements
- Access the most payer connections in the industry
- Increase productivity through time-saving automation, batch processing and real-time eligibility and benefits verification



A woman with long brown hair, wearing a maroon short-sleeved shirt, is smiling and looking towards a computer monitor. She is standing behind a glass-topped desk. The background is a bright, modern office space with large windows and a curved orange light fixture at the top of the frame.

Integrated Solutions

Whether you need a highly customizable integration into your applications or just connectivity to our network, our integration solutions offer the most flexibility to help you achieve the maximum results.

Eligibility and Benefits Verification

Emdeon Direct Connect brings together our industry leading clearinghouse and EDI solutions to reduce phone calls and improve auto-adjudication rates. Emdeon Direct Connect provides network connection via the HIPAA standard ANSI X12N format. Emdeon Direct Connect provides network connection supporting claims and encounter submission (837), electronic remittance advice (835), eligibility and benefits (270/271), claim status (276/277), healthcare services review request and response (278 X094), healthcare services review inquiry and response (278 X059) and claim financial inquiries (277/835).

- Powerful reporting capabilities
- Batch or real-time submission options
- Secure electronic transmission
- Decreases pre-processing costs
- Increases overall efficiency

Revenue and Reimbursement Analytics

Emdeon delivers automated batch screenings of patient account information so providers capture more revenue both before and after patient visits. These unique services leverage all available patient data to search for key information in government programs and payer databases resulting in increased revenue collection and reduced bad-debt write-offs for improved provider profitability. Using logic driven searches that are tailored to each providers' needs and information on state specific search requirements, Emdeon returns user-friendly reports with details on benefits eligibility, pre-authorizations, address verification and claim status to give providers the information needed to maximize revenue collection opportunities.

- Increase revenue
- Patient address verification
- Reduce instances of incorrect or missing data
- Streamline the registration process
- Assist in improving up-front collections



Private Labeled Solution

Our private labeled wholesale solution offers customization with your logo and color scheme, while providing a quick to market solution for all HIPAA mandated real-time transactions. This solution eliminates the need to program, update, and maintain ANSI X12 real-time transaction formats, while providing payer specific return transactions.

Emdeon Office Suite

Accelerate revenue, simplify administration

Emdeon Office Suite is a web-based solution set that simplifies the everyday tasks of physician practices by integrating eligibility and benefits verification, claims and payment management, as well as ePrescribing and lab orders and results through our leading Health Information Exchange all into one easy-to-use application. With our integrated reporting and analytics and payment tools, providers can see where their revenue is at all times. The Emdeon Office Suite gives providers everything they need to get paid quickly, accurately and efficiently, while offering channel partners a quick-to-market solution for HIPAA compliant transactions. Emdeon offers the ability to suppress product features within the Office Suite allowing channel partners to customize their product offering.

- Web-based insurance eligibility and authorizations/precertifications
- Batch or real-time submission options
- Ensures HIPAA compliance
- Improves reimbursement rates
- Increases staff productivity



Maximize Your Product Offerings with Emdeon Solutions

Connectivity. Simplicity. Innovation.
Control. Advantage.

Timely provider reimbursement and compliance is something your clients look to you to deliver. This requires simple and efficient payer interactions. Through Emdeon's unique suite of all payer services, you can offer your providers a comprehensive solution to simplifying the entire revenue cycle. Emdeon is fully committed to the success of our channel partners and providers.

Solutions that complement Emdeon's Eligibility and Benefits solutions include:

- Electronic Claim Submission
- Secondary Claims
- Reporting and Analytics
- Electronic Remittance Advice (ERA)
- Patient Statements
- ePrescribing
- Direct Contracting
- Emdeon ON24/7 Support
- Direct Invoicing



Elevate your level of business through an Emdeon Channel Partnership

When you partner with Emdeon you not only get the powerful, flexible solutions today's providers require, but you get them all from a single source. As your business grows, Emdeon will be there to show you the most innovative and valuable ways to build your business. Our solutions can help by bringing together end-to-end revenue cycle management, accurate clinical solutions and valuable channel partner support tools into one source to provide the consistency, reliability and accountability you expect from a long-term business partner. Discover the benefits of a partnership with Emdeon. Call today and start building a competitive edge through the comprehensive support, products and services that providers need to simplify the business of healthcare.

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

To learn more about our company, our services and our commitment to improving healthcare, visit our website at www.emdeon.com.



3055 Lebanon Pike, Suite 1000
Nashville, TN 37214 USA
877.EMDEON.6 (877.363.3666)
vendorsales@emdeon.com
www.emdeon.com/channelpartners