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Payer Enrollment Services (PES) Provider Portal User Guide

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Preface

This user guide is for providers and their associates using Payer Enrollment Services (PES) and should not be distributed to unrelated parties.

This information is provided by Change Healthcare for education and awareness use only. Even though Change Healthcare believes that all the information in this document is correct as of the date of the publication of this version, Change Healthcare does not warrant the accuracy, completeness, or fitness for any particular purpose of this information. All use is at the reader's own risk. The information provided here is for reference use only and does not constitute the rendering of legal, financial, or other professional advice or recommendations by Change Healthcare.

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Common Terms

Authorized Agent: A contact that can be added to a TIN during enrollment, usually from an outside billing agency that the provider is partnered with.

Clearinghouse: A clearinghouse is a company or service hub that connects providers and payers so that they can send and receive electronic claims information.

Legal Business Name: Complete legal name of institution, corporate entity, practice or individual provider.

National Provider Identifier (NPI): An NPI is a 10 digit numerical identifier for providers of health care services. It is national in scope and unique to the provider.

NPI Exempt/Atypical Provider: Atypical providers are providers that do not provide health care, as defined under HIPAA in Federal regulations at 45 CFR section 160.103. Taxi services, home and vehicle modifications, and respite services are examples of atypical providers reimbursed by the Medicaid program.

Remittance Grouping: The type of grouping that a payer uses for claim remittance. Currently the options supported in PES are:

- TIN Only – Just the TIN is used to group payments and remittance
- TIN and NPI(s) – Combination of TIN and NPI(s) is used to group payments and remittance

Tax Identification Number (TIN): Your tax identification number is an identification number assigned to your practice by the Internal Revenue Service (IRS). It is also sometimes known as Employer Identification Number (EIN). In the case of a sole proprietorship, the provider might not have a Tax ID and would use his or her social security number (SSN) instead.

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Voided Check: A voided check is a blank, unused check with "VOID" handwritten across it and is used to verify your bank account. You must scan a voided check and upload the electronic image when adding a new bank account along with your other bank information.

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Enrollment Statuses

At different stages of the enrollment process, you will see various statuses related to your enrollment. The following outlines what each status means and the next action from the user:

Status in Provider Portal	Status Description	User Action
In-Progress	User has started but not yet submitted the enrollment	Sign in and submit the enrollment
Submitted	Enrollment is in the Change Healthcare Support Operations queue for review	Wait to be contacted by Support Operations
Manual Review	Enrollment has been submitted in PES and is with Change Healthcare for processing	Wait for the status to get updated
Returned to Customer	Change Healthcare Support Operations has returned the enrollment to the provider (i.e. customer) for additional action	Log in to Provider Portal and update the enrollment
Pending Attachments	Change Healthcare Support Operations has returned the enrollment to the provider to upload an attachment	Log in to Provider Portal and upload the requested attachment
Rejected	Change Healthcare has rejected the enrollment and it will not be further processed	None
Payer Received	Enrollment has been Approved by Change Healthcare and was received by the payer for decisioning	Wait to receive a payer decision
Payer Approved	Payer has approved the enrollment	None. Successful enrollment process complete
Payer Rejected	Payer has rejected the enrollment and it will not be further processed	None

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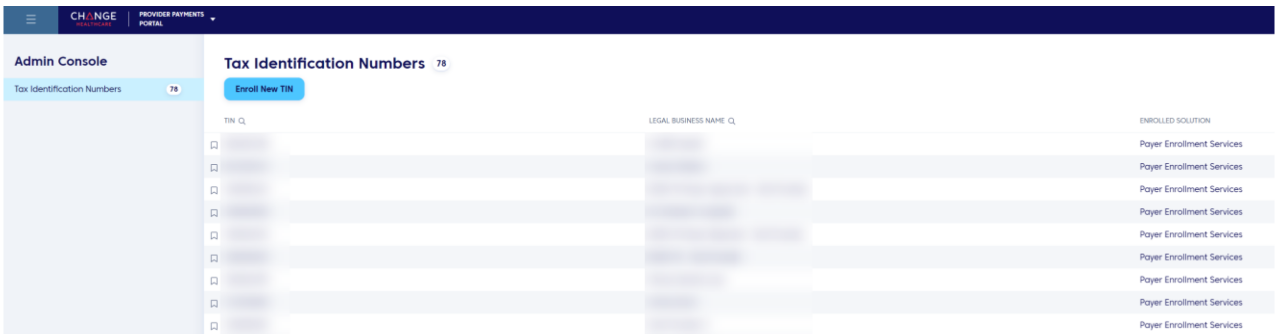
Provider Portal

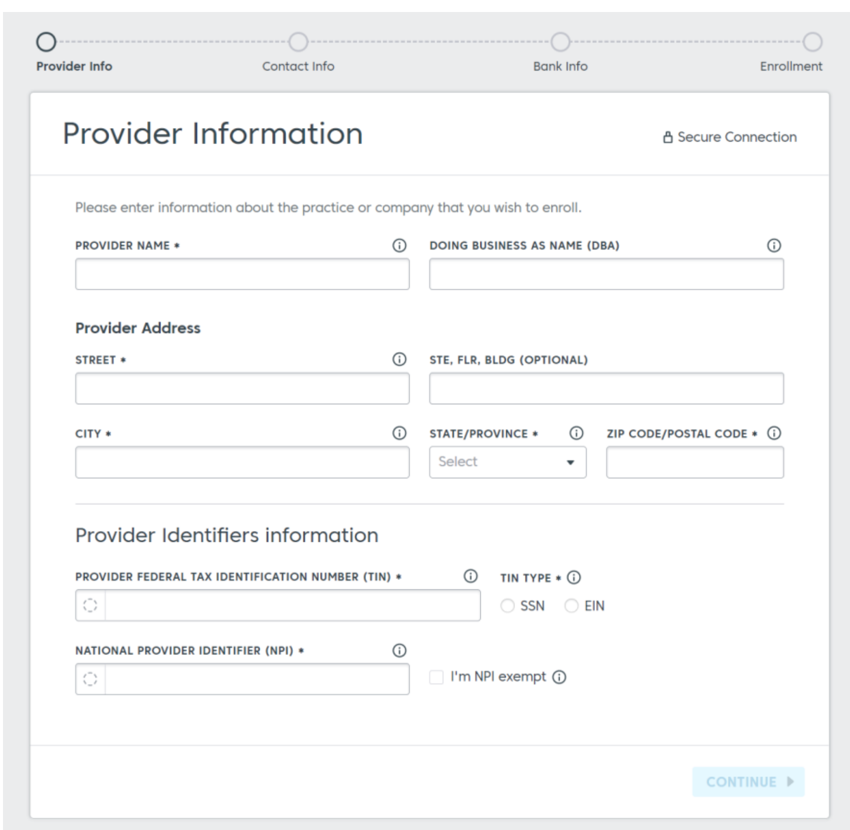
The Admin Console is the central hub where providers can manage, monitor, and add EFT and ERA enrollments within the Payer Enrollment Services (PES) Provider Portal. From here, you can see a full list of all TINs that have either completed or have In-Progress enrollments.



Enrolling a New TIN

1. You click the "Enroll New TIN" button above the list of TINs to enroll a new TIN from the Admin Console:

2. Next, you'll be asked to provide information related to your practice or company including:
   i. Provider Name – this should be your legal business name that you put on your tax documents
   ii. Doing Business As Name (DBA) – A trade name or fictitious business name that the provider may operate under, but is not the business name of the practice
   iii. Legal Business Address
   iv. City
   v. State
   vi. ZIP Code
   vii. Tax Identification Number (either EIN or SSN)
   viii. Billing NPI (if applicable)



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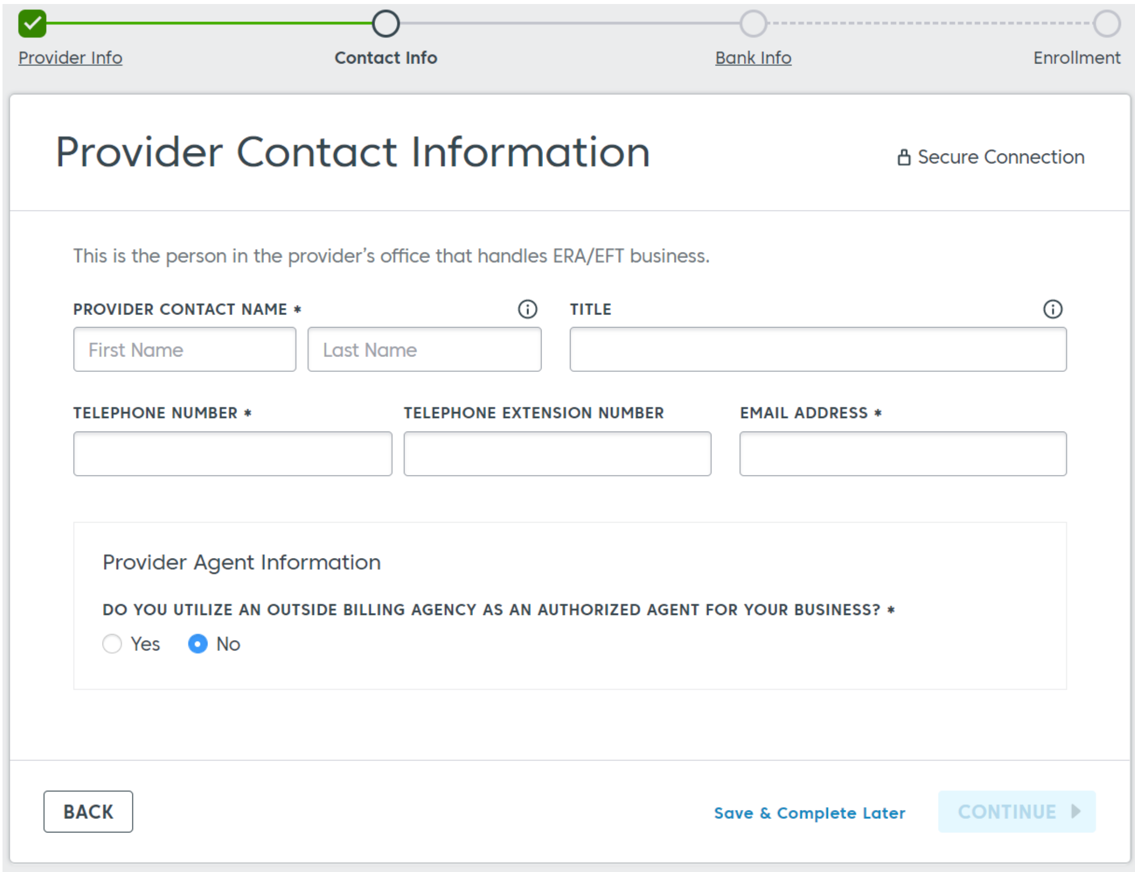
3. After this step, you'll be asked to give the information for the primary contact associated with enrolling EFTs/ERAs at your organization. You may optionally add a Provider Agent's information, who will be used as an additional contact.



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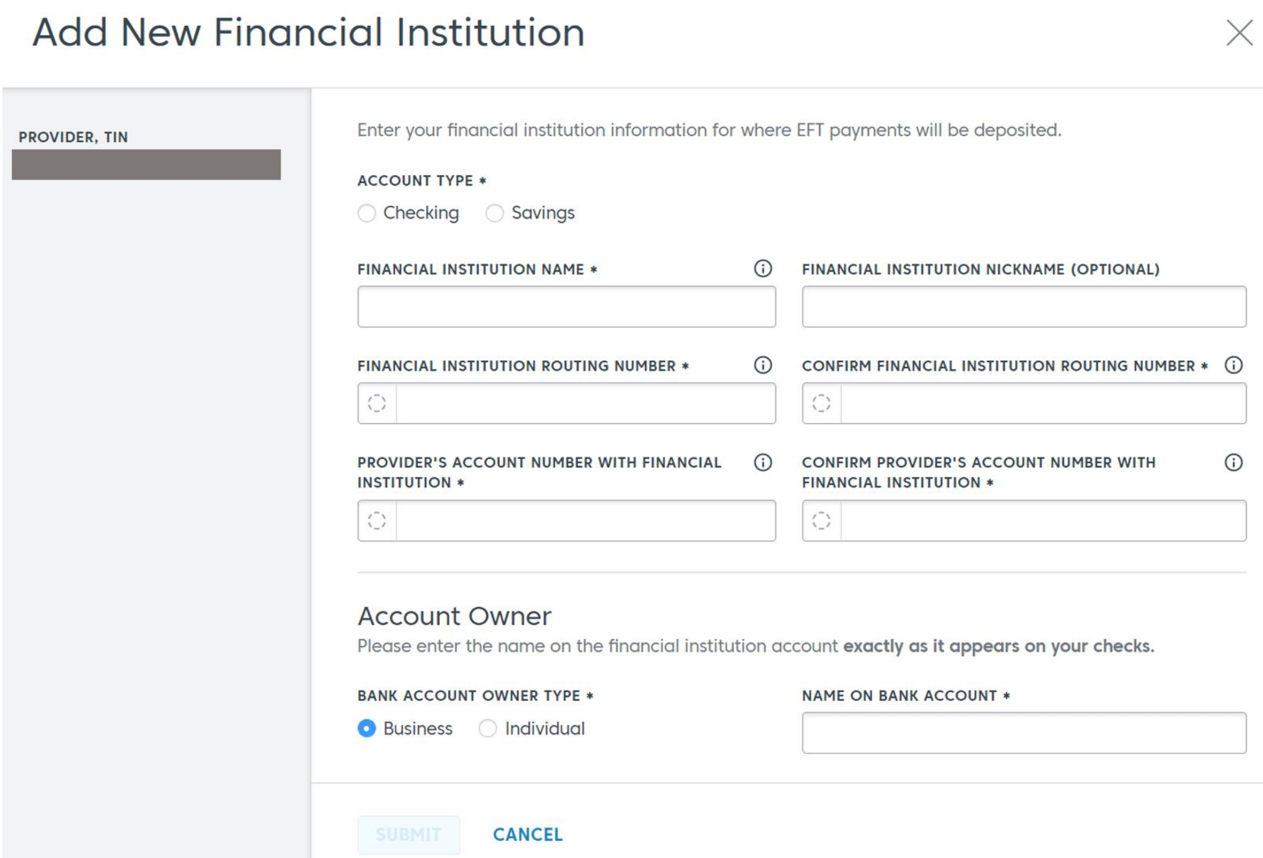
4. Next, you'll have the opportunity to add a Bank Account, which will be needed if you want to submit an EFT enrollment. You may need to upload a voided check for the Change Healthcare team to review.



5. After this, you can begin the process of adding either an EFT or ERA enrollment by clicking "Add Enrollment", selecting the payer you'd like to enroll with, and then the service(s) you want.
    i. If you selected ERA, you'll be asked to select the Clearinghouse through whom you will receive ERAs from the payer

    ii. If you selected EFT, you'll be asked to confirm the bank account that will be used for that enrollment

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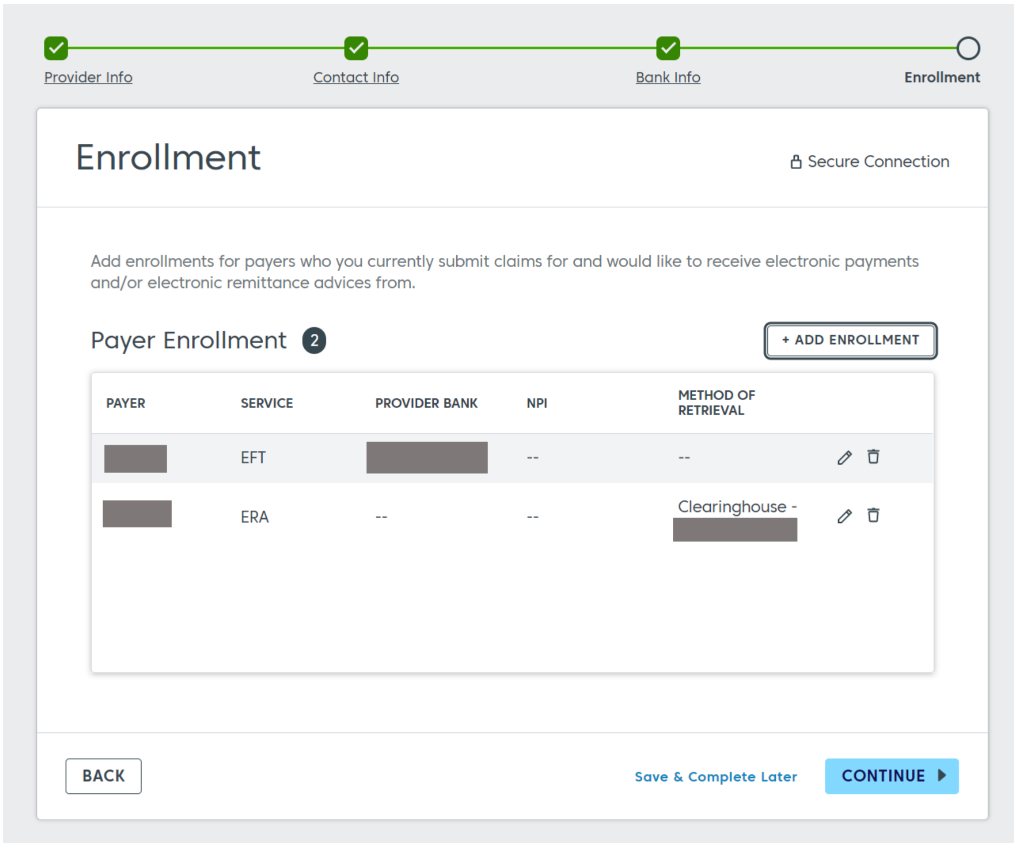
6. You can review the enrollment you added and add more if needed at this point. Click "Continue" when you are ready.



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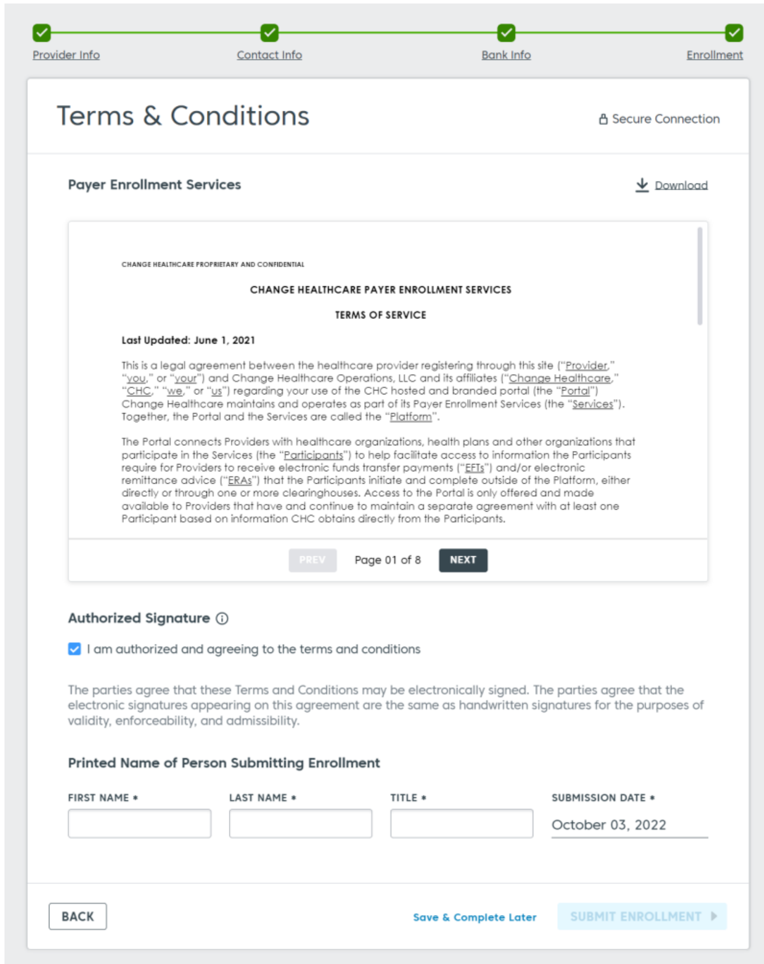
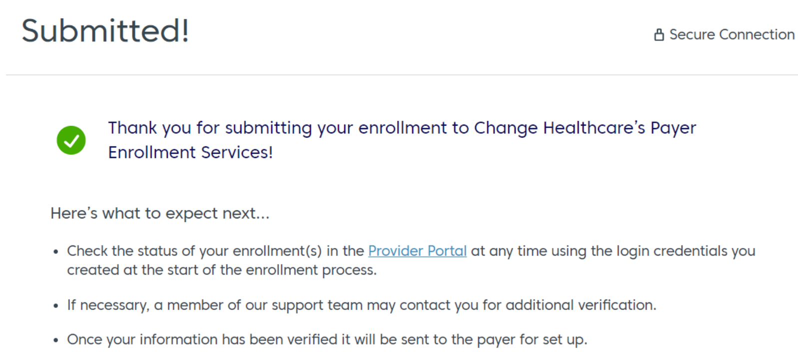
7. Finally, you'll be asked to review and sign the Terms and Conditions for Payer Enrollment Services before being able to submit your enrollment(s).



8. From here, you'll see a confirmation that your enrollment(s) was submitted successfully. You can go from here to the Admin Console for the Provider Portal where you can view and manage your enrollments.



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Admin Console FAQs

Below are some common FAQs you may have while using the Admin Console:

How do I check the status of the enrollments that I submitted?

To check the status of your enrollment:

- Log into the Provider Portal
- Click on the TIN your enrollment is associated with
- Navigate to the Payers tab and expand the payer your enrollment was submitted to
- Look at the status column for the current status of your enrollment

How do I know that my enrollment has been successfully approved by the payer?

To check if your enrollment has been approved:

- Log into the Provider Portal
- Click on the TIN your enrollment is associated with
- Navigate to the Payers tab and expand the payer your enrollment was submitted to
- Look at the status column for the current status of your enrollment – if this status is "Payer Approved", the payer has confirmed and approved your enrollment

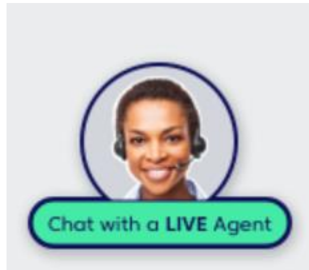
Depending on the payer, you may also receive a confirmation email once this has occurred.

How do I add a new enrollment for an existing TIN?

To add a new enrollment for an existing TIN:

- Log into the Provider Portal
- Click on the TIN you'd like to add an enrollment to
- Find the "Add New Enrollment" button on the right side of the screen and click on it
- Once you do, you'll find an abridged version of the enrollment workflow you went through when enrolling the TIN for the first time
- Select payer, service(s), remittance grouping, bank account (if EFT), clearinghouse (if ERA) and then click Submit to add the new enrollment
- This will be reviewed and sent to the payer once it has the required information

For help with any issues you might encounter, you can contact the Change Healthcare Support Team at 800-956-5190 Monday through Friday 8:00am to 5:00pm CST. You can also use Live Chat during these hours by clicking on the icon on the right side of your screen:



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