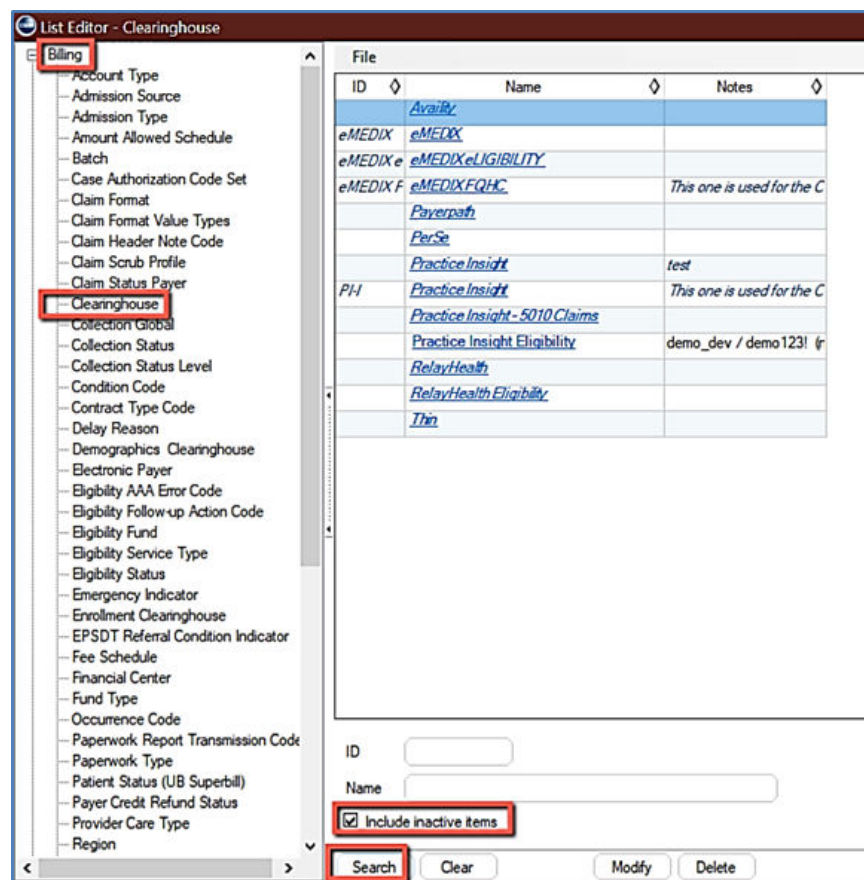## eMEDIX Eligibility Verification and Payer ID

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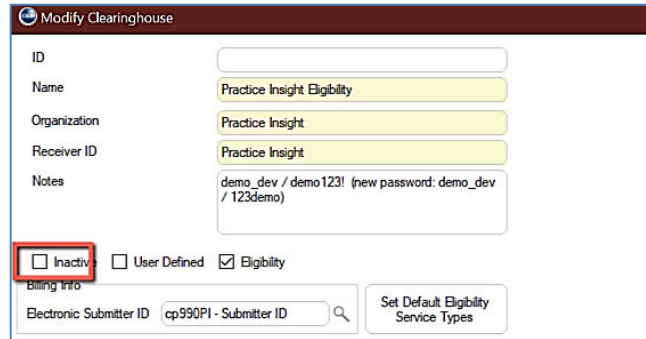
Verify eMEDIX Eligibility Clearinghouse is Active

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

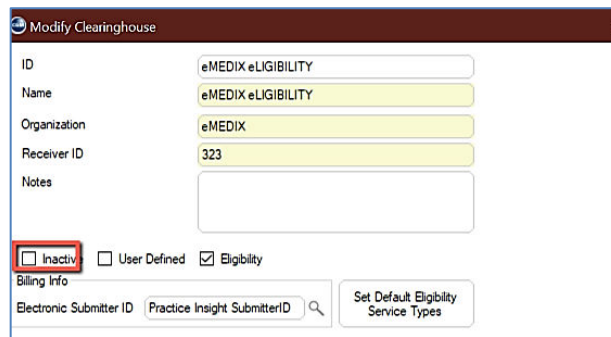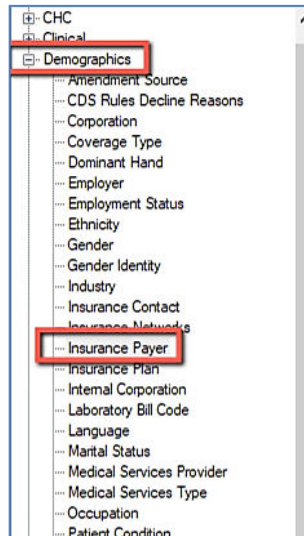| 2	If *eMEDIX Eligibility* is showing in italics in the displaced list, you must deactivate the Practice Insight Eligibility clearinghouse first. If eMEDIX Eligibility is not in italics proceed to step 3. • Select Practice Insight Eligibility from the list. • A Clearinghouse window will open • Remove the check in the box in front of Active • Click OK (bottom right) to save
3	Select <u>eMEDIX Eligibility</u> from he displayed list • Click on Modify • A Clearinghouse window will open • Verify the "Inactive" box is n**ot** checked. • If checked, remove the checkmark and click OK (bottom right)

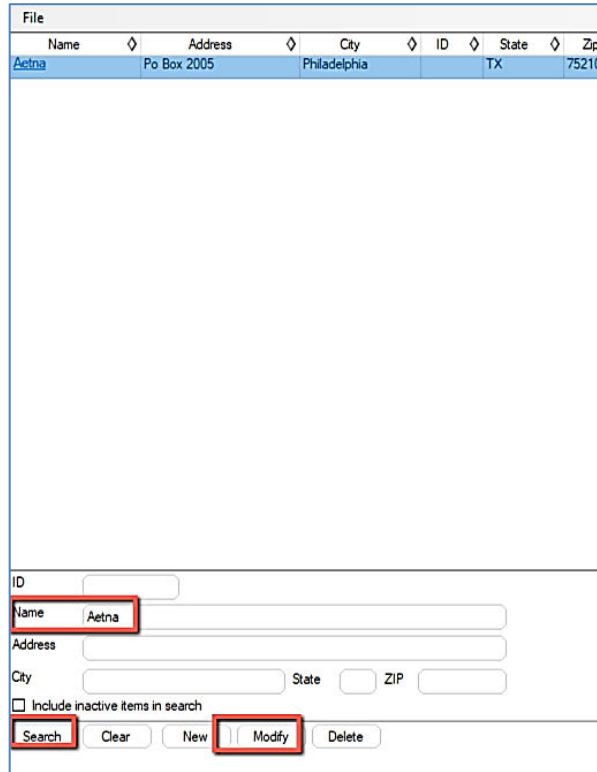|	
4	**Modify eMEDIX Eligibility Payer IDs** If you are having issues with a specific payer, you should verify the Eligibility payer ID attached to the payer is correct. • Go to List Editor • Open the Demographics folder • Select Insurance Payer

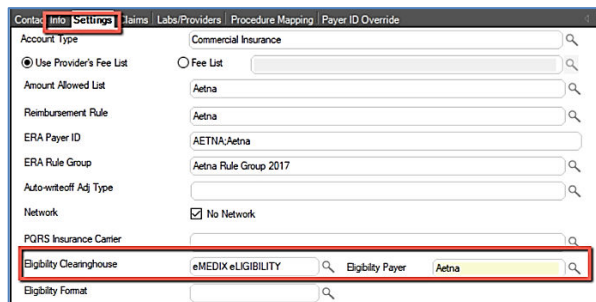| 5	On the Insurance Payer window: In the Name field enter the name of the payer and click on Search Select the payer and click the Modify button. The Modify Insurance Payer window appears
6	On the Insurance Payer window: - Click on the Settings tab - Set the Clearinghouse as eMEDIX - Use the Search 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