

Module Three- Edit Payer List (see

(can also be viewed from home page of Emdeon Office>Customer Service & Support>Claims User Guide.pdf)

Objectives

In this section you will learn how to edit the Payer List.

Overview

Users can customize the payer drop-down lists on all the request pages by editing the payer list. The payer list is accessed by clicking the **Edit Payer List** button on any the request screens or by clicking the link under “Managing Your Office” on the Office home page. For customers who have billing arrangements that distinguish between participating and non-participating payers, the presence of a \$ indicates that the payer is non-participating. (Participating payers do not charge transaction fees to their users. Non-participating payers charge transaction fees).

The presence of an asterisk (*) next to a payer name indicates that additional payer specific enrollment is required prior to using this payer. To obtain the enrollment forms select "Payer Enrollment" from the Office home page.

To Edit the Payer List

Follow these steps to edit the payer list:

1. From the **Home** page, under **Managing Your Office**, click **Edit Payer List** or click the **Edit Payer List** button from any of the request screens. This opens the **Payer List Personalization** window.

Payer List Personalization

Prior to submitting transactions to payers indicated with an "*", additional payer enrollment is required. Select "Payer Enrollment" from the home page to obtain the enrollment forms.

| Select | Transactions (Current txn in bold, Coming soon txns in italics) | Payer Name | Batch Payer ID |
|-------------------------------------|--|----------------------|----------------|
| <input checked="" type="checkbox"/> | *Check Eligibility | Acordia National | ACORDIA |
| <input checked="" type="checkbox"/> | Check Eligibility Check Claims | Advantra Freedom | CHCAD |
| <input checked="" type="checkbox"/> | Check Eligibility HCS Review Request HCS Review Inquiry Check Claims | Aetna | AETNA |
| <input checked="" type="checkbox"/> | Check Eligibility Check Claims | Aetna Long Term Care | EMPALT |
| <input checked="" type="checkbox"/> | Check Eligibility Check Claims | AFTRA Health Fund | EMPAHF |

The available transactions for each payer are listed in the **Transactions** column. The **Batch Payer ID** column displays the payer ID for real-time payers. This information is needed for batch import.

2. Choose the payers you wish to work with by checking the appropriate boxes or select all payers by clicking the **Select All** button.
3. Uncheck any payers you do not need on your list.
4. After selecting the payers you wish to add or delete, click the **Save** button at the bottom on the page. You will be returned to the main page.
 - To return to the previous settings without saving any changes click **Reset**.
 - To return to the previous page click **Close**.
 - To clear all selections, click **Clear All**.
5. If the payer drop-down list on a request page does not update after making changes to the payer list, click the **Refresh** button on your browser's menu to update the list or click the **Reset Page** button on a request page. Any changes made to the payer list will be reflected on the payer drop-down lists.