



Electronic payment and remittance services available to Affinity providers

Affinity Health Plan continually seeks to apply new technology to help our provider network reduce costs and gain efficiencies. Effective **June 1, 2010**, we are excited to make available online tools to significantly improve delivery of provider payments and remittance documentation.

Affinity has partnered with Emdeon to offer providers flexible, attractively priced options for electronic transactions, including electronic payment and electronic remittance advice (835/ERA).

Expedite cash flow and capture extra revenue

Emdeon **ePayment** is a convenient electronic funds transfer (EFT) service delivering valuable electronic payment and reconciliation processes. **ePayment** helps providers eliminate paper checks and simplify secondary claims. **ePayment** can dramatically expedite cash flow, streamline workflows and reduce expenses. Once connected, providers can set flexible delivery preferences and initiate timely electronic deposits.

Harness the power of electronic remittances

Subscribers to **ePayment** also receive FREE access to Affinity remittance data (explanations of payment) through Emdeon **Payment Manager**. With synchronized, up-to-date remittance and payment data, **Payment Manager** allows you to focus on your patients. You can quickly search, view, or print each EOP as needed. Providers and staff can save time and capture lost revenue by easily reconciling outstanding payments.

Add savings and accuracy with advanced service options

Providers may also choose to receive HIPAA-compliant 835/ERA files via the Emdeon **Direct Connect** clearinghouse channel, vendor channels, or **Payment Manager Deluxe** for an additional cost. Providers who are able to automatically post 835 remittance data will save posting time and eliminate keying errors by taking advantage of Emdeon's 835/ERA file service.

Simple enrollment; immediate benefits

Start receiving electronic payments and remittance advisories from Affinity today with Emdeon's fast, one-time enrollment process. Please note that if you currently use a billing service, partner clearinghouse, or other entity to submit your claims to Affinity, you will still be required to enroll for EFT services directly with Emdeon. For first-time enrollees, you will be eligible to receive payments from all available Emdeon participating payers initiating EFT payments. As additional payer EFT connections are established, your checks from those payers, through no additional action from you, will be automatically converted to EFT and available for viewing through Emdeon Payment Manager. At this time, Emdeon ePayment does not include Affinity's capitated payments made to primary care providers.

Enrolling for electronic payment and remittance services

Emdeon provides the following options for enrolling in ePayment:

Option 1: If you have received a registration letter with your personal registration ID, please proceed to www.emdeon.com/eftsignup and follow the online instructions for enrollment in Emdeon's EFT service. In addition, if you have received a user name and password for Payment Manager, visit www.emdeon.com/paymentmanager to activate this service.

Option 2: Don't have a registration ID? Go to www.emdeon.com/epayment to download your EFT enrollment form. Simply fax or mail in your completed form to start realizing the benefits of electronic payments and remittance advisories.

Option 3: Providers may also contact an Emdeon EFT representative to start their enrollment process by dialing 866-506-2830 and choosing option 1.

Helpful hints for a smooth EFT enrollment

- Ensure you are an authorized representative of the designated provider
- Have your contact, organization, and financial account information available
- Review all terms, pricing, and authorization forms prior to submitting them to Emdeon
- Review the Frequently Asked Questions (FAQs) on www.emedeonepayment.com
- Affinity will be utilizing the ***Tax ID Required, Provider ID Number Optional*** method for provider registration. Provider ID number will only be required in situations where you want provider-specific payments and remittance advisories grouped separately from other payments and remittance advisories for your group or facility. Your Provider ID number can be found on your paper remittance in the **Provider #** field for each claim (your Provider ID will start with 00 or 20).

Enrolling for electronic remittances only

To receive postable 835/ERA documents only, please contact an Emdeon representative as follows:

- Hospitals and physicians organizations with at least 16 doctors:
please call 800-444-4336.
- Provider organizations with fewer than 16 doctors:
please call 866-369-8805

Current Emdeon customers receiving postable 835/ERA documents as a component of your current service may visit Emdeon's online enrollment site to enroll for Affinity's new 835/ERA file service.

- Visit www.emdeon.com/enrollment and follow the listed steps to successfully add Affinity's 835/ERA service to your account.
- Should you encounter any issues with completing the required ERA enrollment steps, assistance is available at 800-845-6592 and choosing Option 1.