



## SOS Claims Module for Emdeon™

The SOS claims formatter prepares claims produced by *SOS Office Manager* billing software for electronic filing with Emdeon™ (formerly WebMD). This module gives you the ability to submit most insurance claims electronically through an Internet connection utilizing one of the largest healthcare EDI (electronic data interchange) systems in existence.

### System Requirements

To use this module you must have the current version of *SOS Office Manager* and a current technical support agreement. **You must be running at least Windows XP, Win 2000 or Vista on the computer sending claims.** In addition, you must have a highspeed Internet connection (DSL) accessible by the computer from which claims are to be sent.

### Using the Emdeon™ Claims Clearinghouse

Emdeon™ is one of the largest providers of claims clearinghouse services to healthcare providers. In mid 2000, WebMD purchased Envoy, one of the oldest and largest service bureaus specializing in the processing of insurance claims. In 2005, WebMD changed their corporate name to Emdeon™. Because of the size of their payer network, Emdeon™ can send claims electronically to more payers than any other clearinghouse. You can see the full list of Payers by going to <http://www.emdeon.com> and clicking on *Payer Lists > Medical Claims > Medical/Hospital Claims & Era (Clearinghouse)*.

When you submit a batch of claims to Emdeon™, they are electronically examined for any errors or missing data. The error-checking process is referred to as *front-end editing*. If no problems are detected during the front-end edit, the claims are processed.

Processing follows one of two basic routes that you determine. If the carrier is capable of receiving the claim electronically, the HIPAA-compliant claim you send to Emdeon™ is reformatted as required by the carrier and sent along to its destination. If the carrier is not able to receive electronic claims, you can direct Emdeon™ to print the claim, batch it with other claims for the same destination, and mail the batch to the carrier. This means that you can submit almost any claim through Emdeon™ without regard to whether the target insurance company processes claims electronically, eliminating the need to handle paper claims.

In 2004, Milliman USA performed detailed study of claims filing processes in physician practices. Taking all the administrative work and materials into account and using 2004 postage and labor costs, Milliman calculated a \$6.33 cost per claim for paper claims as opposed to \$2.77 for electronic claims...a savings of \$3.56 per claim! To read the full study report, contact SOS today.



## Getting Set Up

When you order the SOS electronic claims module, we will send you a contract to cover the filling and billing process as well as a provider enrollment form. You will receive a license for your module and a manual to walk you through the necessary steps. Once you return the enrollment forms to SOS, we will enroll your Providers in the Emdeon™ system. If you plan to file government (Medicare or Medicaid) or BCBS claims, you will also need to download Payer Enrollment forms from the Emdeon™ web site. These must be completed and sent back to Emdeon™ in order for you to start using the system to file government claims. These agreements grant Emdeon™ permission to send claims to the payer on your behalf. The forms will vary depending on the payer.

From the time the forms are returned to Emdeon™, several weeks may pass before you will be approved to submit claims to *all* of your target carriers. Generally it takes only a matter of days to be approved for commercial carriers, but considerably longer for Blue Shield and government insurers like Medicare. If you would like, we can get you set up for filing commercial claims right away.

During the waiting period you must enter any additional information *SOS Office Manager* requires to support electronic filing. These requirements are detailed in the manual sent to you by SOS and in online training modules. Once your paperwork and set up in Office Manager are complete, you will send your first batch of claims and begin picking up your reports from Emdeon™.

As the final step, SOS will enroll you in Emdeon's Vision Suite. This will allow you to quickly and easily track all your claims from filing through processing using an easy to navigate product.

## Pricing

The cost for SOS' electronic claims module, setup and initial support for filing to Emdeon™ is \$435. Monthly charges vary with volume and are specified in the Provider contract.

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# Synergistic Office Solutions, Inc.

Agreement for Electronic Transactions via emdeon™

**Name of Organization:** \_\_\_\_\_

**Street:** \_\_\_\_\_ **City:** \_\_\_\_\_

**State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_ **Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Primary Office Contact:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Tax ID #:** \_\_\_\_\_ **Specialty:** \_\_\_\_\_ **E-mail address:** \_\_\_\_\_

**Number of Providers:** \_\_\_\_\_ **Number of Locations:** \_\_\_\_\_ **Monthly Claim Volume:** \_\_\_\_\_

**TERMS AND CONDITIONS:**

**General Terms:** This Agreement is between Synergistic Office Solutions, Inc. (SOS, Inc.), and the above-named solo practitioner, provider group, agency or other organization (the "Customer"). This Agreement is for electronic transmission of claims from the Customer to emdeon™ (formerly WebMD) as part of emdeon™'s agreement with SOS, Inc. emdeon™ will license appropriate tools to the Customer or will activate access to other appropriate methods to enable the transmission of claims to emdeon™. SOS, Inc. will license its ANSI or other appropriate electronic claims module to the Customer to create claims in the required format. The Customer will be solely responsible for transmitting to emdeon™ valid and accurate claims that conform to applicable payor, state and federal requirements and regulations and for retaining records of claims for 72 months after the claim is transmitted to emdeon™. emdeon™ will file claims on behalf of the Customer as part of emdeon™'s agreement with SOS, Inc. The Customer will submit electronically through emdeon™ all claims to Member Payers on emdeon™'s Member Payer list.

**Payment Terms:** SOS, Inc. shall select the rate tier that applies to Customer from those set forth on the attached pricing schedule based on Customer's volume of claim filing for the previous month. **(Please Note: the Paper Claim charge is in addition to the base rate claim charge at each level.)** If paying by check Customer shall pay to SOS, Inc. the invoiced charge upon receipt of said invoice. The Customer may opt for automatic payment of their monthly invoice by credit card. If Customer prefers to pay by credit card (enter information below), SOS, Inc. will charge their credit card monthly and fax a receipt for such charge to the Customer. The Customer agrees to pay invoices in full upon receipt and understands that if payment in full is not made within 30 days of the date of the invoice, a late fee of \$20 (to the extent permitted by law) will be assessed to the Customer. SOS, Inc. may terminate this Agreement and may instruct emdeon™ to terminate the services provided hereunder if an account balance is over 60 days old. A reactivation charge of \$200 will apply to any reinstatement of emdeon™ services through its agreement with SOS, Inc. An annual support fee of \$100 is charged at the time of Support/Update renewal.

**Term of Agreement:** This agreement will become effective on the date set forth below when signed by an authorized representative of the Practice and will remain in effect unless terminated by either party upon 90 days prior written notice to the other party.

**Limitation of Liability:** SOS, Inc. makes no warranties, either express or implied, under this Agreement. It is expressly understood and agreed that SOS, Inc. and emdeon™ shall not be responsible for (i) delays in the processing of claims, (ii) damages resulting from any rejection of claims, or (iii) any indirect, special, exemplary, consequential or incidental damages of any kind (including without limitation lost profits), even if SOS, Inc. and emdeon™ have been advised of the possibility of such damages.

**I have read and understand the terms and conditions listed above:**

**Authorized Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**Print Name** \_\_\_\_\_

**Title** \_\_\_\_\_

**Payment Method:**

Credit Card: Visa / MC / AmEx / Disc (circle one) I authorize automatic payment of my monthly fees by credit card:  Yes  No

Exp Date \_\_\_\_\_ Security Code \_\_\_\_\_

Credit Card Number \_\_\_\_\_

If Visa or MC, Billing Address for card

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_



**Synergistic Office Solutions, Inc.**  
**Provider Agreement for Electronic Transactions via emdeon™**

<b>Number of Claims</b>	<b>Per Claim Charge</b>	<b>Monthly Charge</b>	<b>Overage Charge</b>	<b>Additional Paper Claim Charge*</b>
Up to 50	\$0.60	\$30.00	\$0.50	\$0.05
Up to 100	\$0.55	\$55.00	\$0.40	\$0.05
Up to 150	\$0.48	\$72.00	\$0.38	\$0.05
Up to 200	\$0.40	\$80.00	\$0.37	\$0.05
Up to 250	\$0.35	\$88.00	\$0.35	\$0.05
Up to 300	\$0.34	\$104.10	\$0.35	\$0.05
Up to 350	\$0.34	\$119.00	\$0.35	\$0.05
Up to 400	\$0.33	\$132.00	\$0.35	\$0.05
Up to 450	\$0.33	\$148.50	\$0.35	\$0.05
Up to 500	\$0.33	\$165.00	\$0.35	\$0.05
Up to 550	\$0.33	\$181.50	\$0.35	\$0.05
Up to 600	\$0.327	\$196.50	\$0.35	\$0.06
Up to 650	\$0.326	\$211.90	\$0.35	\$0.06
Up to 700	\$0.324	\$226.80	\$0.35	\$0.06
Up to 750	\$0.32	\$240.00	\$0.34	\$0.06
Up to 800	\$0.32	\$256.00	\$0.34	\$0.06
Up to 850	\$0.32	\$272.00	\$0.34	\$0.06
Up to 900	\$0.32	\$288.00	\$0.34	\$0.06
Up to 950	\$0.32	\$304.00	\$0.34	\$0.06
Up to 1000	\$0.31	\$310.00	\$0.32	\$0.08
Up to 1050	\$0.30	\$315.00	\$0.32	\$0.08
Up to 1100	\$0.30	\$330.00	\$0.32	\$0.08
Up to 1150	\$0.30	\$345.00	\$0.32	\$0.08
Up to 1200	\$0.30	\$360.00	\$0.32	\$0.08
Up to 1250	\$0.29	\$362.50	\$0.30	\$0.10
Up to 1300	\$0.285	\$370.50	\$0.30	\$0.10
Up to 1350	\$0.28	\$378.00	\$0.30	\$0.10
Up to 1400	\$0.28	\$392.00	\$0.30	\$0.10
Up to 1450	\$0.28	\$406.00	\$0.30	\$0.10
Up to 1500	\$0.275	\$412.50	\$0.28	\$0.12
Up to 2000	\$0.24	\$480.00	\$0.26	\$0.14