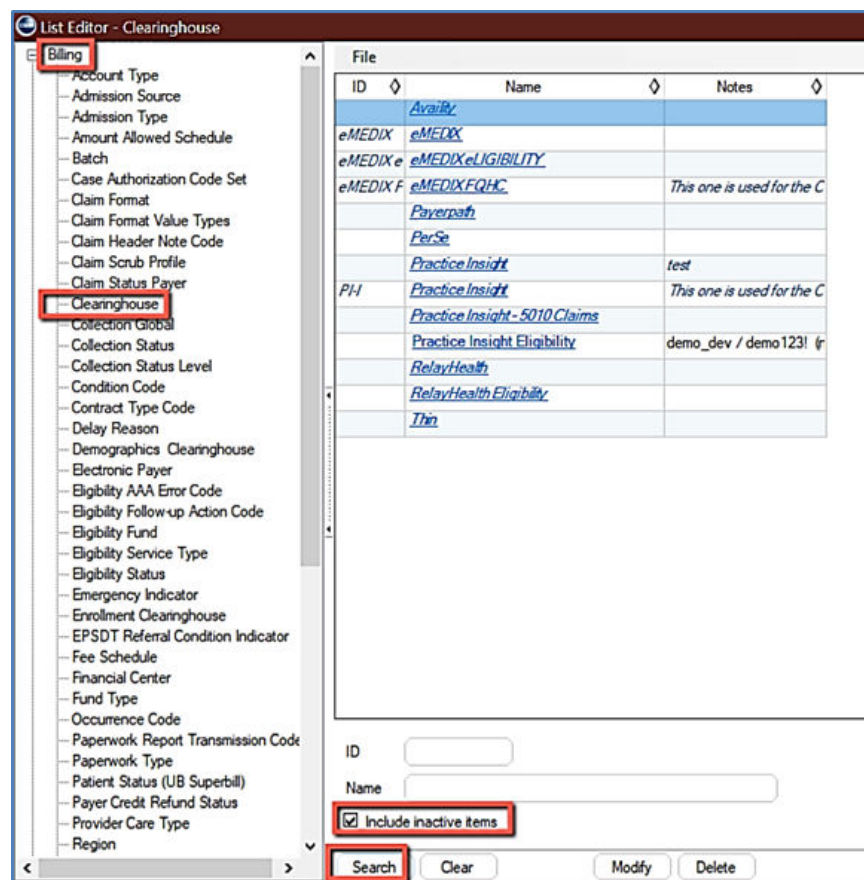


## eMEDIX Eligibility Verification and Payer ID

If you are having issues running eMEDIX Eligibility, follow the below steps to troubleshoot and resolve issues.

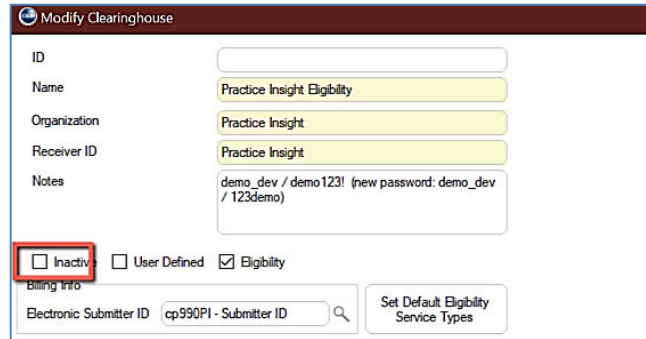
### Verify eMEDIX Eligibility Clearinghouse is Active

- Go to List Editor
- Open the Billing folder
- Select Clearinghouse
- Check the Inactive box on the bottom left
- Click on Search



2 If *eMEDIX Eligibility* is showing in italics in the displaced list, you must deactivate the Practice Insight Eligibility clearinghouse first. If eMEDIX Eligibility is not in italics proceed to step 3.

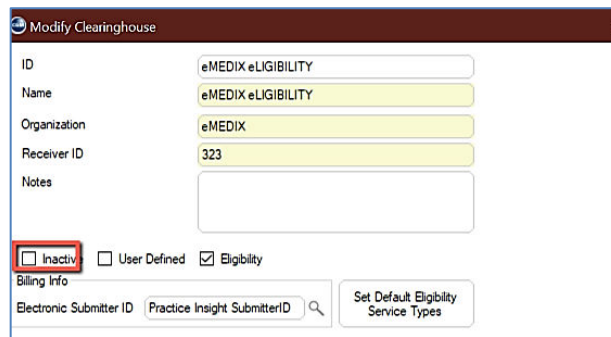
- Select Practice Insight Eligibility from the list.
- A Clearinghouse window will open
- Remove the check in the box in front of Active
- Click OK (bottom right) to save



The screenshot shows the 'Modify Clearinghouse' dialog box. The 'Name' field is 'Practice Insight Eligibility', 'Organization' is 'Practice Insight', and 'Receiver ID' is 'Practice Insight'. The 'Notes' field contains 'demo\_dev / demo123! (new password: demo\_dev / 123demo)'. At the bottom, there are three checkboxes: 'Inactive' (checked and highlighted with a red box), 'User Defined' (unchecked), and 'Eligibility' (checked). Below these is a 'Billing Info' section with 'Electronic Submitter ID' set to 'cp990PI - Submitter ID' and a 'Set Default Eligibility Service Types' button.

3 Select eMEDIX Eligibility from the displayed list

- Click on Modify
- A Clearinghouse window will open
- Verify the “Inactive” box is **not** checked.
- If checked, remove the checkmark and click OK (bottom right)



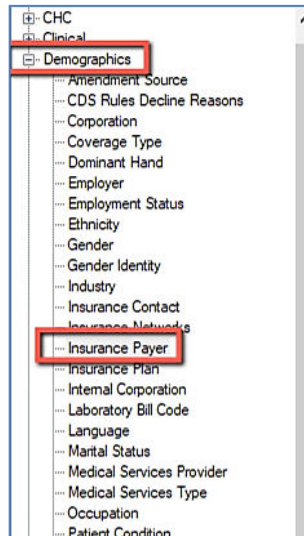
The screenshot shows the 'Modify Clearinghouse' dialog box for 'eMEDIX eLIGIBILITY'. The 'Name' field is 'eMEDIX eLIGIBILITY', 'Organization' is 'eMEDIX', and 'Receiver ID' is '323'. The 'Notes' field is empty. At the bottom, there are three checkboxes: 'Inactive' (unchecked and highlighted with a red box), 'User Defined' (unchecked), and 'Eligibility' (checked). Below these is a 'Billing Info' section with 'Electronic Submitter ID' set to 'Practice Insight SubmitterID' and a 'Set Default Eligibility Service Types' button.

4

### Modify eMEDIX Eligibility Payer IDs

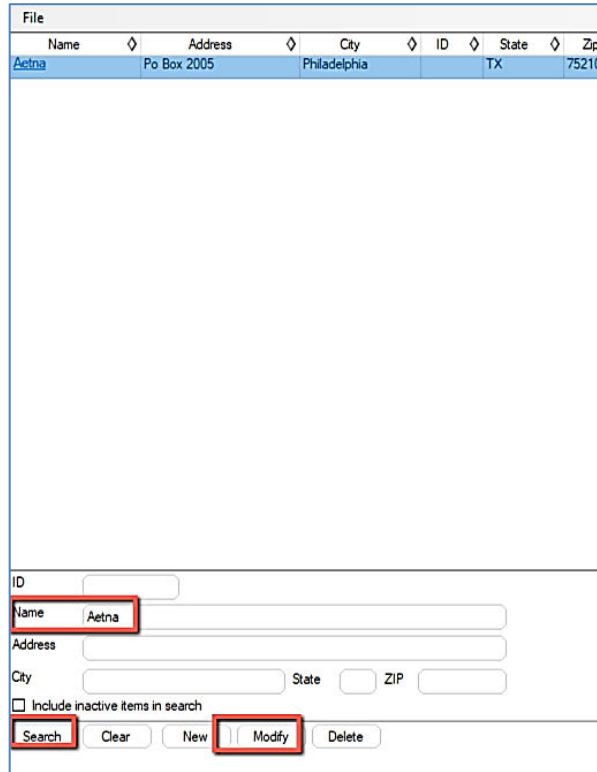
If you are having issues with a specific payer, you should verify the Eligibility payer ID attached to the payer is correct.

- Go to List Editor
- Open the Demographics folder
- Select Insurance Payer



5

On the Insurance Payer window:  
 In the Name field enter the name of the payer and click on Search  
 Select the payer and click the Modify button.  
 The Modify Insurance Payer window appears



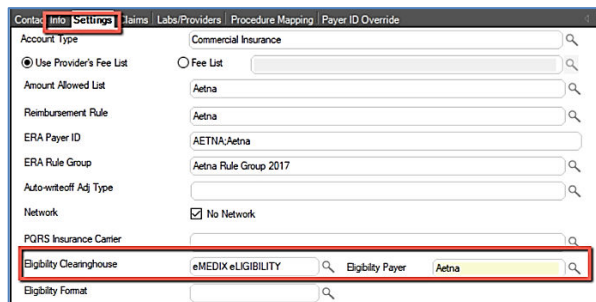
| Name  | Address     | City         | ID | State | Zip   |
|-------|-------------|--------------|----|-------|-------|
| Aetna | Po Box 2005 | Philadelphia |    | TX    | 75210 |

State  ZIP   
 Include inactive items in search

6

On the Insurance Payer window:

- Click on the Settings tab
- Set the Clearinghouse as eMEDIX
- Use the Search icon to search and select eMEDIX Eligibility
- Click the search icon next to the Eligibility Payer
  - Search for, and select the appropriate payer
  - If you are unsure of the correct Payer, go to <https://online.emedixus.com/payer-list>
- Click OK to save



Contact | **Info** | **Settings** | Claims | Labels/Providers | Procedure Mapping | Payer ID Override

Account Type: Commercial Insurance  
 Use Provider's Fee List  Fee List  
 Amount Allowed List: Aetna  
 Reimbursement Rule: Aetna  
 ERA Payer ID: AETNA:Aetna  
 ERA Rule Group: Aetna Rule Group 2017  
 Auto-witeoff Adj Type:  
 Network:  No Network  
 PQRS Insurance Carrier:  
 Eligibility Clearinghouse: eMEDIX eLIGIBILITY Eligibility Payer: Aetna  
 Eligibility Format: