Dental Vendor Overview
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Emdeon Dental

Last year, Emdeon processed in excess of 140 million dental claims to over 400 payers from 81,000 dentists utilizing 140 practice management systems. In addition, we now have over 140 payers offering Real-Time Eligibility and 110 payers offering Electronic Remittance Advice (ERA) transactions. Emdeon’s Dental suite of products complements vendors by allowing you to offer integrated solutions for claim submission, claim status, ERA, eligibility, patient statements and EMR/EDR including electronic prescriptions.

Emdeon provides clients with complete end-to-end revenue cycle solutions that can help maintain a competitive advantage. Emdeon with its tremendous scope, transaction volumes and connectivity can help you increase your value to your providers and help foster revenue growth.

Emdeon offers efficient solutions that can save time and money for you and your providers by simplifying and automating revenue cycle tasks and interfacing seamlessly with your current practice management system. Whether you want to integrate our products or simply utilize a stand-alone web-portal solution, Emdeon will work with you to implement an option that’s right for your business.
Batch Services

Electronic Claim Submission
As your dental clearinghouse, our goal is to simplify the electronic transaction service offerings for our vendors so you can focus on other important needs. Emdeon provides simplified Health Insurance Portability and Accountability Act (HIPAA) capable format and also accepts the full American National Standards Institute (ANSI) X12 837 5010 Dental format.

II. VENDOR INTEGRATED SERVICES

Claim Volume

*Represents all Emdeon Dental Payer Volume
Real-Time Services

Emdeon real-time services provide network connection via the HIPAA-standard ASC X12N format – supporting eligibility (270-271), claim status (276-277) and claims (837). Emdeon real-time also supports alternative technology platforms and format options.

Features
• Expert and efficient implementation
• HIPAA format translation and processing
• 24/7 systems monitoring and technical support
• Reliable, flexible, secure systems with state-of-the-art technology

Real-Time Total Transactions

*Represents all Emdeon Dental Payer Volume
Eligibility and Benefits (270-271)

Emdeon’s real-time processing reduces time-consuming phone calls to payers for eligibility and benefits information. By verifying eligibility and benefits electronically, the dental office will increase efficiency, save time and money and retain a permanent record of patient eligibility information. As a result of electronic verification, dental offices may experience faster turnaround times and fewer returned or denied claims due to eligibility issues.

Because connectivity between Emdeon and dental offices is facilitated through our partnerships with software vendors, your providers will conduct everyday transactions more easily, more efficiently, more accurately and less expensively than ever before.

*Represents all Emdeon Dental Payer Volume

Emdeon’s stance is that the more information provided, the better and more valuable the 271 response. To that point, Emdeon does not attempt to quantify or limit in any way the amount of data a payer may provide. As the needs of the dental market vary broadly as to capabilities and methodologies, Emdeon supports an array of data elements and will work closely with our payer and vendor partners in a joint effort to enhance the 271 response.
Real-Time Claim Status and Claim Tracking (276-277)
Emdeon offers real-time claim status capabilities. Providers can check claim status at any time convenient to their office. Emdeon’s claim status offers a complete record of a claim’s path from submission to payment. The service can be used to check individual claims or by a variety of sorted criteria: (e.g., date, payer, patient name, etc.)

Real-Time Electronic Claims Submission
Real-time claims and pre-determinations are defined as the electronic delivery from a provider to a payer, with a corresponding payer adjudication response, returned to the provider, during the same telecommunication session.

The dental claim industry is gravitating toward processing in real-time. Emdeon is expending significant time and energy accordingly. Real-time processing is not foreign to Emdeon. In fact, Emdeon processes over one billion real-time healthcare transactions annually for pharmacies and healthcare providers, using proven real-time processing technology, along with our expertise as a batch clearinghouse. This technology is beneficial to all parties and especially for providers concerned about rising accounts receivable.

Real-Time Claims Benefits
• A provider can ascertain the patient’s financial responsibility at the point of care
• Accelerated cash flow and minimized claim rejection
• Address patient benefit education and out-of-pocket concerns
• Increased treatment plan acceptance

As with most new services, putting the pieces together is vital to success. Emdeon’s relationships with payers, providers and practice management system vendors hold the key to making real-time processing the standard environment for our industry. Each link of the real-time chain is equally important and must work together to achieve the market’s desired result. Vendors desiring to move toward real-time claim processing should contact Emdeon today.

* Request for Additional Information
Electronic Remittance Advice (ERA)

An ERA is an electronic version of the explanation of benefits which insurance carriers print and mail to providers. An ERA notifies a provider of the amount an insurance carrier will pay on a specific claim, including the amount to be paid for each particular service listed. An ERA file can contain payment information on any number of claims submitted to a carrier. ERA reduces costs, is less labor intensive and more efficient for providers than its paper counterpart. ERA is an American National Standards Institute (ANSI) transaction, ANSI X12N 835, which supports standard reason adjustment codes. For providers, ERA facilitates automatic posting of payments to accounts receivable systems. Automatic posting eliminates time-consuming keystroke entry while dramatically reducing errors. Information is presented to the provider in a single format using the aforementioned standard adjustment codes, facilitating easy interpretation. ERA also has the potential to improve cash flow as it is generally delivered by payers within one or two days of claim adjudication, allowing timely processing of patient billing which equates to faster payment and more predictable receivables management.

Features
- Information for multiple claims on a single ERA
- Facilitates posting to patient accounting systems
- An ANSI transaction
- Supports standard reason adjustment codes

Benefits
- Decreases expenses
- Increases efficiencies
- Reduce outbound payer calls
- Suppresses paper
- Eliminates data entry errors

When combined with Electronic Funds Transfer (EFT) and auto-posting by provider’s software, ERA can help decrease work load and increase savings.

Total ERA (Processed)*

*Represents all Emdeon Dental Payer Volume
Integration Solutions for Emdeon Real-Time Services

More practice management vendors are choosing to integrate real-time services, which gives their providers access to a one-stop solution for their claim and real-time needs without moving from one system to another.

Practice management vendors currently testing the integrated 270/271 or have not yet integrated real-time or ERA services can direct their clients to use Emdeon’s web portal Emdeon Dental Connect™ for Providers available at www.emdeondental.com. The site is easy to access and requires simple one-time registration to give providers access from any computer, at any time.
Emdeon Patient Billing & Payment Management Solutions

Emdeon offers expert solutions for patient billing management. Emdeon Patient Connect™ for Providers provides integrated billing and payment solutions that simplify patient billing and payment processes. An innovative suite of print and ecommerce solutions, Emdeon Patient Connect for Providers, facilitates provider-patient communications for optimized revenue collection and enhanced patient satisfaction.

Emdeon Patient Connect for Providers delivers comprehensive billing and payment solutions that enable providers to automate the patient payment process. Emdeon's print, online and point-of-service collection suite addresses the challenges associated with billing and collecting patient receivables resulting in increased self-pay collections, improved operational efficiencies and reduced administrative costs.

Features
- Emdeon ExpressBill Services™ provides intuitive statement design and state-of-the-art printing and mailing
- Emdeon Return Mail Manager™ automates the skip tracing process for mail that is returned as undeliverable
- Emdeon Patient Pay Online™ offers a self-service patient application that provides online billing and payment management
- Emdeon Document Archive™ provides online viewing of images of statements and documents that mirror those sent to your patients

Benefits
- Professional, easy-to-understand patient statements
- Provides integrated online billing and payment solutions
- Improves collection performance
- Reduces customer service inquiries
- Reduces the costs associated with patient collections
- Increases operational efficiency
- Improves point-of-service collection workflow
- Electronically posts patient payments
- Eliminates manual posting and reconciliation processes
- Provides capability to audit, track and control patient payments
ePrescribing and Electronic Health Records (EHR)

Emdeon’s solutions allow you to initiate and manage prescription processes electronically with over 15,000 pharmacies. Through seamless integration with your practice management system, providers can access the most connected clinical network in the industry from virtually any web-enabled device. Such connectivity can not only increase practice efficiency but also accuracy and safety by providing instant access to complete medication histories, drug formularies and other drug information. Emdeon’s network is a secure, reliable ePrescribing platform that enables dentists to directly exchange ePrescribing transactions with pharmacies.

Emdeon Clinical Exchange™ ePrescribe is a web-based electronic prescribing solution that saves providers time and money while emphasizing prescription accuracy and patient safety first. Dentists and staff can now process new and renewal prescriptions electronically with data captured from your practice management system. In addition, any vendor with the ability to support NCPDP SCRIPT compliant ePrescribing transactions is eligible for certification with Emdeon’s eRx Network. This solution would be highly recommended for those vendors who already have an EMR/DMR user interface.

Emdeon Clinical Exchange – Electronic Health Record

The HITECH Act, part of the 2009 economic stimulus package, encourages eligible providers to adopt electronic health records by offering incentive payments to those who use a certified EHR technology. Dental incentives are provided through the Centers for Medicare and Medicaid Services (CMS) Medicaid EHR Incentive program. The Medicaid EHR Incentive Program will provide incentive payments to eligible professionals as they adopt, implement, upgrade, or demonstrate Meaningful Use of certified EHR technology in their first year of participation and demonstrate Meaningful Use for up to five remaining participation years. Dentists whose patient volume is at least 30 percent Medicaid can be considered Eligible Professionals if they meet certain additional criteria. This opens the door to the receipt of up to $63,750 in incentives over a six year period. Providers must report that they meet the qualification criteria for Meaningful Use in order to receive stimulus funds. For information on these incentive programs, please go to the CMS website.

www.cms.gov/EHRIncentivePrograms/.
Emdeon Clinical Exchange EHR Lite

Emdeon Clinical Exchange EHR Lite, an ONC-certified EHR*, provides physicians with connectivity to the labs and pharmacies on our network, allowing them to place orders, receive results and help qualify for Meaningful Use incentive payments.

Emdeon Clinical Exchange EHR Lite helps you:

- **Qualify for Incentives**
  Emdeon Clinical Exchange EHR Lite is ONC-certified* and can help you qualify for Meaningful Use incentive payments

- **Have virtually instant connectivity**
  Ability to connect to over 300 labs and hospitals and has the ability to connect to virtually all pharmacies for computerized physician order entry and results management

- **Improve outcomes**
  Easy to use quality reports and robust patient education materials make it easy for you and your patients stay on track

- **Enjoy a budget-friendly solution**
  Emdeon’s size, Software-as-a-Service (SAAS) architecture and expertise in implementing Clinical Exchange solutions allow us to provide you with market leading solutions for less than you might expect

- **Get quick results**
  Emdeon Clinical Exchange’s SAAS architecture provides rapid implementation and deployment

An inexpensive one-time setup charge and a low cost monthly subscription mean you can get started quickly and easily on the road to Meaningful Use. Emdeon can integrate your lab’s business rules into our workflow: Medical Necessity, ABN generation, Ask at Order Entry Questions, even generating split requisitions. We help you receive clean and billable orders the first time, greatly reducing the hassle of lab calls to your staff for corrections and clarifications.

*This Complete EHR is 2011/2012 compliant and has been certified by an ONC-ATCB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services or guarantee the receipt of incentive payments. Emdeon Inc, 01/19/12, Emdeon Clinician 7.6, 011/9201230701, NQF0064/PQRI128, NQF0041/PQRI110, NQF0024, NQF0038, NQF0059/PQRI1, NQF0064/PQRI2, NQF0061/PQRI3.
The focus of our marketing efforts are twofold; first, to accelerate electronic claim growth and second, to increase the utilization of additional transactions (e.g., ERA, real-time eligibility, claim status). One avenue Emdeon Dental offers is to focus on ‘connecting the unconnected’ and maximizing the efficiency of current submitters by increasing utilization. Our marketing goal is to continue identifying and conducting out-reach programs to as many dental providers as possible.

We offer every vendor the opportunity to participate in growth initiative programs. By taking part in a growth program, you will have the opportunity to increase EDI volume and offer a valuable service to your providers.

The basic program generally involves one or more of the following:
- Co-branded letter and/or postcard created and sent by Emdeon
- Vendor Outreach Program coordinated by Emdeon
- Co-branded newsletters
- Co-branded email campaigns

If you are interested in working together to market EDI solutions, please contact Emdeon.

Other opportunities available to jointly market EDI include:
- Sharing of EDI articles for inclusion in Emdeon and vendor newsletters
- Links from the vendor portal to Emdeon’s portal for additional EDI information
- Distribution of an Emdeon CD and/or marketing collateral by vendors to their providers

Emdeon will fund approved marketing plans of specific type, duration and result. With each vendor/provider relationship, we are happy to adapt our efforts based on the needs of your customers. Successful campaigns have been a result of Emdeon and vendor organizations working closely together.
IV. CUSTOMER SUPPORT

Customer Support System (CSS)
Emdeon support staff is available from 8 a.m. to 7 p.m. EST, Monday through Friday. Our support staff has instant access to all information related to the transmission of transactions through our processing center. Most questions can be answered immediately and we take great pride in doing whatever is needed to resolve the most complex issues.

Vendor Customer Support System (VCSS)
In an effort to provide for simplicity and efficiency throughout the electronic claim process, a free specialized tool called VCSS has been developed. VCSS is a vendor version of the CSS which allows vendors to handle support questions directly from their own customers. Emdeon Dental is confident that you will find this tool to be of exceptional value. VCSS allows you to query transactions submitted through the Emdeon Dental platform. In addition, the tool allows for account setup and transaction review of Emdeon Dental gateway based Real-Time eligibility, claim status/claim tracking and ERA. VCSS provides information that is based on both Emdeon and payer systems. If you are not using VCSS, contact your account manager today. They will be happy to provide you with information on how you can benefit from this free service which will dramatically improve support to your provider base.

Enrollment
Some services (electronic claim submission, eligibility queries, ERA) may involve payer enrollment or Emdeon registration. All enrollment/registration forms are accessible and can be completed online. Our enrollment staff monitors all such enrollments and assists in successful completion.

Emdeon Data Centers
Powering, the single largest financial and administrative information exchange in the U.S. healthcare system. Emdeon has two data centers that serve as the central nervous system for the largest and most powerful network in healthcare. With a truly state of the art infrastructure, these centers allow us to provide an interactive and standards-based transaction processing and analytics platform that integrates payers, providers, pharmacies and consumers.

Emdeon data center tech specs:
• 55,000 sq. ft.
• 2,000 servers
• 2 petabytes of storage
• 20+ Load Balancers (10+ Redundant Clusters)
• 900 Microsoft Windows Servers
• 350 IBM AIX Unix Servers
• 500+ VMware Virtual Guests
• 450 databases
• 100 percent future growth potential

Safety, Security and Availability
These data centers are redundant and independent facilities located hundreds of miles apart to ensure all data is safe, secure and available when you need it. Dual, redundant ten gigabit pipelines move data at lightning-fast speeds between both facilities. This eliminates many of the downtime issues that can plague networks, and ensures that Emdeon customers have the access they need, when they need it.
V. EMDEON DENTAL SERVICES CONTACTS

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VI. EMDEON DENTAL SERVICES IMPORTANT LINKS

Emdeon Dental Connect™ for Providers
http://emdeondental.com/

Emdeon Dental Demo
http://emdeondental.com/

Emdeon Dental Connect™ for Providers Tutorial
http://emdeondental.com/

Dental Payer Lists:
Dental Claims and ERAs
http://emdeondental.com/

Dental Real-Time
http://emdeondental.com/

Important Links:
http://www.ehnac.org/

http://www.ndedic.org/home/

http://www.wpc-edi.com/

http://www.ushealthcareindex.com


http://www.caqh.org
Emdeon is a leading provider of revenue and payment cycle management and clinical information exchange solutions, connecting payers, providers and patients in the U.S. healthcare system. For more information, visit www.emdeon.com.