EMEDIX OVERVIEW

eMedix Clearinghouse Online

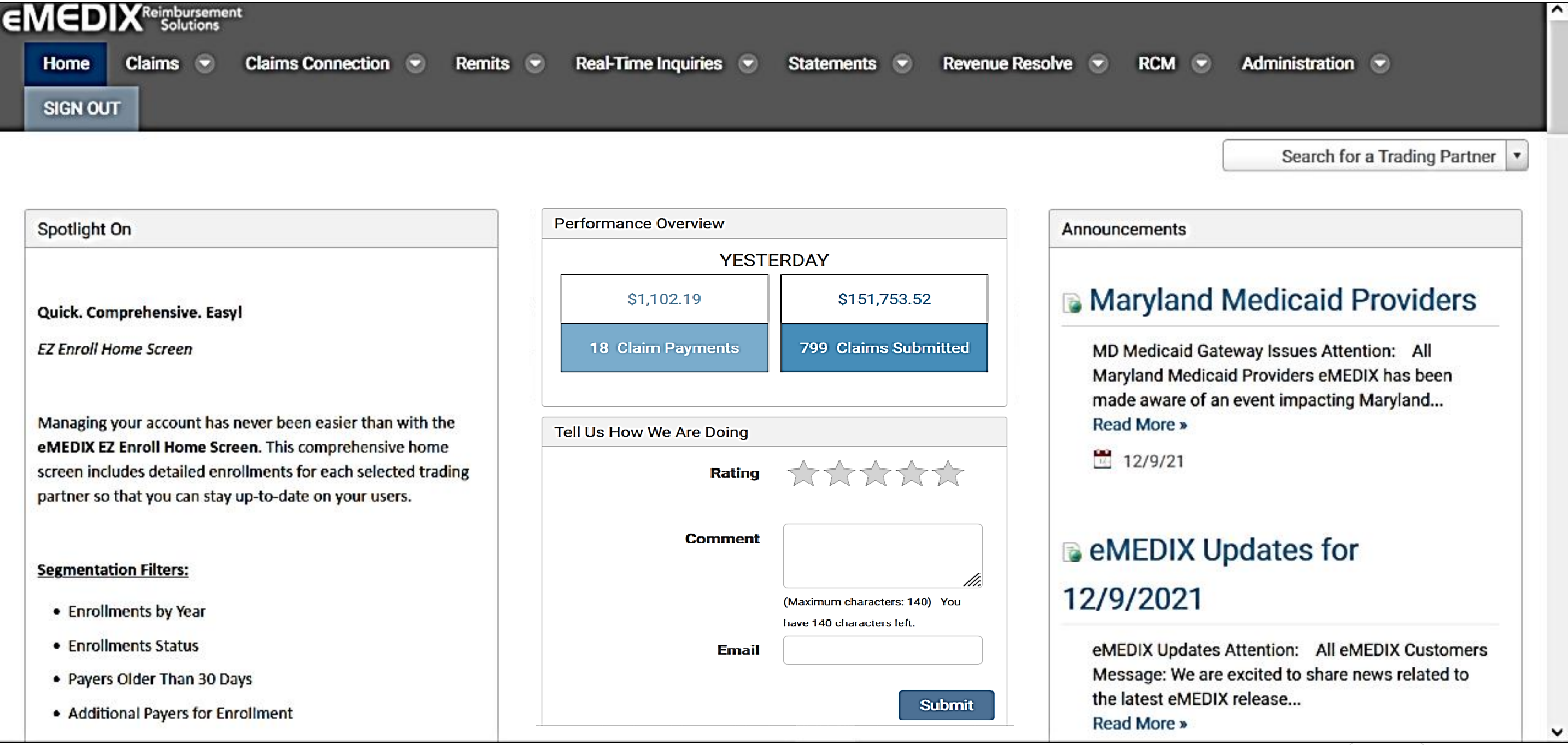
https://online.emedixus.com/home

The website uses your eMEDIX Online login and password.

- The same login and password will also be used for eMEDIX Enroll.
-

- The EDI Coordinator will provider you with your username and Password when it has been issued.

HOME PAGE


eMEDIX Reimbursement Solutions
Home
Claims
Claims Connection
Remits
Real-Time Inquiries
Statements
Revenue Resolve
RCM
Administration
SIGN OUT
Search for a Trading Partner
Spotlight On
Quick. Comprehensive. Easy!
EZ Enroll Home Screen
Managing your account has never been easier than with the eMEDIX EZ Enroll Home Screen. This comprehensive home screen includes detailed enrollments for each selected trading partner so that you can stay up-to-date on your users.
Segmentation Filters:
Enrollments by Year
Enrollments Status
Payers Older Than 30 Days
Additional Payers for Enrollment
Performance Overview
YESTERDAY
$1,102.19
18 Claim Payments
$151,753.52
799 Claims Submitted
Tell Us How We Are Doing
Rating
Comment
(Maximum characters: 140) You have 140 characters left.
Email
Submit
Announcements
Maryland Medicaid Providers
MD Medicaid Gateway Issues Attention: All Maryland Medicaid Providers eMEDIX has been made aware of an event impacting Maryland...
Read More »
12/9/21
eMEDIX Updates for 12/9/2021
eMEDIX Updates Attention: All eMEDIX Customers Message: We are excited to share news related to the latest eMEDIX release...
Read More »

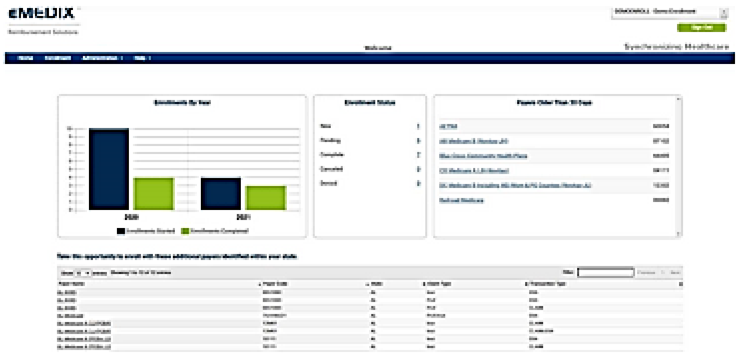
Quick. Comprehensive. Easy!

EZ Enroll Home Screen

Managing your account has never been easier than with the **eMEDIX EZ Enroll Home Screen**. This comprehensive home screen includes detailed enrollments for each selected trading partner so that you can stay up-to-date on your users.

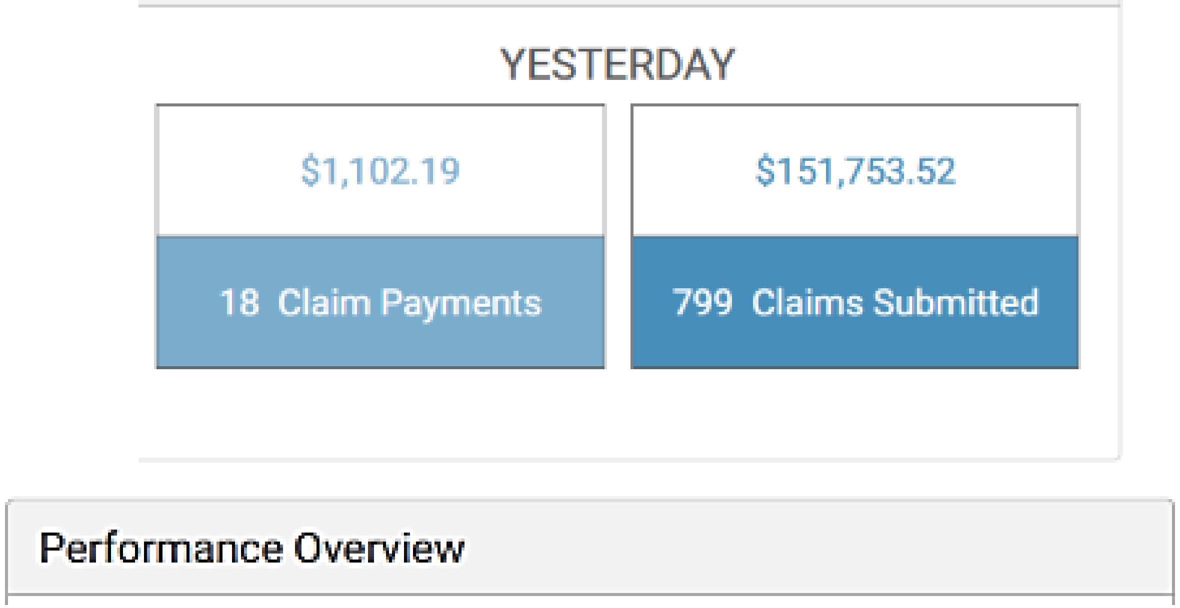
Segmentation Filters:

- Enrollments by Year
- Enrollments Status
- Payers Older Than 30 Days
- Additional Payers for Enrollment



Spotlight On

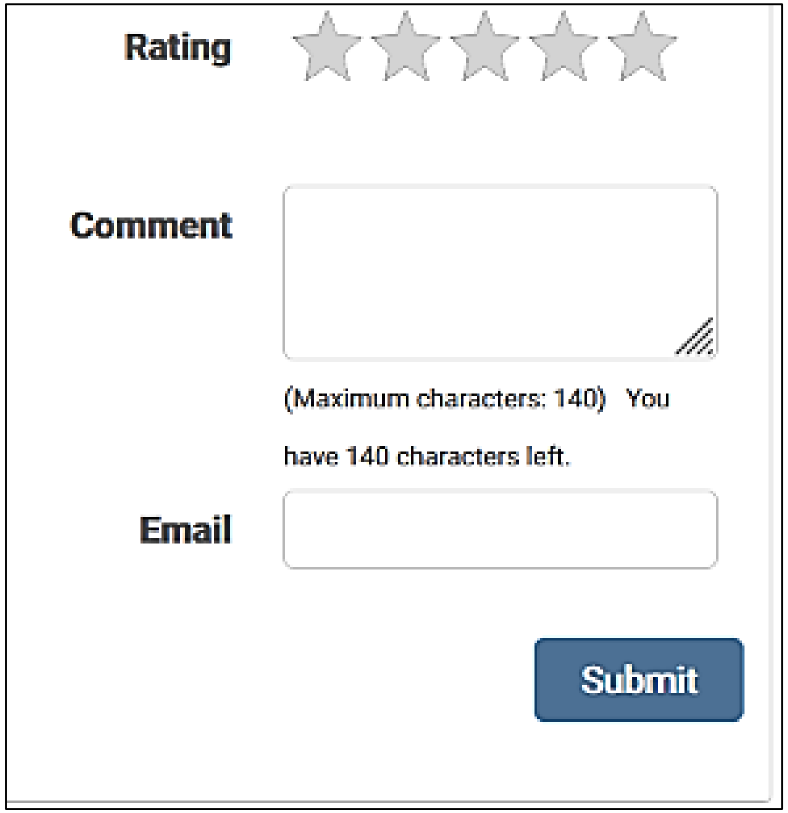
This section is updated monthly and will spotlight one of the eMEDIX products. It will also introduce you to new products and/or features.



Shows the payments received and the claims submitted on the previous day.

Tell Us How We Are Doing

This is an area to rate eMEDIX and to send a comment. This is monitored daily. If needed, the Support Team will reach out to the customer in a reasonable time to discuss comments.



Announcements

This are will have eMEDIX and Payer announcements and news.

This includes network update news and possible downtime for both eMEDIX and payers. It also includes announcements of any outages or issues with a specific payer.

Maryland Medicaid Providers

MD Medicaid Gateway Issues Attention: All Maryland Medicaid Providers eMEDIX has been made aware of an event impacting Maryland...
Read More »

12/9/21

eMEDIX Updates for 12/9/2021

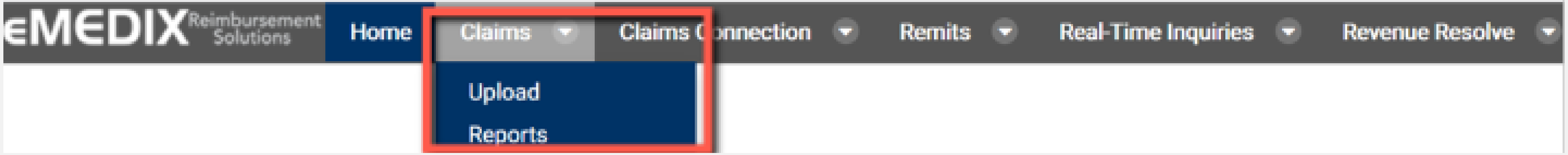
eMEDIX Updates Attention: All eMEDIX Customers Message: We are excited to share news related to the latest eMEDIX release...
Read More »

12/3/21

eMEDIX Holiday Office Closure: New Year 2022

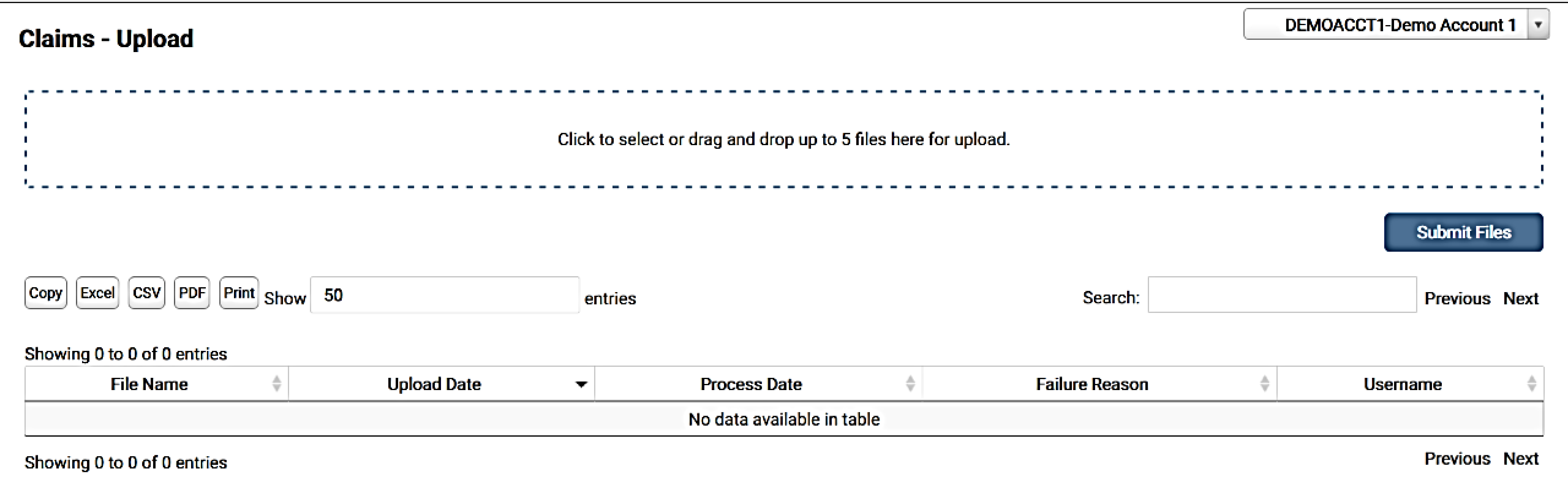
eMEDIX Holiday Office Closure Attention: All eMEDIX Customers Message: eMEDIX offices will be

CLAIMS TAB



Under the Claims Tab you will find selections of:

- Upload (to manually upload claims should it become necessary)
- Reports (Claims Acknowledgements, rejections, etc.)



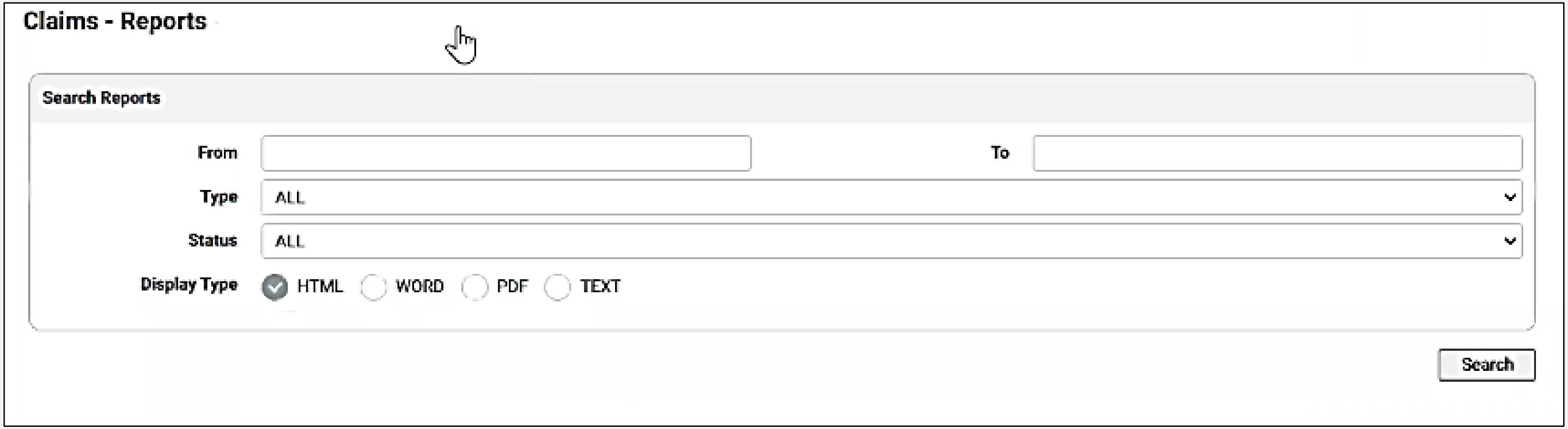
This is used to manually upload claims if necessary. In both eMDs and Aprima the claims should upload automatically, and you will not need to use.

The table displays current uploaded claims as well as any previously uploaded claims.

Click the Upload box to select a file or use the drag and drop feature to move up to five (5) files for upload. Click Submit Files.

A message displays indicating that the file was uploaded successfully, and the file information displays in the table. Once the file has processed, the table also displays the process date.

An error message displays if the file was not uploaded successfully.



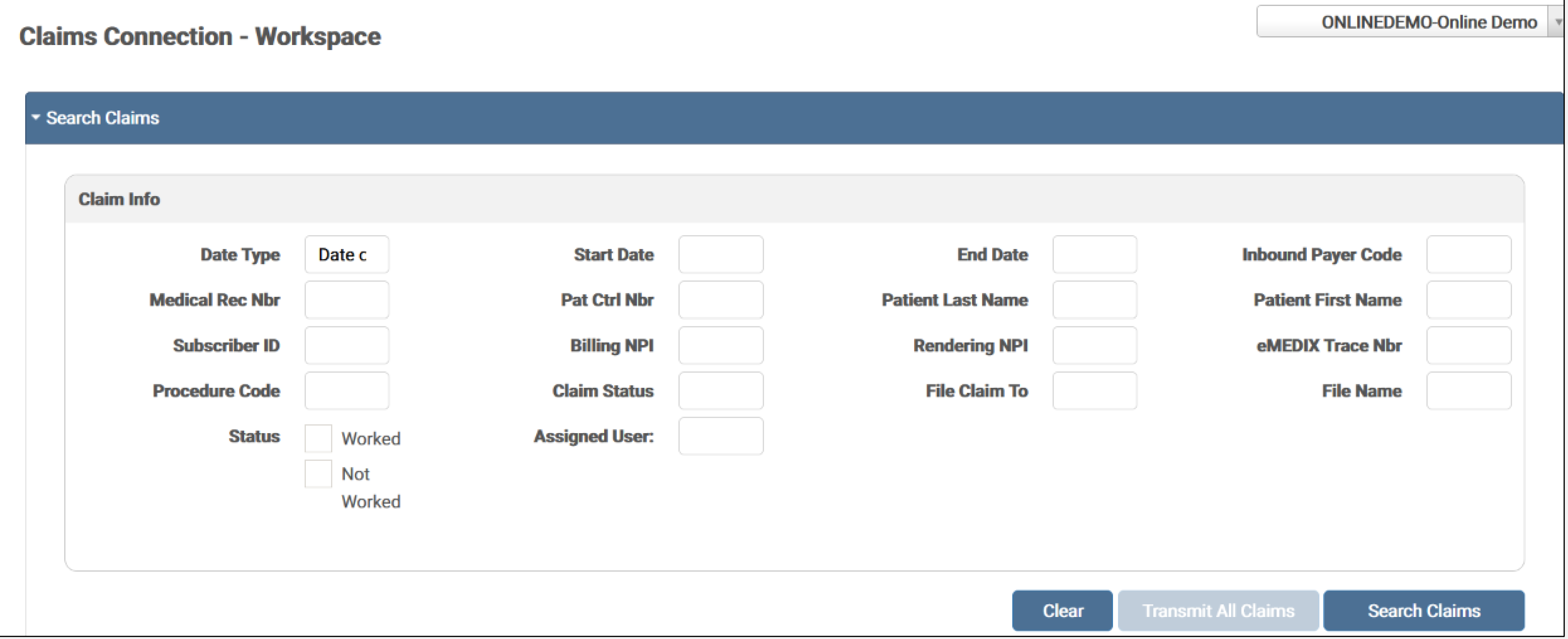
- Enter the desired dates in the From and To fields.
- Select the Type and Status from the available drop-down menu options and click the desired type radio button.
- Click Search
- The information displays in the table under the search box.
- Click on the File Name to view the report in the display type format that was selected.

CLAIMS CONNECTION TAB

Working Claims

Under the Claims Connection tab you will find selections of:

- Workspace (search and view claim responses)
- Setup (allows administrators to assign claims to different users)



Enter search criteria and click Search Claims to view search results. A start Date and End Date is required.

The Assigned User drop-down option is only available for Admin users.

Copy Excel CSV PDF Print Show 50 entries

Search: Previous 1 Next

Showing 1 to 26 of 26 entries

Worked	Pat Ctrl Nbr	Medical Rec Nbr	Patient Name	Date Of Service	Total Charges	Received Date	Payer	Subscriber ID	Billing NPI	Rendering NPI	eMEDIX Trace Nbr	Claim Status	Timely Filing	Contains	Assigned User
☐	11186601		MICKEY MOUSE	05/21/2021-05/21/2021	$425.00	08/09/2021	07102 - MEDICARE A NOVITAS	4PD2ZZ1UPS1	1073164125	1447760889	ONLINEDEMOI2100000000186	ACCEPTED			
☐	38786805		JOE CATHY	07/22/2021-07/22/2021	$365.00	08/09/2021	1558 - OKLAHOMA MEDICARE	1CC2YM1JD88	1073164125	1649584855	ONLINEDEMOI2100000000188	REJECTED			

- Check boxes in the **Worked** column allows the user to keep track of claims worked. Mark the check box when completed.
- Click the **Patient Name** to view the Inbound 837 Claim data.
- Click the **eMEDIX Trace Number** to view Outbound 837 Claim data.
- Click the **Timely Filing** icon to view a PDF with Timely Filing Information.
- View the **Contains** column to view responses, remits, or denials at the bottom of the screen.

Responses: Remits: Denials: Real-Time Transactions

Claim Details: Click on the Claim line item in the Search results to see the Claim Details.

Claim Details

Pat Ctrl Nbr:	11186601	**Medical Rec Nbr:**		**Patient Name:**	MICKEY MOUSE	**Date Of Service:**	05/21/2021-05/21/2021
Total Charges:	$425.00	**Received Date:**	08/09/2021	**Payer:**	07102 - MEDICARE A NOVITAS	**Subscriber ID:**	4PD2ZZ1UPS1
Billing NPI:	1073164125	**Rendering NPI:**	1447760889			**Claim Status:**	ACCEPTED
				eMEDIX Trace Nbr:	ONLINEDEMOI2100000000186		

- The header gives the basic details of the claim:
  - Patient Info
  - Date of Service
  - Total Charges
  - Received Date (received by eMEDIX)
  - Payer
  - Claim Status (accepted, denied, rejected)

- Click on the Trace number to see the ANSI claim file.

Claim Details: Viewing Claim Responses

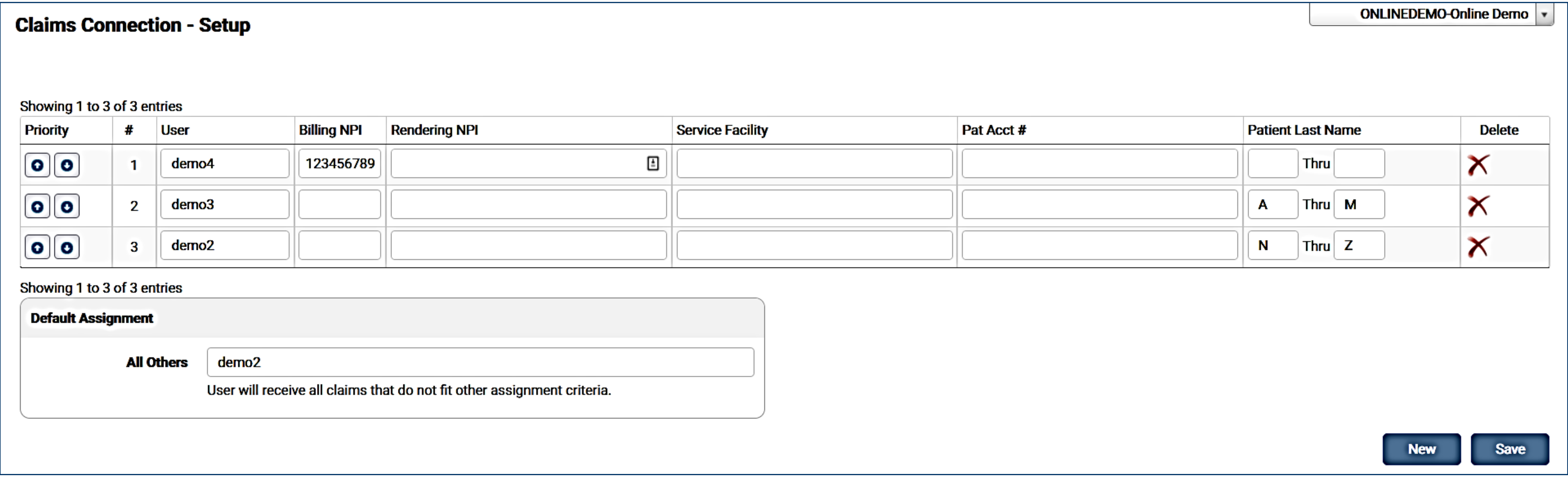
Claim Responses

Response Date	Message				Claim Control Number/DCN	Response Level
08/12/2021	Claim Accepted by MEDICARE A NOVITAS					FINAL
08/10/2021	Claim Rejected by eMedix Clearinghouse					INTERNAL
	Msg Cd: 7612 Details: Invalid Emdeon Payer Code					
	Loop: 2000B	Field: HL	Seg Idx: 1	Comp:	Data: 07102	
08/10/2021	Claim Rejected by eMedix Clearinghouse					INTERNAL
	Msg Cd: 7612 Details: Invalid Emdeon Payer Code					
	Loop: 2000B	Field: HL	Seg Idx: 1	Comp:	Data: 07102	
	Msg Cd: 9173 Details: Invalid Attending Provider NPI					
	Loop: 2310A	Field: NM1 9	Seg Idx: 1	Comp:	Data: NM1*71*1*REY*LISA*S***XX*1234567890~	

- The history of the claim and all associated messages are contained here.
- You can work rejections from this screen.

Claims in Accepted, Acknowledged, Transmitted, and Retransmitted status cannot be edited, but users can view the claim in Claim Editor by clicking the Claim Status in the Search Grid or the Claim Detail section. Once eMEDIX receives a final response from a payer on the claim, the response is marked as Final.

Claims Connection: Setup



Claims Connection Setup is only available to users with Administrative privileges.

Claims Connection: Setup

The Claims Connection Setup feature allows administrators to assign claims to different users. Users may select various options and combinations from this list and customize the setup as needed. The following options are available:

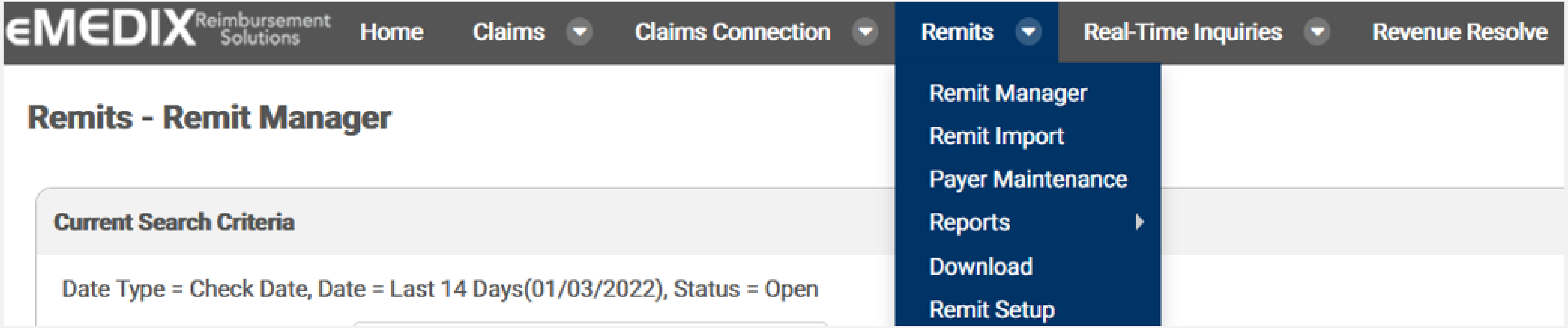
- Click the drop-down arrow to make selection(s) for each category for each User. Priority should be assigned after selecting all the criteria. Click the arrows to move the user(s) up or down the list.
- Enter the Billing NPI, Rendering NPI, Service Facility NPI, and/or Patient Account Number, if applicable.
- In the Patient Account Number field, enter an asterisk (*) for the wild card and any other relevant character needed for the search. Searches can include special characters such as dashes and spaces.
- Select the first letter of the Patient Last Name from the drop-down menu. This filters all claims with the Patient Last Name within these ranges for each user.
- Select the Default Assignment user from the drop-down menu. The user selected receives all claims that do not fit the assignment criteria. This field is required.
- Click New to add a blank line to the table. To delete a line, click the X in the Delete column.

Click Save to save any changes made to the setup.

For more information on claims workflow reference the EMEDIX: WORKING CLAIMS document.

REMITS TAB

CompuGroup Medical



Under the Remits tab you will find selections of:

- Remit Manager (search and view remits)
- Remit Import (import and export their remits)
- Payer Maintenance (set print preferences)
- Remit Reports (run reports against their remits currently loaded in Remit Manager)
- Remit Download (to manually download remits)
- Remit Setup (set options to split remittances)

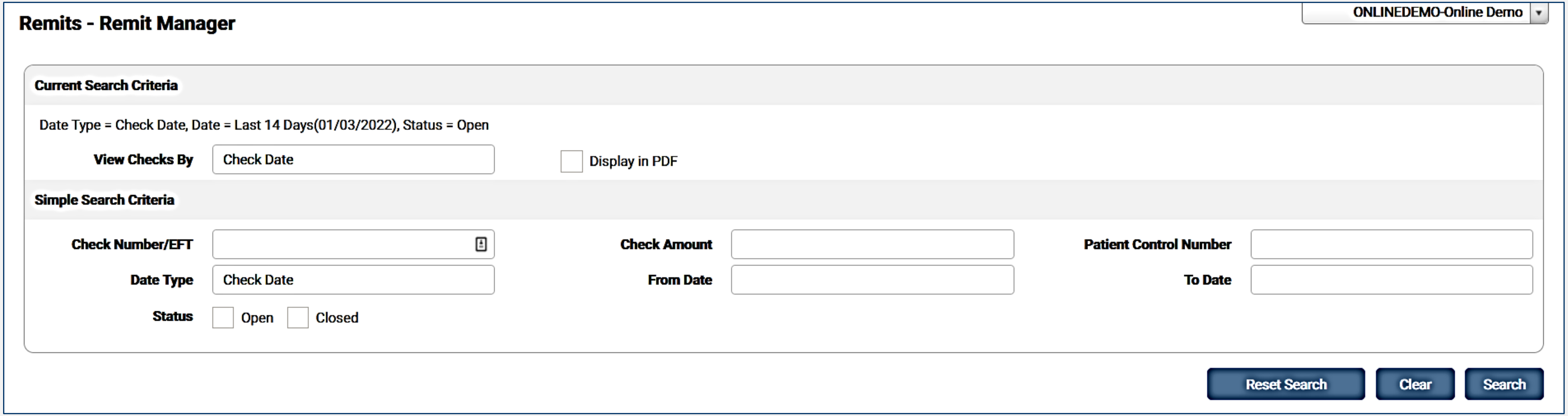
For more information o claims workflow reference the EMEDIX: WORKING CLAIMS document.

EMEDIX: WORKING CLAIMS

eMedix Clearinghouse Online

Remit Manager

Remit Manager allows users to search and view their remits in ANSI and Human Readable formats. It also allows users to import and export their remits.   In Aprima and eMDs, remits will be automatically imported into the software. In Medisoft and Lytec remits are pulled in through Revenue Management within the software.



The search criteria default date setting is the Last 14 Days of Open checks. The default view is View Checks By Check Date. Use the View Checks By drop-down menu to change the view. Options are Check Date, Payer, and Received Date. Select View Checks By Payer or View Checks by Received Date change the view. The Simple Search box is located at the top of the screen. Use this feature to quickly search for the most common search options.

Remit Manager: Viewing Report Results

Showing 1 to 3 of 3 entries

	Check Date	Number of Checks	Total Amt of Checks
▾	08/12/2021	1	$687.78

Payer	Check #	Payment Method	Provider #	Provider Name	Amount	Exported	Closed	Total Claims	Matched	Unmatched
▸ MEDICARE A NOVITAS	1				$687.78					

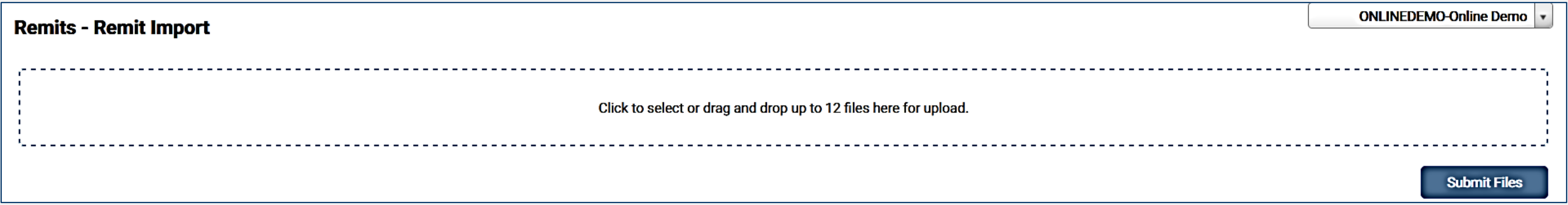
	Check Date	Number of Checks	Total Amt of Checks
▾	11/16/2018	6	$1,534.24

Payer	Check #	Payment Method	Provider #	Provider Name	Amount	Exported	Closed	Total Claims	Matched	Unmatched
▾ VSHP TENNCARE SELECT	6				$1,534.24					
Exported	201811161120043200_1	ACH	1841631041-463090010	Sprocket Therapy Solutions LLC	$615.64	*04/09/2021		8	0	8
Exported	201811161120043200_2	ACH	1841631041-463090010	Sprocket Therapy Solutions LLC	$0.00	*04/09/2021		1	0	1
Exported	201811161120043200_3	ACH	1841631041-463090010	Sprocket Therapy Solutions LLC	$116.44	*04/09/2021		2	0	2

The Remit Results is a Drill-Down screen:

- Click the arrow to drill-down for more information and click the down arrow to hide it.
- Click the Check link to open the Human Readable Remit Report.
- Indicates the Payment Method Code to identify the method for the movement of payment instructions.
- Click the Amount link to open the Raw 835 remit report.
- To view the Remit Match screen for the Type selected, click the link for Total Claims, Matched, or unmatched.
- Click the Exported date to view the Exported Remits.

Remits: Remit Import

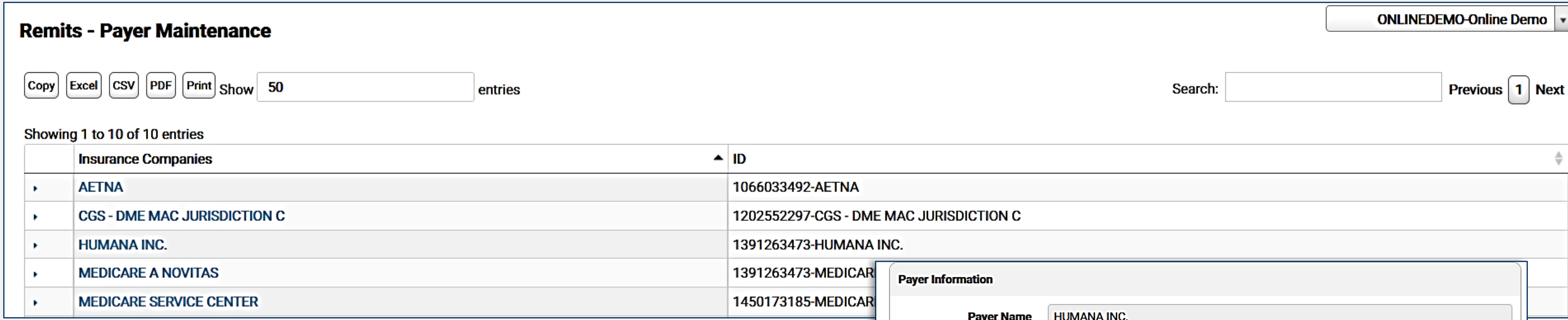


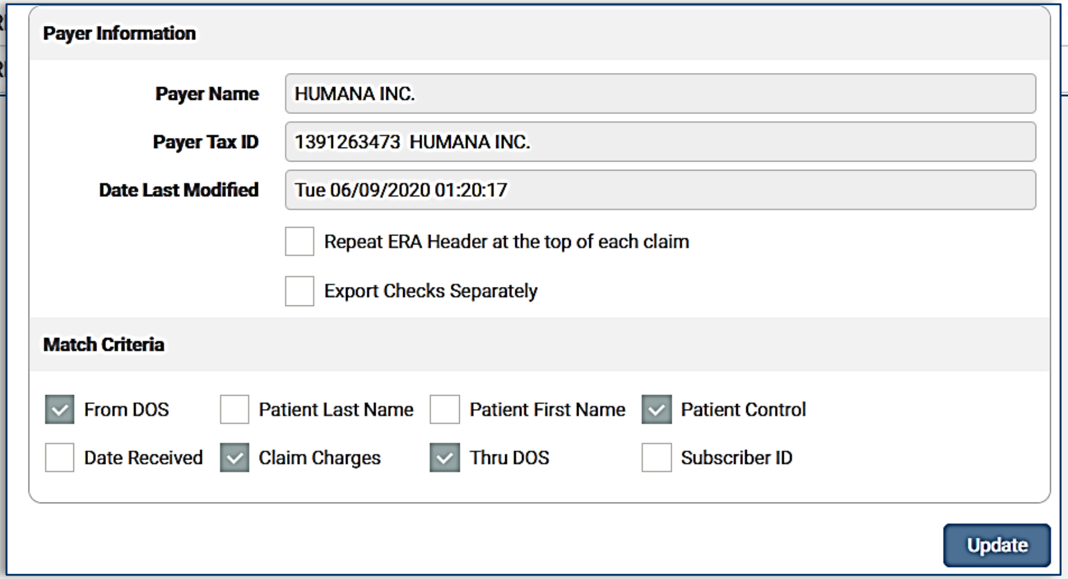
Remit Import is used by clinics that do not contract for remittances in eMEDIX. However, the clinic still wants to use other remit offerings (Remit Manager, Patient Responsibility Estimator, and Revenue Resolve).

- Click the Upload box to select a file or use the drag and drop feature to move up to twelve (12) files for upload. Click Submit Files.
- A message displays indicating that the file(s) were imported successfully and the file information displays in the table.
- No more than twelve (12) files can be imported at once. An error message displays when the number of files allowed is exceeded.
- An error message displays for every file that failed to import or if an invalid file is selected. The error message includes the name of the failed file(s).

This is an add-on feature offered by eMEDIX.

Remtis: Payer Maintenance

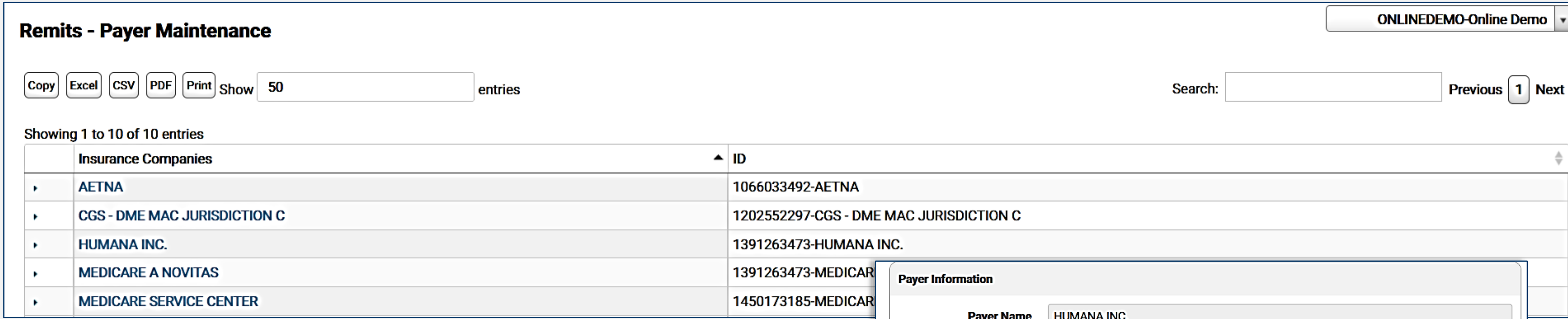




The Payer Maintenance Detail Screen allows user to set option for ERAs:

- Mark the check box for Repeat ERA Header at the top of each claim to print the ERA header information for every claim on the Human Readable remit report.
- Mark the check box for Export Checks Separately to force this payer's remits to be exported into individual files instead of being concatenated together.
- Mark check boxes in the Match Criteria section to select the criteria for which remits are matched against claims for this payer.

Remits: Payer Maintenance



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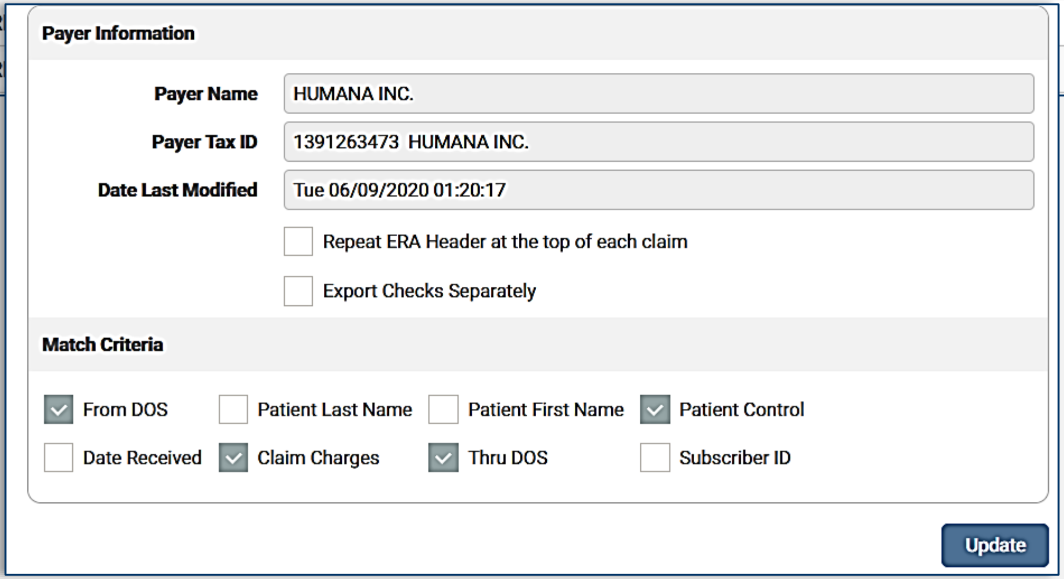


Remits: Reports

Remits Reports allows users to run reports against their remits currently loaded in Remit Manager. To view Reports, click Reports from the Remits drop-down menu. Select a report to produce, enter a date range, and select the document format type, and then click View. Users must fill out all three (3) sections to view a report

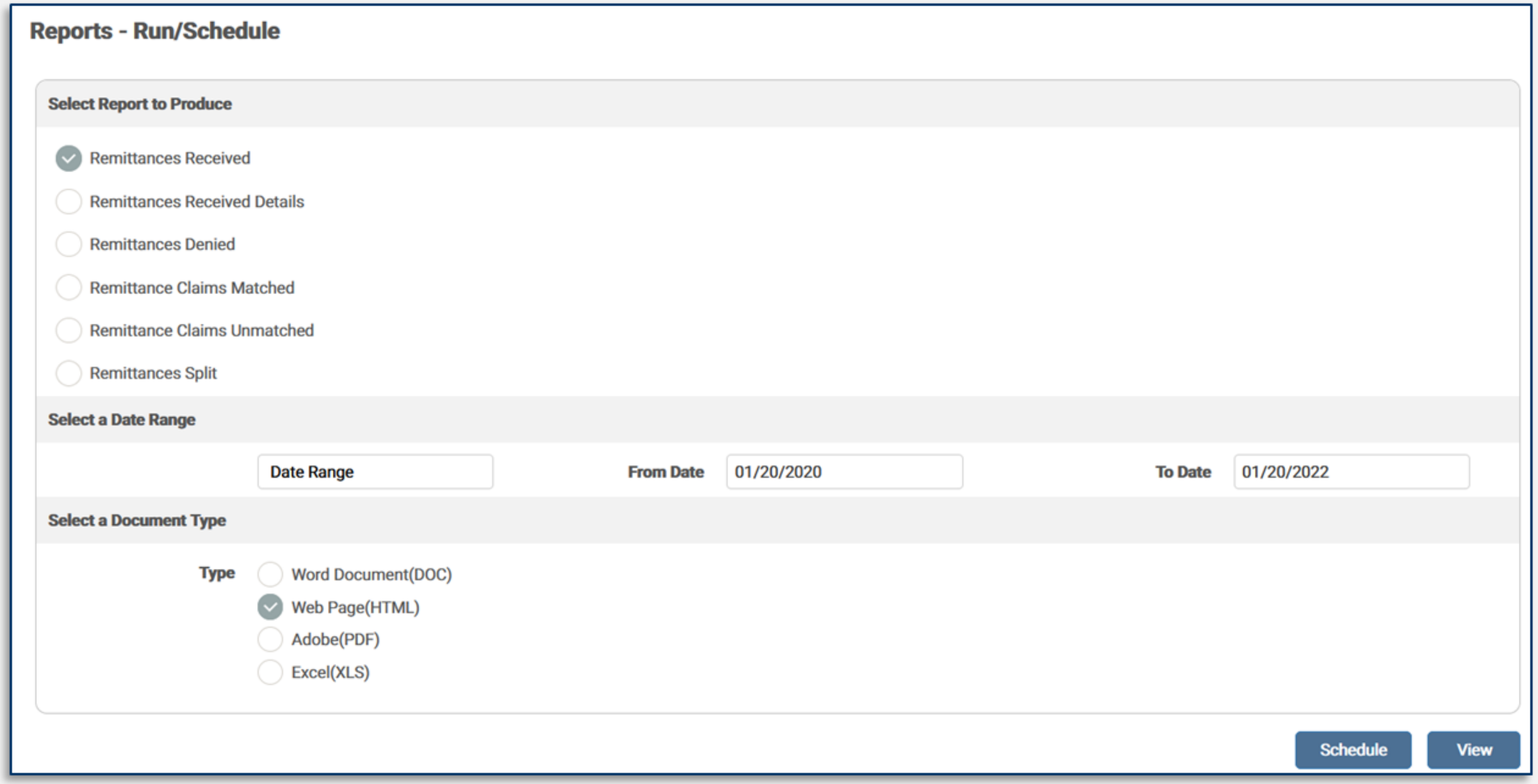
Available reports:

- Remittances Received
- Remittances Received Details
- Remittances Denied
- Remittance Claims Matched
- Remittance Claims Unmatched
- Remittances Split

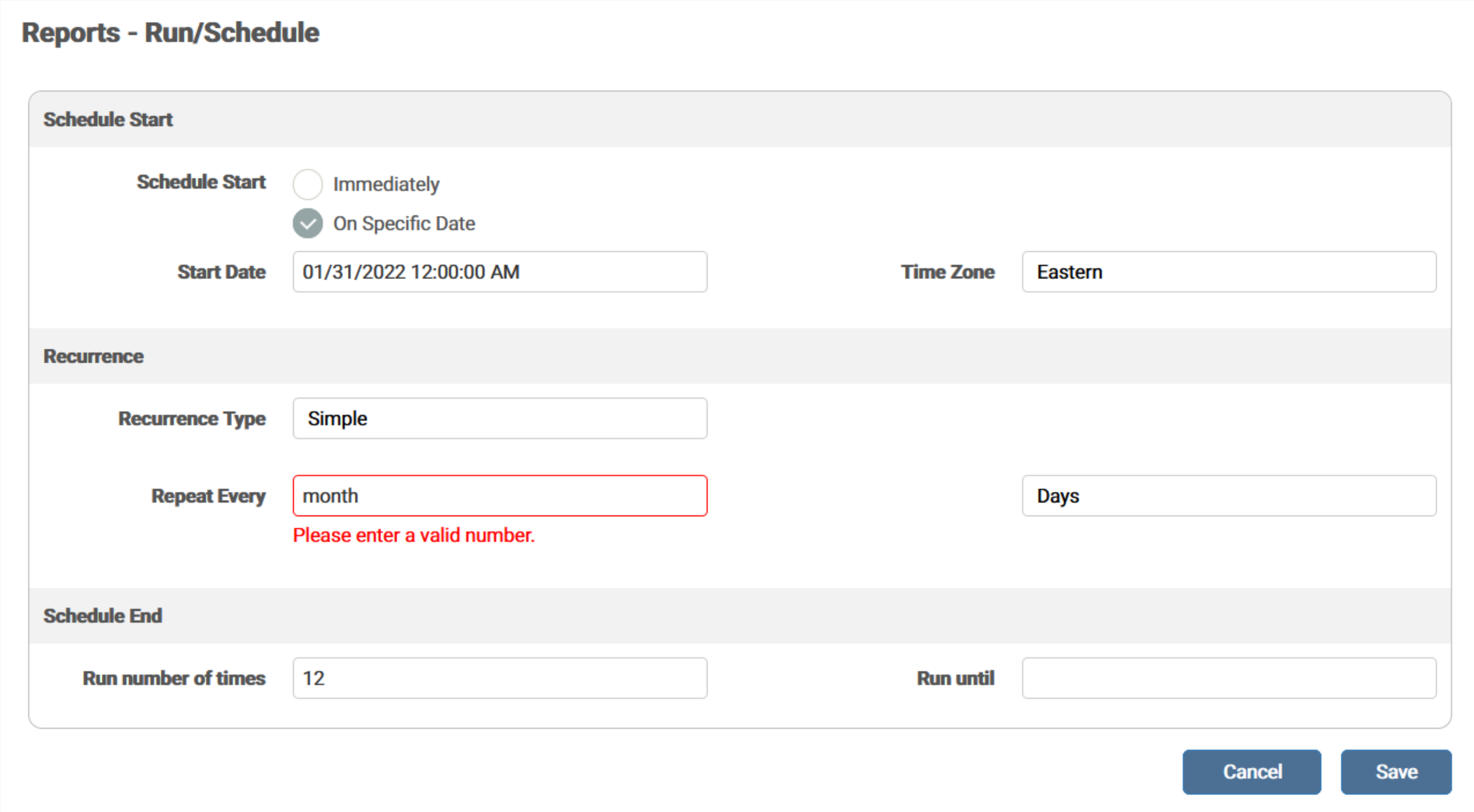
Remits: Reports > Run/Schedule

To Run or Schedule reports, select Reports from the Remits drop-down menu and then click Run/Schedule.

- Use the radio buttons to select the report to produce, a Date Range and document format type.
- Click View to view the report.



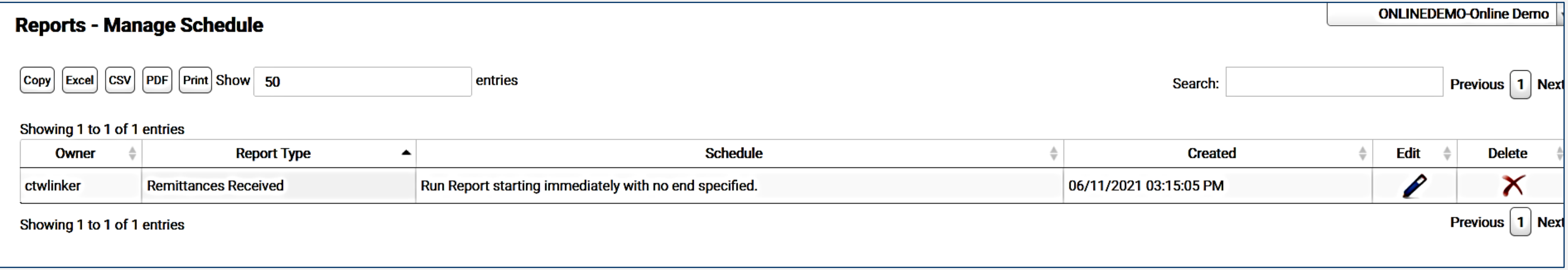
Remits: Reports > Run/Schedule



- To schedule a report, make the appropriate filters and click Schedule.
- The Report Scheduler screen displays.
- Note: Users cannot schedule a Web Page (HTML) formatted report.
- Complete schedule Start section
- Complete Recurrence section
- Complete Schedule End section
- Save
- Go to Remits > Reports > Scheduled Reports to view reports.
-

Remits: Reports > Manage Schedule

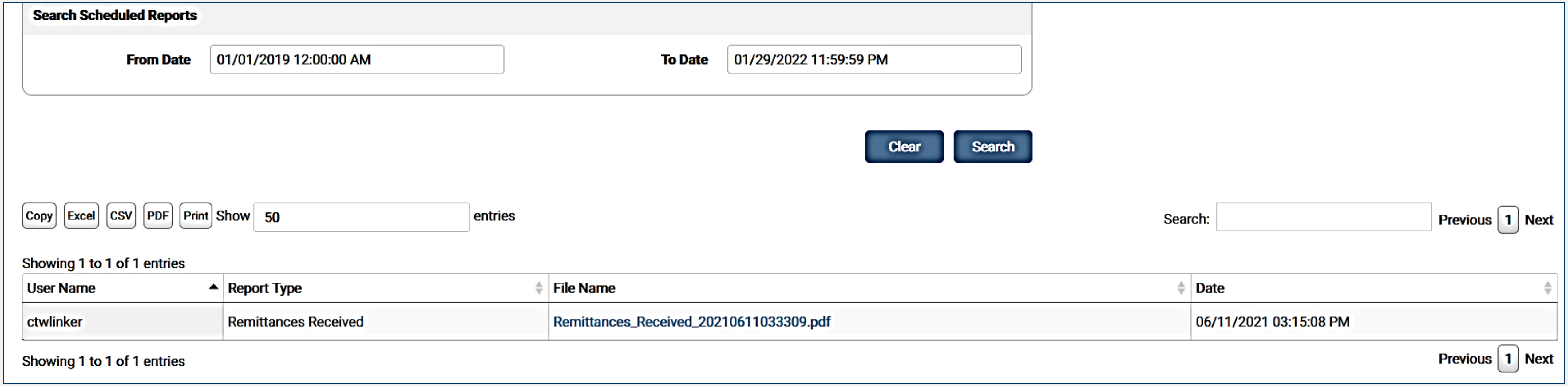
The Manage Schedule feature allows users to edit or delete previously scheduled reports.



- The Manage Schedule screen displays with any previously scheduled reports in the grid.
- Click the pencil icon to edit a report schedule. NOTE: Editing a scheduled report expires the previously scheduled report and creates a new report. Once the changes are made and saved, a message stating the schedule was updated successfully and the grid contains the updated schedule information and a new create date.
- To delete a scheduled report, click the red X icon in the Delete column. A message displays indicating the schedule was deleted successfully and the report is removed from the grid.

Remits: Reports > Scheduled Reports

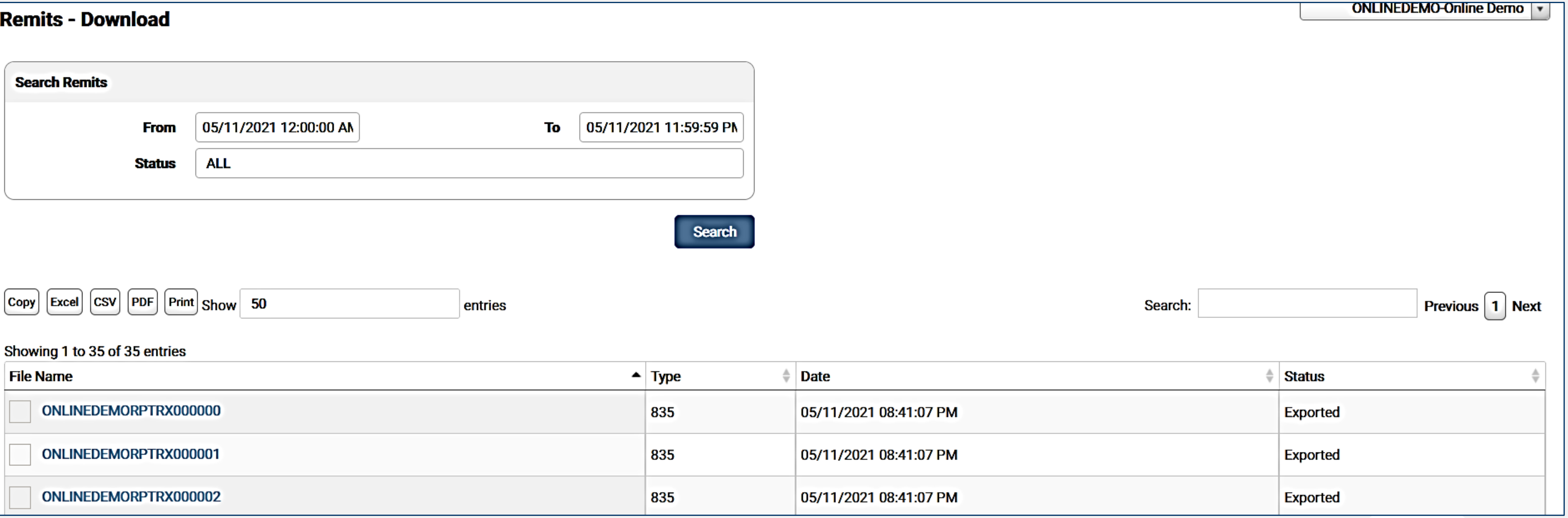
The Scheduled Reports feature allows users to search and download previously scheduled reports.



- Enter the desired dates in the From and To date fields and click Search, or just click Search to view all available results. Any available reports display in the search grid.
- The grid displays the User Name, Report Type, File Name, and Date. Click the File Name to download and view the report.
- Click Clear to clear any entered search criteria.

Remits: Download

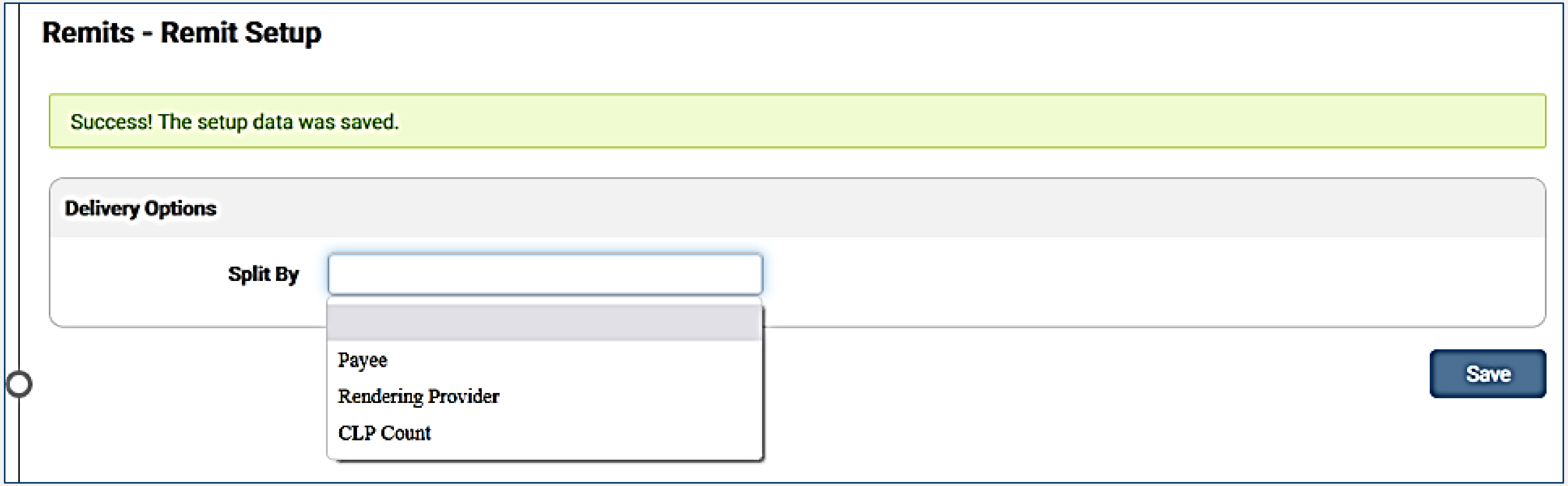
Remits Download allows users to download their remits. CGM/USA products automatically download remits into their products. Clients can use this to verify all ERAs were imported.



Remits: Remit Setup

The Remit Setup screen provides the user with options to split their remittances.

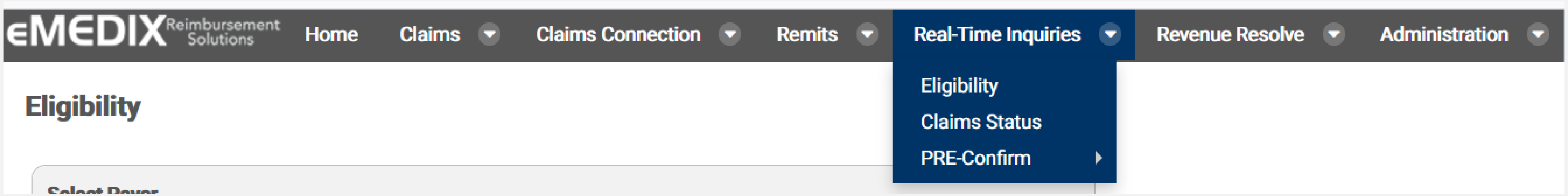
- After a remit is uploaded and processed at eMEDIX, the remittances are split with the selected option and available for download. Users with the Remit Manager Power User permission can edit this screen.
- Use the drop-down menu to select a delivery option. If CLP Count is selected, a CLP Count* field displays, and the user must enter a value.
- Click Save to save the delivery option. A success message displays indicating setup is complete.



*CLP stands for claim level payment so think of this segment as the remittance for "a claim".

For more information on remit workflow reference the EMEDIX: REMITS document.

REAL-TIME INQUIRIES TAB

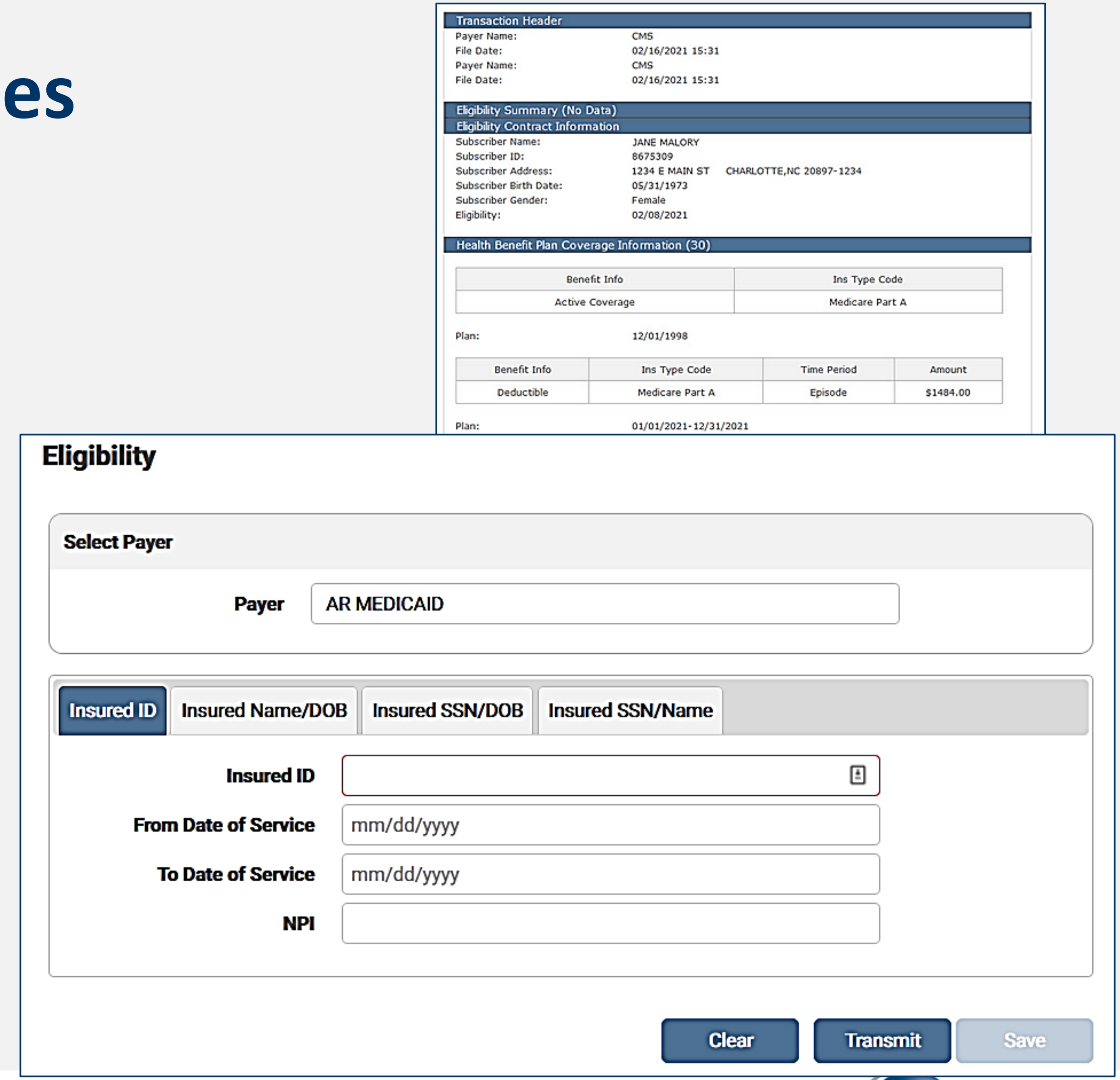


Under the Real-Time Inquiries tab you will find selections of:

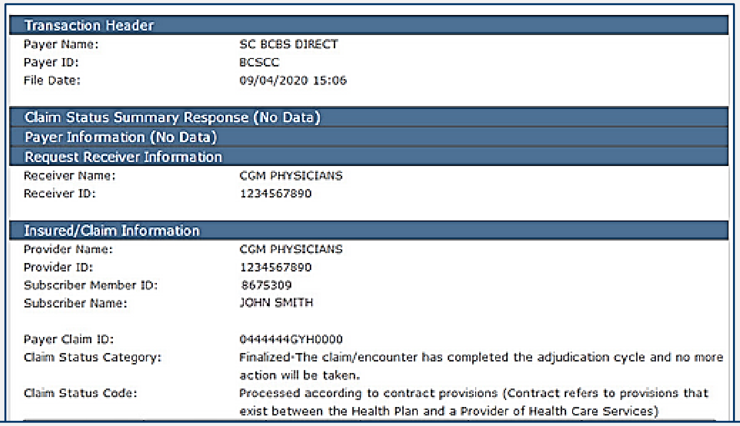
- Eligibility
- Claim Status
- PRE-Confirm

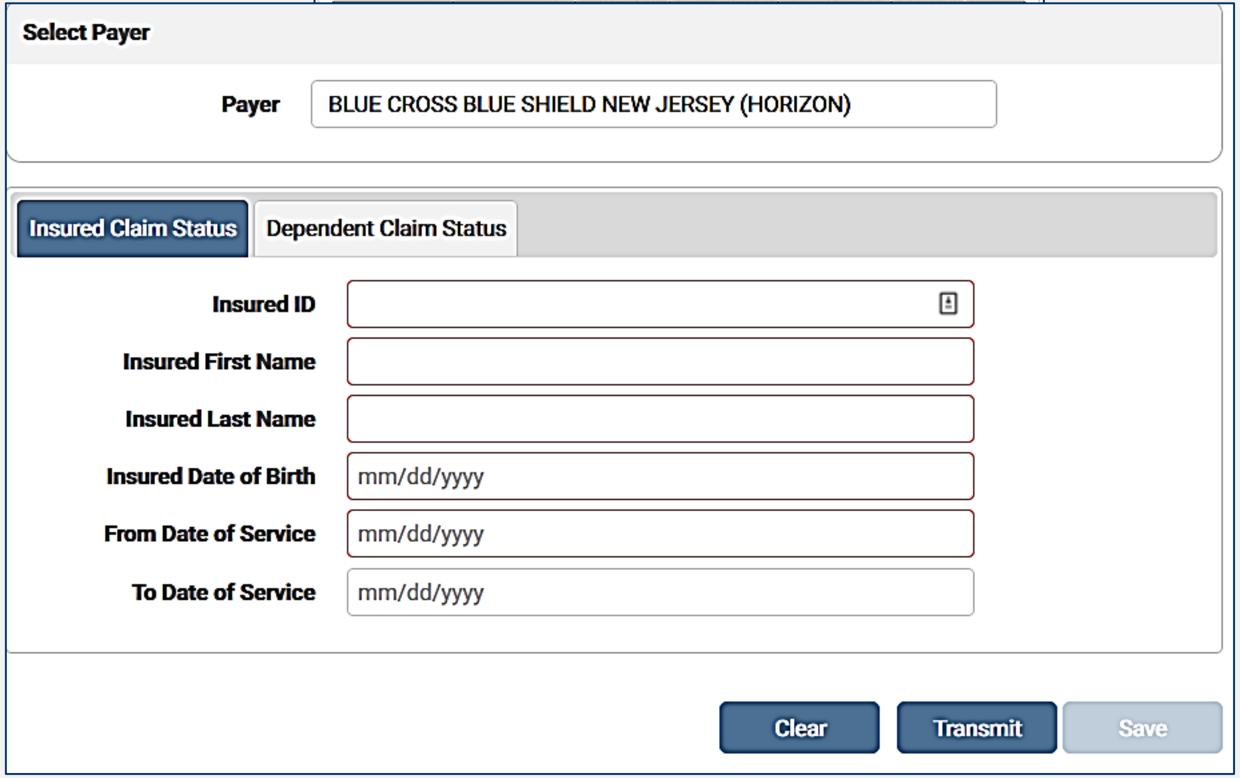
Real-Time Eligibility: Inquiries

- Select a payer from the drop-down menu.
- Once you have selected a payer, tabs display detailing the specific information required to process an eligibility transaction. The information required may vary from payer to payer. Click through the tabs to enter information and complete all required fields. Required fields display with a red outline.
- Click Transmit. A message displays stating the transmission is in.
- An eligibility response is returned and displays on the screen. The information retrieved is directly from the payer's database. Responses vary by payer.
- Click Save to save the response as a .pdf.



Real-Time Inquiries: Claim Status





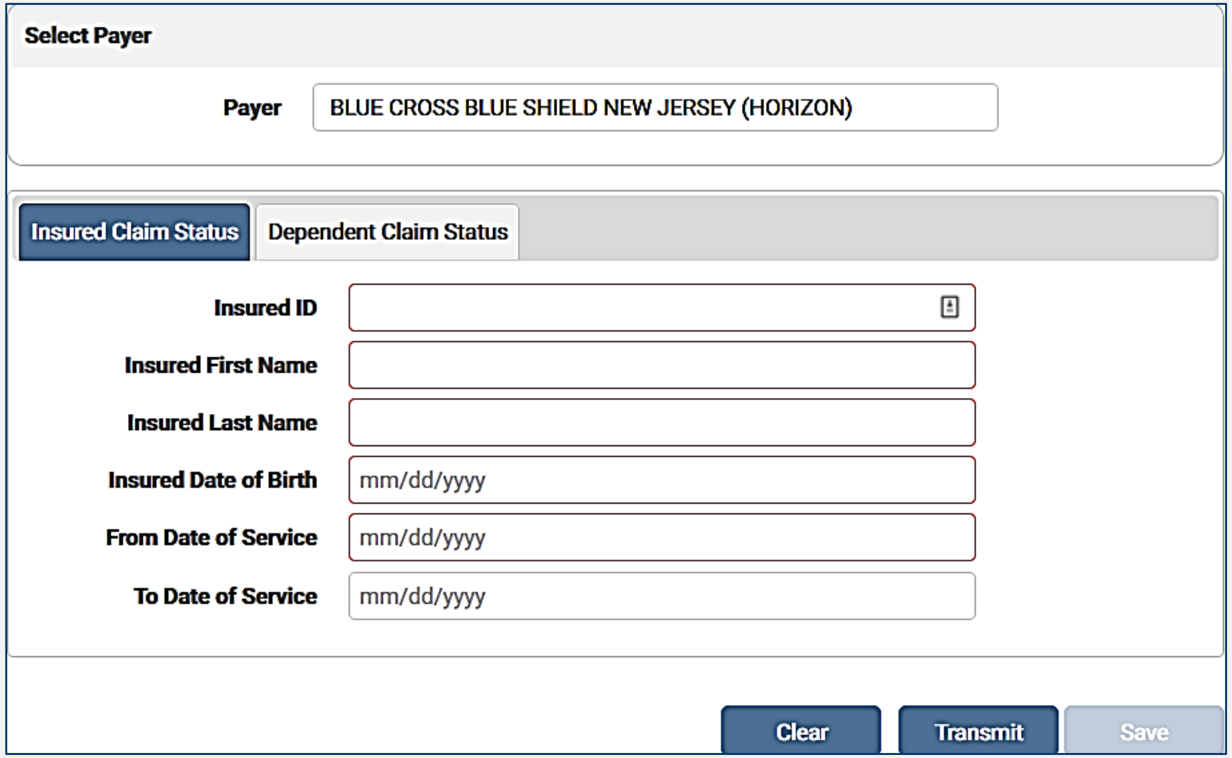
- Select a payer from the drop-down menu.
- Once you have selected a payer, tabs display detailing the specific information required to process a claim status inquiry transaction. The information required may vary from payer to payer.
- Click Transmit. A message displays stating the transmission is in progress
- A claim status response is returned and displays on the screen with the available patient information. The information retrieved is directly from the payer's database. Responses vary by payer.

This is an add-on feature offered by eMEDIX.

CGM CompuGroup Medical

Real-Time Inquiries: PRE-Confirm > Patient Responsibility Estimate

Patient Responsibility Estimate produces a document that shows the patient's estimated out-of-pocket cost.



- The Patient Responsibility Estimate search screen. The last 50 estimates will display.
- Enter desired search criteria and click Search.
    - Click on New PRE-confirm to run eligibility. See slide labelled PRE_confirm for more details.
- The search results display in the grid. Click the Note icon to view or download the estimate as a PDF.

See an example let on next page

This is an add-on feature offered by eMEDIX.

Dr. Murphy
10901 Stonelake Blvd

AUSTIN, TX 78759-5749
(512)638-6739

Estimate Date:	01/13/2022
Date of Service:	01/13/2022-01/13/2022
Eligibility Date:	01/13/2022

PATIENT RESPONSIBILITY ESTIMATE

Patient Information	
Member ID	123467890
Patient Name	MARY JONES
Patient Plan	MEDICARE
Patient Phone Number	
Patient Address	1373 BOON RD WOMMANING, SC 291026098

Estimate Details

demo 01/13/2022

72050 - X-RAY EXAM OF NECK SPINE
99205 - OFFICE/OUTPATIENT VISIT, NEW

Estimated Amount	$641.00
Copayment Amount	
Coinsurance Amount	$46.58
Deductible Amount	$0.00

Patient Discount	$232.92
Total Estimated Patient Responsibility	$46.58

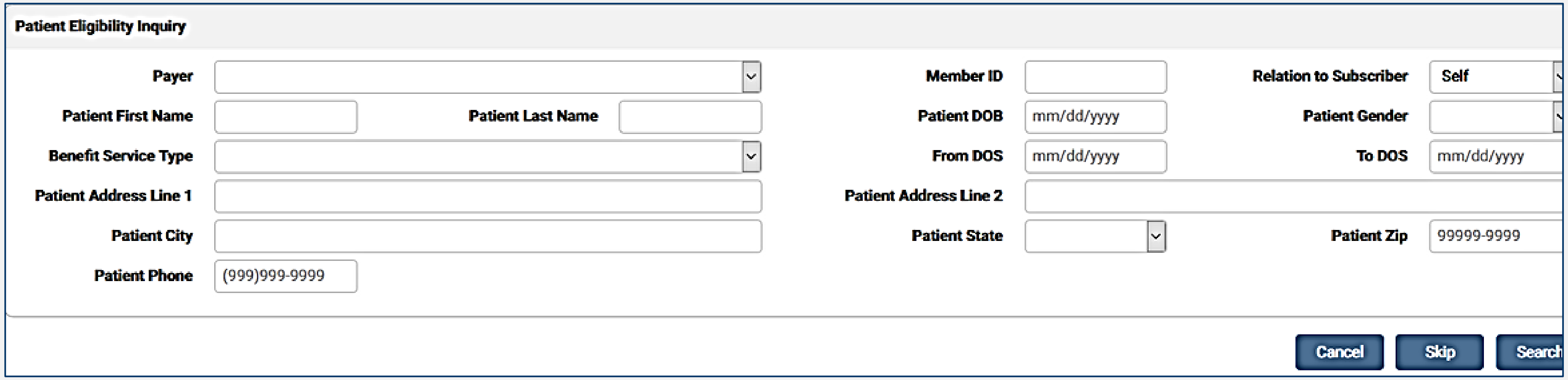
Visit our website to pay online: https://payment.demophysiciansgroup.com

Based on your coverage and our contract with your insurance company we have estimated your financial responsibility. This amount is not the final bill, which may be more or less, depending on the final determination. This estimate is given to you as a courtesy to allow for planning your payment.

Signature: ____________________ **Date:** ____________

Real-Time Inquiries: PRE-Confirm > Patient Responsibility Estimate > PRE-Confirm

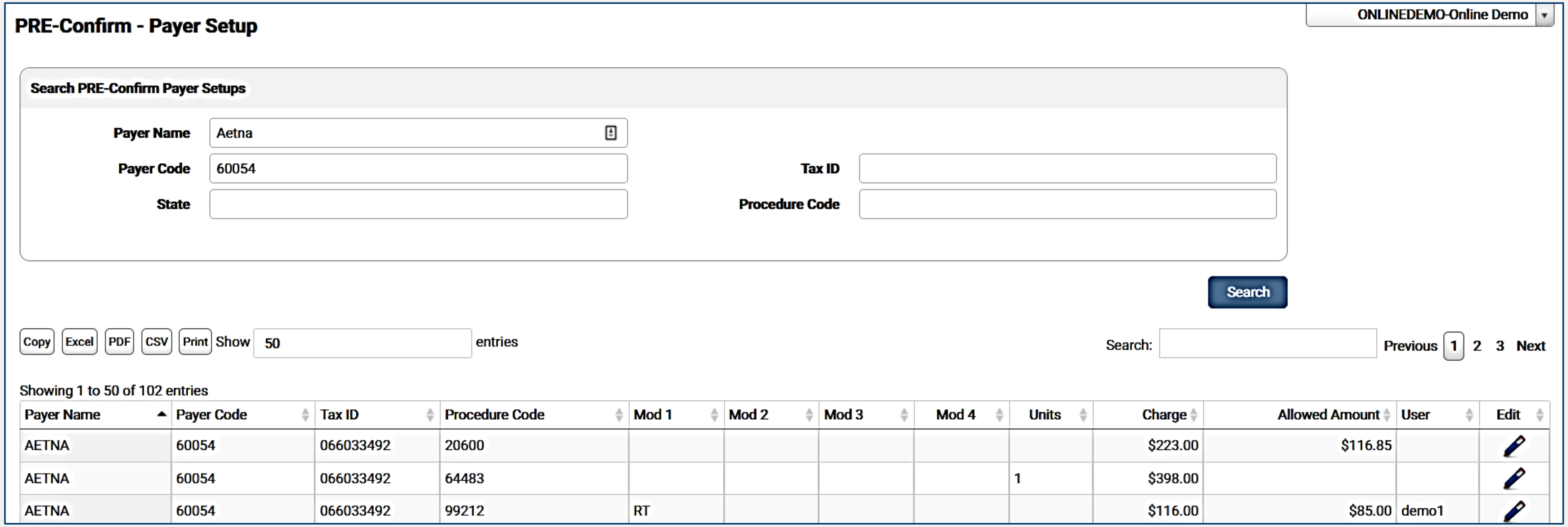
PRE-Confirm feature allows a user in a provider's office to know if a patient is eligible for insurance in order to inform them of their out-of-pocket cost. Use this screen to view benefit information such as deductibles, coinsurance, out-of-pocket maximums, and copayments from an eligibility response.



- Select the payer for eligibility inquiry from the Payer drop-down menu.
- Enter the patient information for payer eligibility.
- Click Search to run an eligibility request.
- The Eligibility information screen displays. If the patient is eligible, the Eligibility Status displays in blue. If the patient is ineligible, invalid, or incomplete, the status displays in red.
- The Eligibility Response Details section lists the response details for the inquiry.

Real-Time Inquiries: PRE-Confirm > Payer Setup

The PRE-Confirm Payer Setup screen allows the provider to validate the data eMEDIX is using for estimation. The information showing is rendered based on reimbursements from ERAs received from the payer. To ensure estimates are as accurate as possible, changes can be made to the payer payment records in this screen.



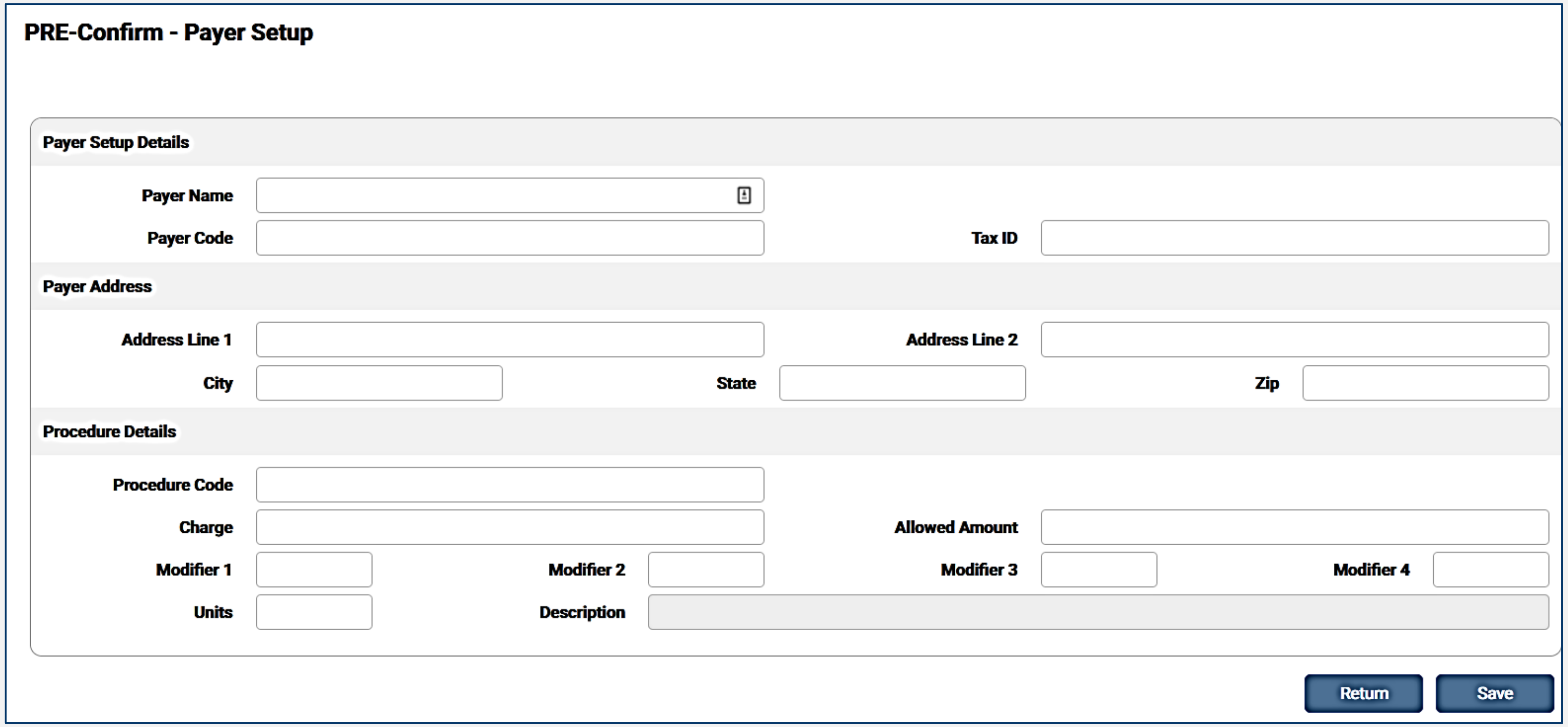
To view or edit a payer record:

- In the Payer Setup screen the user can search for a payer by Payer Name, Payer Code, Tax ID, State, and/or Procedure Code. Enter desired search criteria and click Search.
- The search results display in the grid.
- Click the pencil icon to view/edit the Payer Setup Details. Make changes as needed to the record and click Save.

Real-Time Inquiries: PRE-Confirm > Payer Setup

To add a **new payer** record, click Add Payer Setup on the search screen.

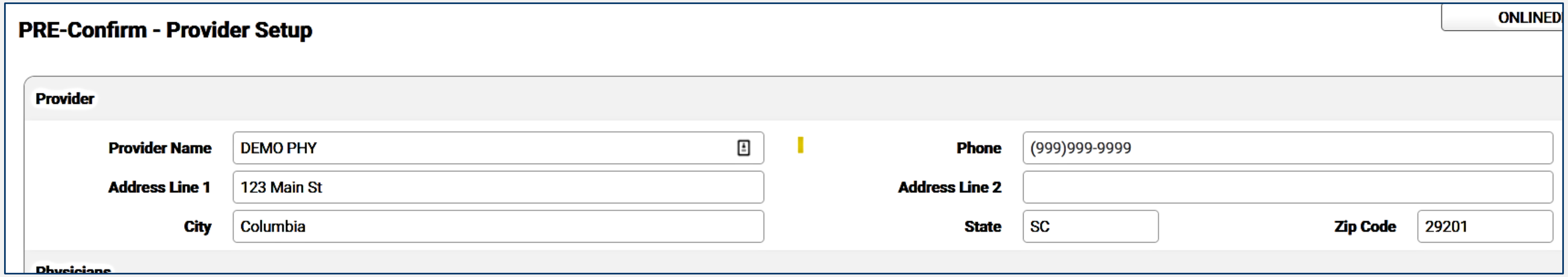
- A blank Payer Setup Details screen displays.
  - Enter Payer Name, Procedure Code, Charge, and Allowed Amount.
  - Entering a valid Procedure Code automatically populates the procedure description in the Description field.
  - Once all information has been entered, click Save.



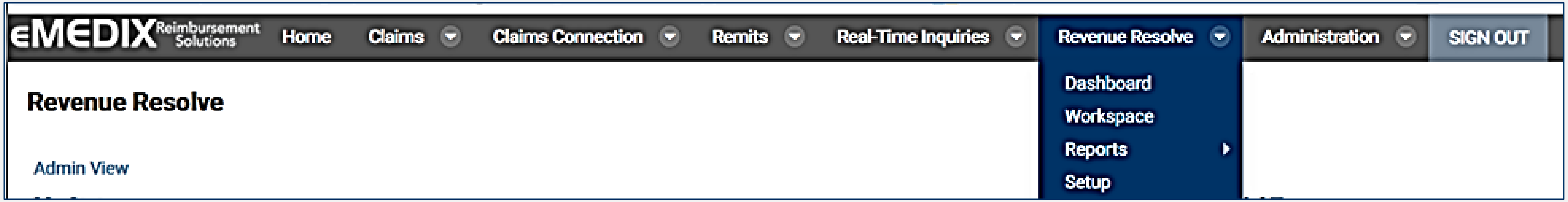
Real-Time Inquiries: PRE-Confirm > Provider Setup

RE-Confirm Provider Setup screen allows provider preferences to enhance their patient responsibility estimate form. Information added here displays on the Patient Responsibility Estimate.

- To add provider preferences:
- Click Add Physicians and enter the Provider information in the available fields.
- Enter a message for the patient in the Patient Message field. If a message is not entered, a generic message is generated by eMEDIX. Users may also click Use Default to populate the generic message in this field. A patient message is required
- Users may upload a logo to be used on the patient estimate letter. The image size is limited to 800x400. Click the logo section to select a file or drag and drop a logo file to upload. Once the file is selected, click Save.
    - To remove the image from the record, click Clear Logo File and then Save.
- Users may include a link to the provider's payment portal, if applicable. Enter the link in the Provider Payment Portal URL field.
- Click Save.



REVENUE RESOLVE TAB



Under the Revenue Resolve tab you will find selections of:

- Dashboard
- Workspace
- Reports
- Setup

This is an add-on feature offered by eMEDIX.

Revenue Resolve: Dashboard

The Dashboard allows the user to view their denials. It consists of the following sections:

- My Statuses: Lists all the denials in the user's workspace, grouped by status.
- Denial Types: Displays the reasons for the denial, based on operating rules.
- Work List: Displays all open denials in that user's inventory.

An Admin user has two views in Dashboard: Admin View and My View. The Admin can toggle back and forth between the two views by clicking the view link on the Dashboard. The Admin View displays all denials open for all users, and the My View displays denials for that specific user only.

My View

My Statuses

Copy Excel CSV PDF Print Search:

Showing 1 to 7 of 7 entries

Type	Count	Total
Appealed	3	$567.00
Closed	0	$0.00
Hold	0	$0.00
In Progress	8	$2,913.69
New	30	$20,245.95
Payer Pending	0	$0.00
Updated	0	$0.00

Showing 1 to 7 of 7 entries Previous 1 Next

Denial Types

Copy Excel CSV PDF

Showing 1 to 7 of 9 entries

Business Scenario	Count	Total
Additional Information Required	2	$490.00
Billed Service, Not Separately Payable	6	$2,563.94
Eligibility	0	$0.00
Med Necessity	5	$2,135.00
Missing/Invalid/Incomplete Data	11	$4,457.00
RAC	1	$162.80
Service Not Covered by Health Plan	15	$13,797.90

Showing 1 to 7 of 9 entries Previous 1 2 Next

Add New

Work List

Copy Excel CSV PDF Print Show 50 entries Search: Previous 1 Next

Showing 1 to 41 of 41 entries

Payer	Patient Control	Patient Name	DOS	Total Charge	Payer Paid	Status	Start Date	Due Date	Priority	Task	User
CGS - DME MAC JURISDICTION C	68699701	PEOPLE, BETA	06/25/2014-06/25/2014	$900.00	$0.00	New	04/05/2019		Normal		demouser
CGS - DME MAC JURISDICTION C	364290	BRAD, WILL	06/23/2014-06/23/2014	$427.00	$0.00	In Progress	04/05/2019	03/30/2021	High		ashish.pathak

Revenue Resolve: Dashboard

- To view account details, notes, documents, and/or history click on the desired label in the Work List bottom half of screen).
- To view the Workspace, click on the desired label in My Statuses or Denial Types.
- To filter for specific denials, enter the search criteria in the Filter field.
  - An active filter also allows the user to update all claims in the active filter all at one time for Status, User, Priority, Task, Due Date, and/or Business Scenario.

To add new denials manually:

- Click Add New from the Dashboard or Workspace. The Denial Import screen displays.
- Users must input information in all of the fields, which can be found on the 835 or the ERA in Remit Manager. Click Find
- Select the desired denial from the returned list of denial(s) and click Import. Once selected, the denial displays in the Work List. Only one selection at a time is permissible.

To Auto import denials:

- When eMEDIX receives the 835 from a payer It can automatically be pulled into revenue resolve See section on Revenue Resolve - Setup

Revenue Resolve: Dashboard

Select the denial from the Work List to view the Account Details screen.

Claim Detail

Doc Ctrl Nbr:	14188743603000
Pat Ctrl Nbr:	68699701
Medical Rec Nbr:	
Subscriber Name:	BETA PEOPLE
Member ID:	41782992A
Patient Name:	BETA PEOPLE
Date Of Service:	06/25/2014-06/25/2014
Claim Total:	$900.00
Rendering Prov:	

Payer Detail

Payer Name:	CGS - DME MAC JURISDICTION C
Payer ID:	1202552297-
Check Nbr:	09141894445
Check Date:	07/08/2014
Payee name:	ORTHOPAEDIC SPECI
Payee NPI:	1999996249
Primary Business Scenario:	Missing/Invalid/Incomplete Data
View EOB:	

Revenue Resolve

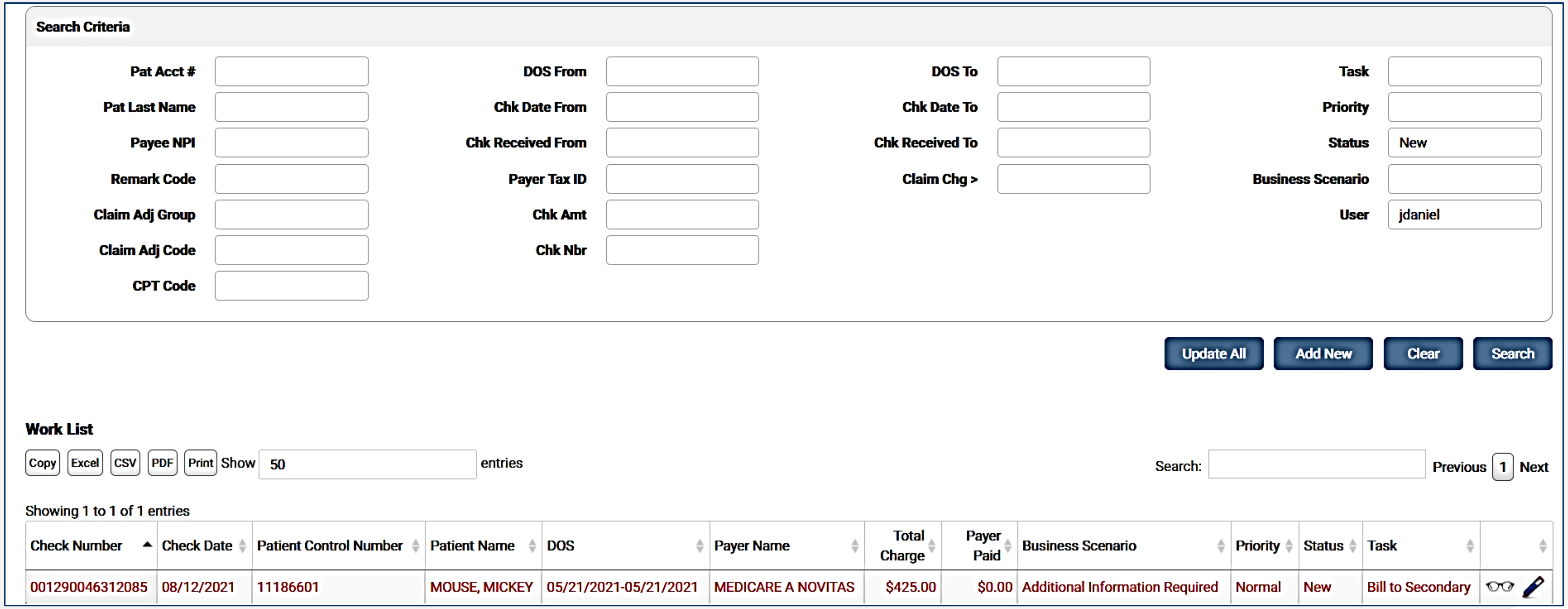
Owner:	demouser	Due Date:	
Change Owner	demouser	Change Due Date	
Business Scenario	Missing/Invalid/Incomplete Data	Status	New
Task		Priority	Normal

Return | Display Appeal Letters | Print | Save

CGM CompuGroup Medical

Revenue Resolve: Workspace

To view the Workspace, click Workspace from the Revenue Resolve drop-down menu. When accessing the Workspace from the menu options, the search screen displays with a blank grid. The Workspace is also accessed when the user selects a denial from My Statuses or Denial Types on the Dashboard. The Work List grid contains the list of the chosen search/filter.

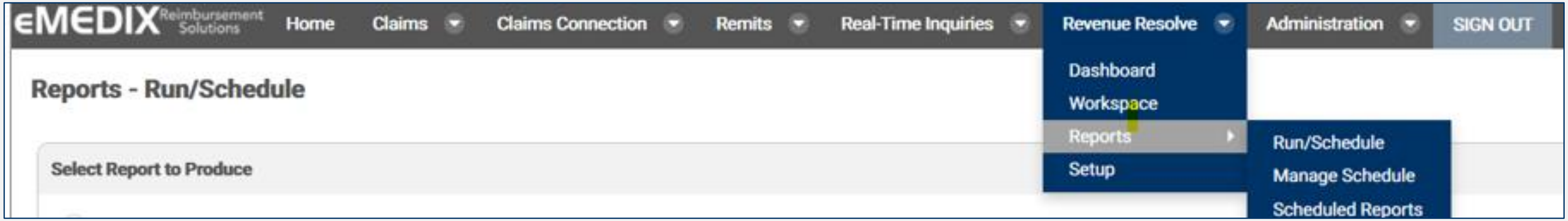


Revenue Resolve: Workspace

To filter for specific denials, enter the search criteria in the Filter field. A user can search by one or multiple selected search options. See "Working ERAs" document for detailed information on working claims in the Revenue Resolve Workspace.

- Claims Search:
  - If a user searches Closed claims, a required From and To date selection field displays. The From and To closed dates are automatically populated with a 30-day date range. The user may edit this range, if needed.
  - If a group is selected from the Claim Adj Group drop-down menu, a Claim Adj Code must also be entered.
- DOS Search:
  - If the user enters both DOS From/To dates, the dates of service will fall within the Date Range.
  - If the user enters only the To DOS, the dates of service will be on that date only.
  - If the user enters only a From DOS the system will return an error message.
- Wild Card Searches
  - The wild card search feature allows the user to search the patient control numbers with a wild card (%) to quickly identify providers.
  - The wild card works whether entered before or after data and allows searches that include special characters such as dashes and spaces. Example: %-2 or % 2.
  - To use a wild card screen:
    - In the Patient Control Number field, enter a percentage (%) for the wild card and any other relevant character needed for the search. Searches can include special characters such as dashes and spaces.
    - Click Search.
    - The Work List displays the available results. (Maximum records returned is 1,000)Clos

Revenue Resolve: Reports



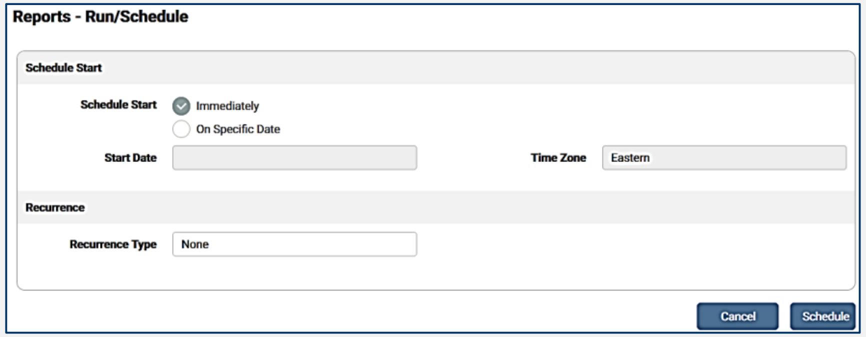
The Reports feature allows users to run reports for Revenue Resolve. Users must have the appropriate role/permissions to view and schedule all available reports.

There are three (3) menu options:

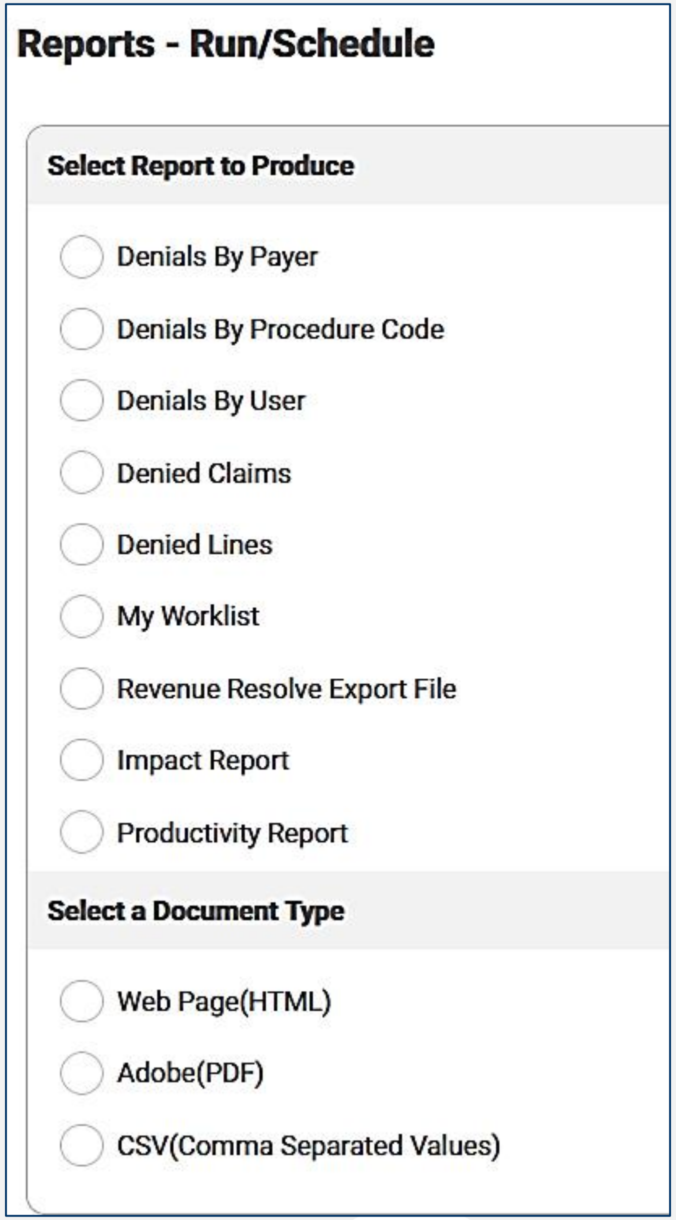
- **Run/Schedule:** Gives users the ability to schedule and run reports.
- **Manage Schedule:** Allows the user to edit and delete scheduled reports.
- **Scheduled Reports:** Allows the user to search and download previously scheduled reports.

Revenue Resolve: Reports > Run/Schedule

- Select the Report to be produced*
- An option field displays requiring the user to enter a date range or select a filter option. This option varies by report type selected.
- Select Report/Document Type (note: Web Page type cannot be scheduled)
- Click on Schedule or View
  - To Schedule: Complete the required fields:
    - Schedule Start
    - Reoccurrence Type
    - Click Schedule



**See the eMEDIX User Guide available under Administration > Help for details on each report type.*



Revenue Resolve: Reports > Manage Schedule

The Manage Schedule feature allows users to edit or delete previously scheduled reports.

To manage scheduled reports:

- The Manage Schedule screen displays with any previously scheduled reports in the grid.
- Click the pencil icon to edit a report schedule.
- Make any changes to the for the report and click Save.
- The Manage Schedule screen displays with a message stating the schedule was updated successfully.
- To delete a scheduled report, click the red X icon in the Delete column. A message displays indicating the schedule was deleted successfully.

Revenue Resolve - Reports - Manage Schedule

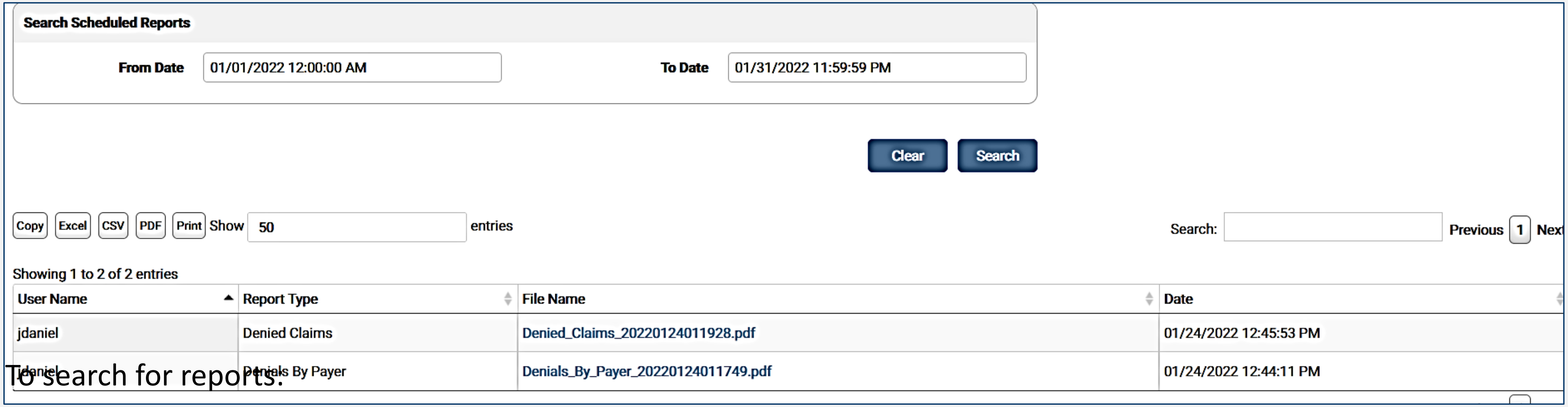
Copy Excel CSV PDF Print Show 50 entries   Search: Previous 1 Next

Showing 1 to 2 of 2 entries

Owner	Report Type	Schedule	Created	Edit	Delete
admin1	Denials By Payer	Run Report starting immediately with no end specified.	05/27/2021 12:45:54 PM		
admin1	My Worklist	Run Report starting at 06/01/2021 12:00:00 AM (America/New_York)until 12/31/2021 12:00:00 AM. Repeat every 15 DAYS	05/27/2021 01:16:42 PM		

Showing 1 to 2 of 2 entries   Previous 1 Next

Revenue Resolve: Reports > Scheduled Reports



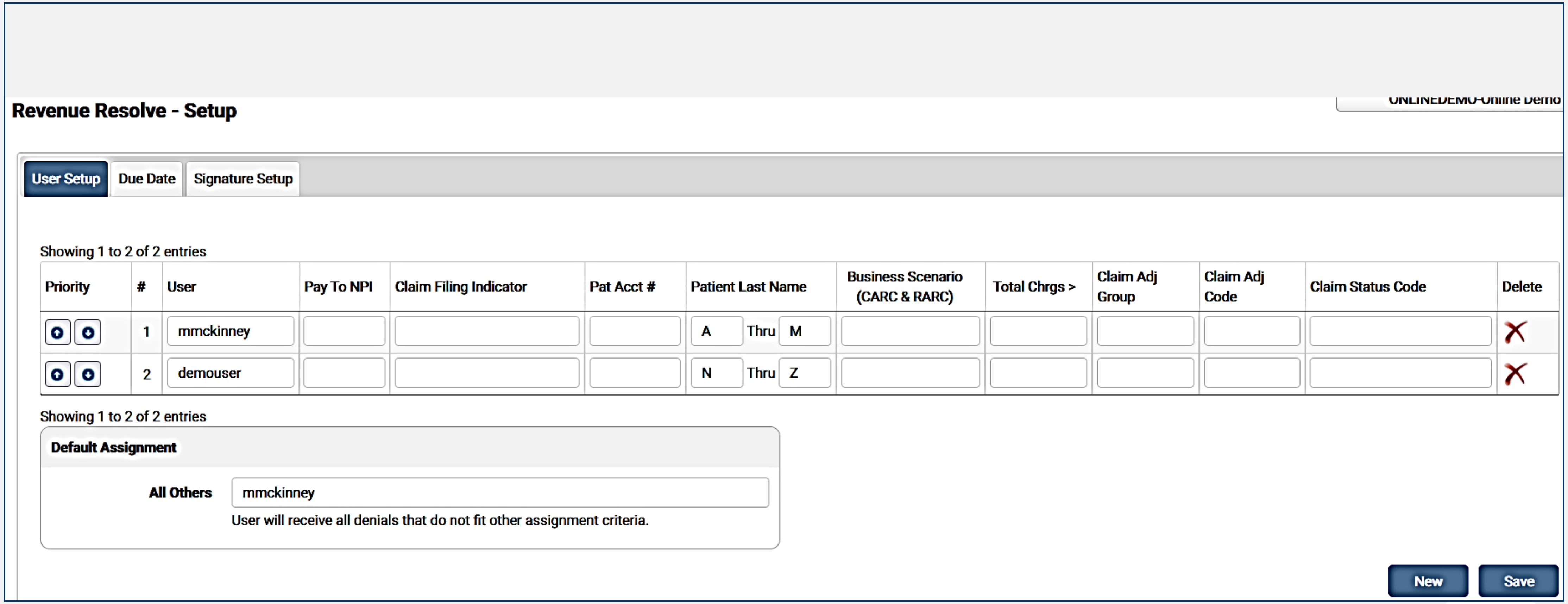
To search for reports:

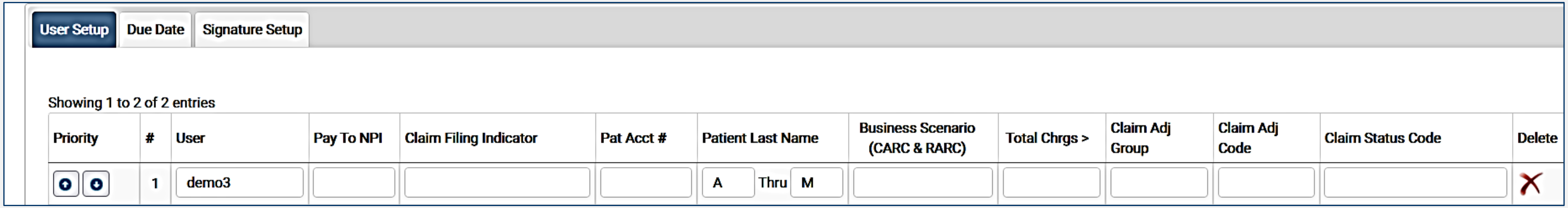
The Scheduled Reports feature allows users to search and download previously scheduled reports.

- Enter the desired dates in the From and To date fields and click Search, or just click Search to view all available results. Any available reports display in the search grid.
- Click on the Report Name to download and view the report.

Revenue Resolve: Setup

The User Setup feature allows administrators to assign denials to different users. Users may select various options and combinations from this list and customize the setup as needed

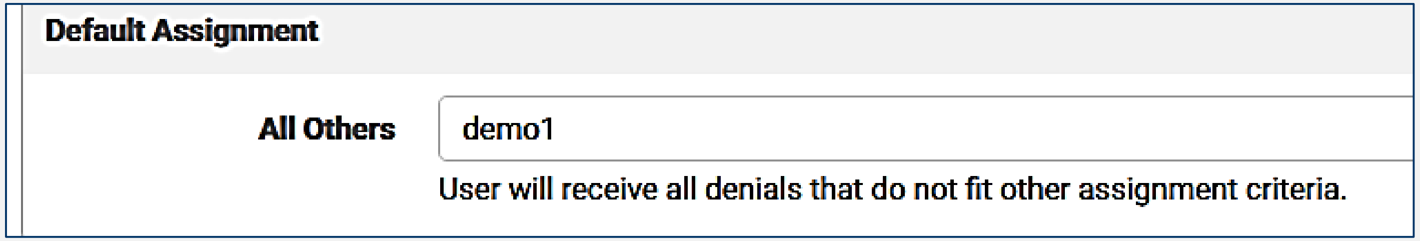




To add a new assignment, click on NEW

- User: Click the drop-down arrow to make selection(s).
- Enter the criteria needed for that user:
- Pay To NPI: enter provider/group NPI number
- Claim Filing Indicator: select from drop-down
- Patient Account Number: enter an asterisk (*) for the wild card and any other relevant character needed for the search.
- Patient Last Name: Ener single letter (ex: A thru M)
- Business Scenario: select from drop-down
- Total Charges: enter a whole dollar amount to add all claims with one penny over the specified dollar amount
- Claim Adj Group: enter
- Claim Adj Code: enter
- Claim Status Code: select from drop-down
- Click Save

- Select the Default Assignment user from the drop-down menu. The user selected receives all remits that do not fit the assignment criteria.



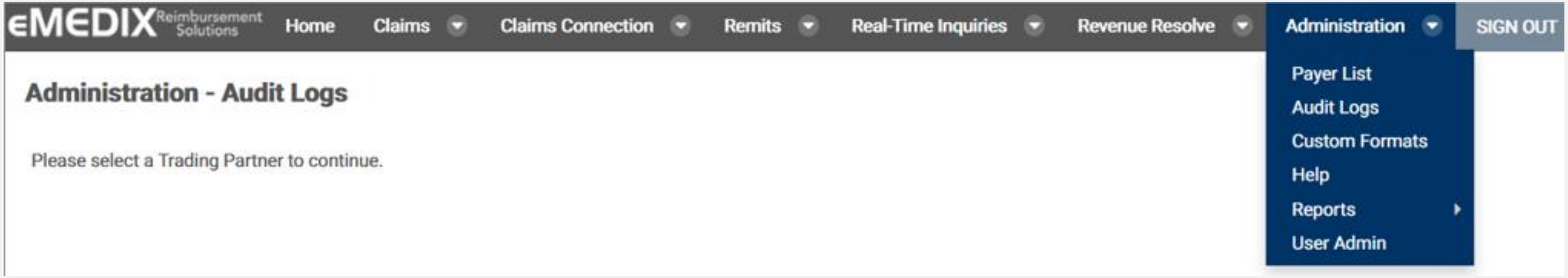
- Once all assignments are setup, set priority by clicking the arrows to move the user(s) up or down the list.

- Save when all assignments are created and prioritized, and default assignment setup.

- To delete a line, click the red X in the Delete column.

ADMINISTRATION TAB

Administration



Under the Administration tab you will find the following:

- Payer List
- Audit Logs
- Custom Formats
- Help
- Reports
- User Admin

Administration: Payer List

The payer list is searchable and can be downloaded to a .PDF. Customers can also access the Payer List on the login screen without logging in or by using the following URL link: https://online.emedixus.com/payer-list.

Search Payers

Transaction Type: Claims

Line of Business: Professional

Payer Code:

Payer Name:

Enrollment Required Claims: Yes

Enrollment Required Remits:

Clear Search

PDF Show 50 entries

Search: Previous 1 2 3 4 5 Next

Showing 1 to 50 of 203 entries

Line of Business	Payer Code	Payer Name	Enrollment Required Claims	Enrollment Required Remits
Professional	26300	1-888-OHIOCOMP	Yes	
Professional	02102	AK Medicare Part B (J3 - Noridian)	Yes	Yes
Professional	SMAL0	AL Medicare B (JJ-PGBA)	Yes	Yes
Professional	10112	AL Medicare B (PGBA-JJ)	Yes	Yes
Professional	85600	Albuquerque Public Schools	Yes	Yes

Administration: Payer List

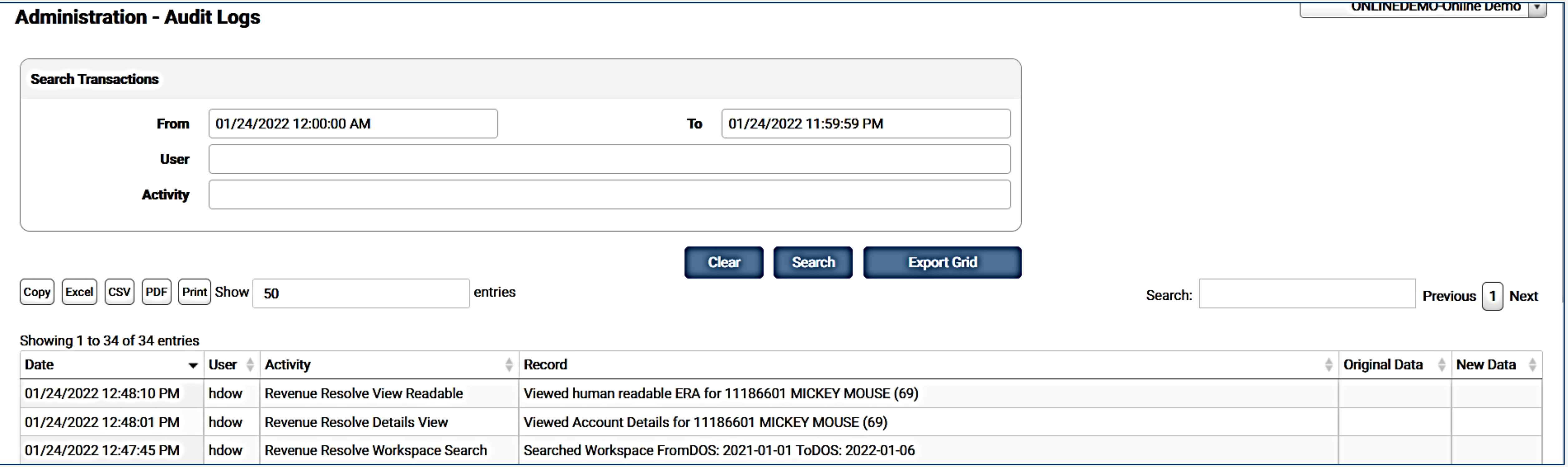
To search for a payer:

Select a Transaction Type from the drop-down menu: Claims, Claim Status, and Eligibility.

- If searching the Claims payer list, users may select from the drop-down menu to view any payers by either Dental, Institutional, and Professional.
- Enter a Payer Code and/or Payer Name in the respective fields or to view all available payers, do not enter any information in the fields.
- Select an yes or no from the drop-down menu for Enrollment Required Claims and/or Enrollment Required Remits.
- Click Clear to remove any entered search criteria and begin another search.
- Users can download a PDF. Click PDF to download the file into the selected program.

Administration: Audit Log

The Audit Log allows administrators to view an audit trail of all activity for the currently selected Trading Partner.



Administration - Audit Logs

ONLINEDEMO-Online Demo

Search Transactions

From: 01/24/2022 12:00:00 AM   To: 01/24/2022 11:59:59 PM

User:

Activity:

Clear | Search | Export Grid

Copy | Excel | CSV | PDF | Print | Show 50 entries   Search: Previous 1 Next

Showing 1 to 34 of 34 entries

Date	User	Activity	Record	Original Data	New Data
01/24/2022 12:48:10 PM	hdow	Revenue Resolve View Readable	Viewed human readable ERA for 11186601 MICKEY MOUSE (69)		
01/24/2022 12:48:01 PM	hdow	Revenue Resolve Details View	Viewed Account Details for 11186601 MICKEY MOUSE (69)		
01/24/2022 12:47:45 PM	hdow	Revenue Resolve Workspace Search	Searched Workspace FromDOS: 2021-01-01 ToDOS: 2022-01-06		

Administration - User Admin

User Information

Screen Name	demo1	Email	mary.crim@cgm.com
First Name	demo1	Last Name	demo1
Temporary Password		Confirm Password	

Select User Roles

Available		Selected
Search...	Undo	Search...
Admin Reports User	>	Claims Connection Attachments User
Claims Connection Admin	<	Claims Console User
Claims Connection Restricted User	Redo	Claims Report Viewer
Claims Console Viewer		Claims Uploader
Claims Power User		EMEDIXOnline Site Admin
		EOB Conversion User
		Enrollment Provider Admin
		Legacy Claims Status Viewer
		Online Claims Status Viewer
		Online Eligibility Viewer

Role Description

Select Trading Partners

Available		Selected
Search...	Undo	Search...
DEMOACCT1-Demo Account 1	>	ONLINEDEMO-Online Demo
	<	
	Redo	

Cancel Save

Administration: Audit Log

To search transactions:

- Enter the desired date range for the audit, and then select the User and Activity. To view all activity for a particular user, do not mark the Activity check box.
- Click Search. The table displays all activity within the range selected.
- Click Export Grid to export the current activity records in the grid as a .csv file.
    - The download screen displays. Select the location to save the file and click OK or click Cancel to cancel the export.
- Click Clear to remove any entered search criteria and begin another search.

Note: There is a record limit of 1,000 results on responses. If a user's search or summary selection returns more than the limit, the first 1,000 display with a message suggesting the user narrow their search criteria to see additional results.

Administration: Custom Formats

Custom Formats feature allows users with the appropriate permissions to manage and make changes to custom formats.

Administration - Custom Formats

ONLINEDEMO-Online Demo

Copy Excel CSV PDF Print Show 50 entries

Search: Previous Next

Showing 0 to 0 of 0 entries

Number	Requester	Ticket #	Claim Type	Description	Payers	Created	Expired	Edit
No data available in table								

Showing 0 to 0 of 0 entries

Previous Next

Administration: Custom Formats

To edit a Custom Format:

- The user selects the edit pencil, the Format Details screen displays with the description of the selected format. Payer Code Level and Expired are the only editable fields.
- Users can edit the Payer Code Level using the drop-down menu. The following options are available:
  - All: Applies to All Payer Codes
  - Only: Applies Only to Specified Payer Codes
  - Exclude: Applies to All Except Specified Payer Codes
    - If Only or Exclude is selected, a grid displays to allow the user to add payer codes to associate with the custom format.
  - At least one payer code must be added to save the format with the Only or Excluded payer code level.
  - Click Add to add payer codes to the custom format. Enter the desired payer code and click OK.
- Click the X to delete a payer code.
- Once saved, the format rule updates in production the following day.
- To expire a format rule, enter a date in the Expired field. Click Save. Once saved, the format rule is expired in production the following day.
  - If a format rule is expired, a timestamp displays in the Expired column in the grid on the Custom Formats screen.

Administration: Help

The Help menu provides a link to the complete eMEDIX Online help feature. Use the Table of Contents, Index, Search, or Print functions to navigate through the system.

Table of Contents:

- Click Contents to view the table of contents.
- Click a closed book to view the book's contents (sub-books and pages).
- Click a page to display the topic information. The topic appears in the right-hand pane.
- Click the open book to close it.

Index:

- Click on any topic to open
- Search Index by entering keywords and click on Enter on your keyboard

Search:

- You may search for a single word or a phrase.
- Searches are not case-sensitive .
- You may search for any combination of letters (a-z) and numbers (0-9).
- Punctuation marks are ignored during a search.
- You cannot search for quotation marks.

Administration: Help

Expanding Text

Throughout the help system, you have the ability to view more detailed descriptions or expanded definitions of items embedded in a paragraph. This is known as expanding text and is displayed in light blue. Click on the text to expand a drop-down explanation of that topic. Click an expanding text field in a topic and then click the Expand/Collapse All button in the upper right corner to expand and collapse all expanding text in that topic.

Hyperlinks

This online help system may contain links that connect you to additional information. As a general rule, try moving the cursor over them to see if the pointer changes to a pointing finger. If so, there is more information included behind the link.

Administration: Reports

The Reports feature allows users to run, schedule, and download Administration reports. Users must have the appropriate permissions.

There are three (3) menu options:

- Run/Schedule: Gives users the ability to schedule and run reports.
- Manage Schedule: Allows the user to edit and delete scheduled reports.
- Scheduled Reports: Allows the user to search and download previously scheduled reports.

Administration: Reports > Run/Schedule

Select Trading Partner and NPI

Available Trading Partners		Selected Trading Partners	Available NPIs		Selected NPIs
Search...	Undo	Search...	Search...	Undo	Search...
DEMOACCT1-Demo Accour	>>			>>	
ONLINEDEMO-Online Demo	>			>	
	<			<	
	<<			<<	
	Redo			Redo	

Select Report to Produce

Report Average Patient Responsibility By Payer

This report provides the average amount of patient responsibility for the top payers.

Select a Date Range

Check Date Last Full Quarter

Select a Document Type

Type
- Web Page(HTML)
- Adobe(PDF)
- CSV(Comma Separated Values)

Schedule View

CGM CompuGroup Medical

- Use the arrow keys to select available Trading Partners. The TPID selection section is only enabled for sites with more than one TPID/NPI.
- Once selected, the available NPIs for the selected TPID display in the Available NPIs section.
  - Use the arrows to select the desired NPI(s). One or more TPID/NPI(s) may be selected for the report.
- Select the report to produce. Once a report is selected, an option field displays requiring the user to enter a date range or select a filter option.
- Select a document format type.
- Click View to view the report.

- To schedule a report, the user must select Adobe(PDF) or CSV(Comma Separated Values) as the report type. Make the appropriate selection and click Schedule. The Report Scheduler screen displays.
  - Choose the Schedule Start date.
  - Select the Recurrence Type from the drop-down menu.
    - If a Simple recurrence type is selected, enter the number of times to repeat the report.
  - Enter the information on when to end the schedule, including the number of times to run the report or select a date to end the schedule.
- Click Save.

Administration: Reports > Manage Reports

Reports - Manage Schedule

ONLINEDEMO-Online Demo

Copy Excel CSV PDF Print Show 50 entries

Search: Previous 1 Next

Showing 1 to 1 of 1 entries

Owner	Report Type	Trading Partner(s)	Schedule	Created	Edit	Delete
ctwlinker	Claims Output Trend	ONLINEDEMO	Run Report starting immediately for 5 times. Repeat every 1 WEEKS	05/14/2021 11:20:38 AM		

Showing 1 to 1 of 1 entries

Previous 1 Next

The Manage Schedule screen displays with any previously scheduled reports in the grid.

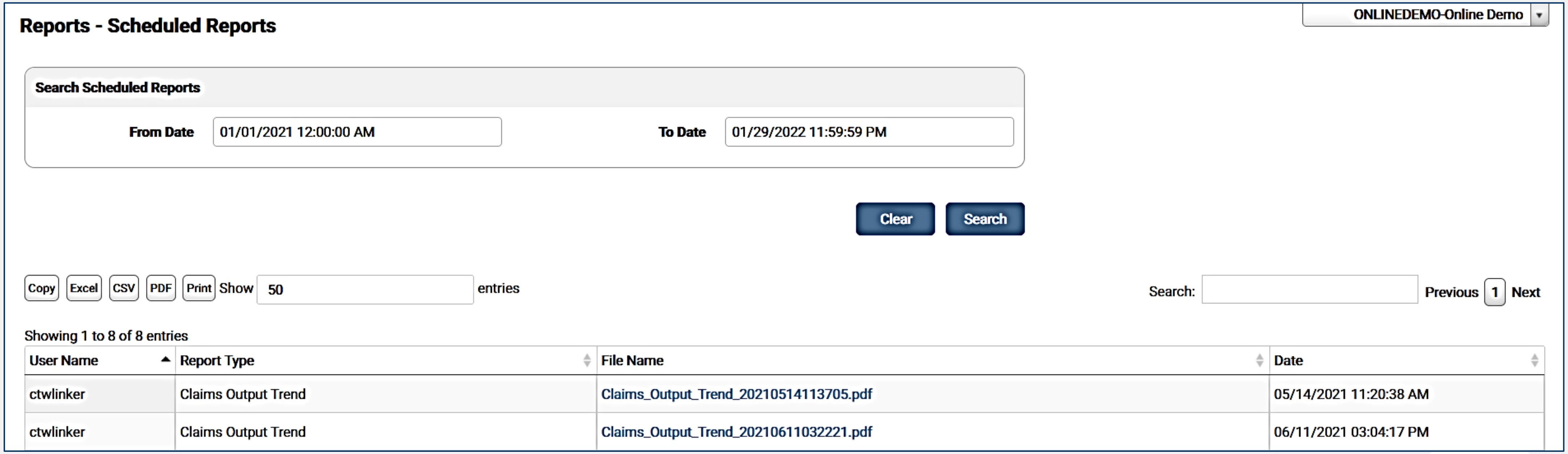
- Click the pencil icon to edit a report schedule.
- The Manage Schedule screen displays and is populated with the schedule information for the selected report.
- Make any necessary changes and click Next.
- Make any changes to the Schedule information for the report and click Save. If no changes are necessary to the schedule, leave as is and click Save.
- The Manage Schedule screen displays with a message stating the schedule was updated successfully and the grid contains the updated schedule information and a new create date.

To delete a scheduled report, click the red X icon in the Delete column. A message displays indicating the schedule was deleted successfully and the report is removed from the grid.

Administration: Reports > Scheduled Reports

The Scheduled Reports feature allows users to search and download previously scheduled reports.
To search for reports:
Enter the desired dates in the From and To date fields and click Search, or just click Search to view all available results. Any available reports display in the search grid.
The grid displays the User Name, Report Type, File Name, and Date.
Click the File Name to download and view the report.

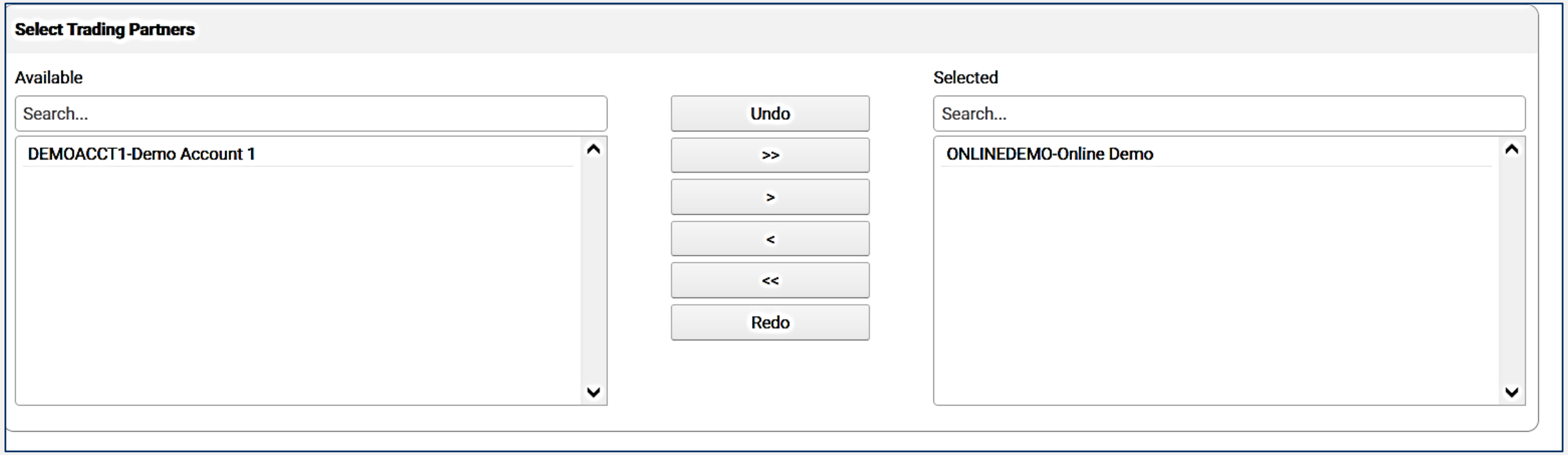
Click Clear to clear any entered search criteria.



Administration: User Admin

The User Admin screen allows users to manage users and permissions for eMEDIX. Users must have the appropriate permissions to view this screen. Users with the EMEDIXOnline Site Admin role can add new users or edit/view existing users.

- Select Trading Partners: This section is only visible to administrators with access to more than one trading partner. If the logged in user only has access to one trading partner, or is a support user, this section will not display.
- Select an available trading partner from the list and click the arrow keys to assign/remove from the group. Once selected, users associated with that trading partner populate in the grid.
- The grid automatically populates for users with only one trading partner.



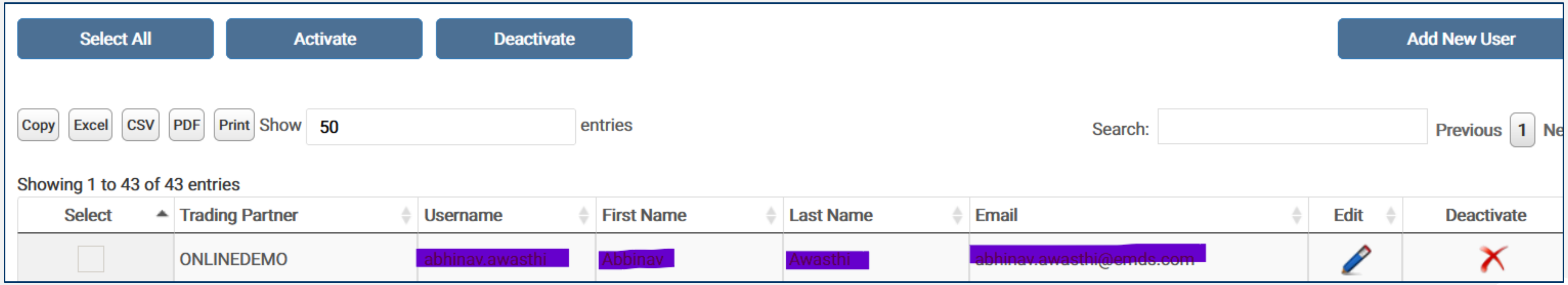
Administration: User Admin

Select All/Unselect All: Allows the user to mark all the check boxes in the Select column at one time. Once marked, the button changes to Unselect All, click to unmark all the check boxes.

Activate/Deactivate: After selecting the desired users in the Select column, click Activate to activate the user(s) for the select TPID(s). Click Deactivate to deactivate the user(s) for the select TPID(if the user clicks OK to proceed, the user no longer access to the selected Trading Partners.

Add New User: Click to add a new user.

Edit/Deactivate: Click the pencil icon to edit an existing user. Click the X to deactivate a user for a particular trading partner



Administration: User Admin

Add a new user:

- Enter the user data in the User Information fields, keeping in mind user names and emails must be unique.
- Screen Name, Email, Last Name, and Temporary/Confirm Passwords are required for new users. The user will be required to change a temporary password upon logging in the first time.
- Select the appropriate user roles from the available list and use the arrows to assign/remove roles.
- Click the available role name to view a description.
- Select the trading partner(s) in which the user will have access. Use the arrows to assign/remove trading partners.
- Click Save to create the user. A message displays if the user is added successfully.

The new user displays in the grid on the User Admin screen.

SIGN OUT

Be sure and Sign Out to end our session.