

# Frequently Asked Questions: Report Upgrade

## Why is Emdeon eliminating the RPT reports?

Emdeon has invested a significant amount of time and effort in addressing providers' number one complaint: the paper reports. The resulting product, Emdeon Vision, has been overwhelmingly praised by providers as a tremendous improvement in process and workflow. With Emdeon Vision in the market for more than two years and sporting over 10,000 users, Emdeon wants to ensure that all customers receive the full benefits provided by our solutions.

## How do I sign up for Emdeon Vision?

Emdeon has created a simple process for signing up providers. Visit the product login page at <https://access.emdeon.com> click on the "click here to register link" and fill in your contact information. An Emdeon Vision specialist will assign your login credentials and respond via email with your login and password.

## Emdeon already has my information, why do I need to sign up to have access to Emdeon Vision?

Since the provider community is constantly changing and Emdeon has been servicing this community for well over 20 years, the sign up process is a way to ensure that Emdeon Vision is configured with the most recent information regarding our provider community. Additionally, HIPAA regulations require a secure method of communicating credentials that ultimately provide access to patient PHI. The signup page and the follow-up phone call ensure that communication is secure.

## Am I already registered for Emdeon Vision? What if I forgot my password?

Emdeon and our partners have been working to register users. To find out if you are already registered, you can attempt to login at <https://access.emdeon.com>. If your sign in fails, you can try the automated password reset option by clicking the "Forgot Password" button or click the "Click here to register" link to obtain a new username and password.

## Is there a charge for Emdeon Vision?

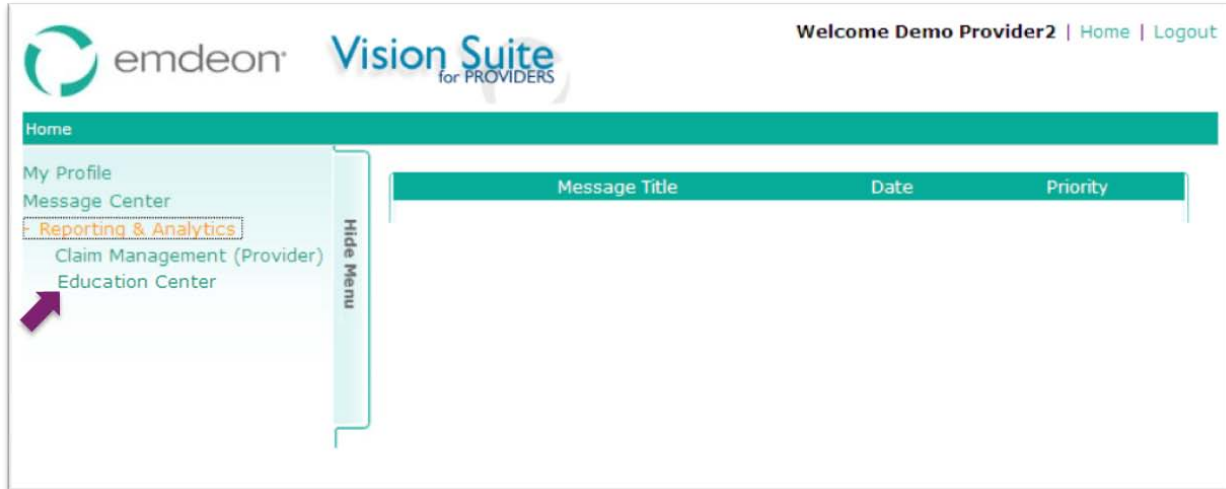
No. Emdeon Vision is replacing the legacy paper reports and is included with your existing contract for claims services.

## What are the benefits of switching to Emdeon Vision relative to the RPT reports?

Emdeon compiles claim information received and generated during claim processing, and presents it in an easy to use application for tracking through the adjudication process. End-to-end transparency and claim status tracking enables you to easily identify and correct claim rejection trends. Detailed graphs and reports easily highlight claim issues so that you can correct the problems and get paid faster. Go to [http://emdeon.com/Emdeon\\_Vision/](http://emdeon.com/Emdeon_Vision/) for a complete list of features, benefits and provider testimonials.

## How do I learn how to use Emdeon Vision?

Emdeon has gone to great lengths and extensive testing to ensure that the Emdeon Vision tool would be an effortless and uncomplicated tool to use. Additionally, Emdeon has created a full set of educational materials including online tutorials, user manuals, and release notes. The education center is available from the main menu within the application.



## What will happen to my claim data after the reports are shut off?

Though Emdeon will be discontinuing the legacy printable reports, there will not be any downtime or delays with your claim processing or access to your claim information. With Emdeon Vision, you have up to 15 months of your claim history available to you immediately, the first time you log in. You will need to register for Emdeon Vision and obtain a username and password to access the reporting and analytics tool and view your claim history.

## How do I find the information from my reports in Emdeon Vision?

RPT Name	RPT Description	Path in Emdeon Vision
RPT-00	Customer Service Alert Report	Select the Support tab → Communications
RPT-01	Daily Batch Receipt Report	Select the File Summary Search → Enter date range → Submit. The File Summary Report displays batches for the given date range
RPT-02	File Status Report	Select the File Summary Search → Enter date range → Submit. The File Summary Report displays batches for the given date range If the file isn't displayed within 24 hours, Emdeon did not receive your file.
RPT-03	File Summary Report	Select the File Summary Search → Enter date range → Submit. The File Summary Report displays batches for the given date range If the file isn't displayed within 24 hours, Emdeon did not receive your file.

RPT Name	RPT Description	Path in Emdeon Vision
RPT-04	File Detail Summary Report	Select the File Summary Search → Enter date range → Submit → Click on File hyperlink to display claim summary
RPT-04A	Amended File Detail Summary Report	Select the File Summary Search → Enter date range → Submit → Click on File hyperlink to display claim summary
RPT-05	Batch & Claim Level Rejection Report	Work Queue Search, Rejections Since Last Login, and File Summary all display this information
RPT-05A	Amended Batch & Claim Level Rejection Report	Work Queue Search, Rejections Since Last Login, and File Summary all display this information
RPT-08	Provider Monthly Summary Report	Select Dashboard and view the Claim Charge Amount graphic. OR you can Select the Payer Search → Enter date range → Submit.
RPT-10	Provider Claim Status Report	Select the Payer Search → Enter date range → Submit.
RPT-11	Special Handling/Unprocessed Claims Report	Select the Payer Search → Enter date range → Submit.

## What feedback has Emdeon received about Emdeon Vision?

"I used to review all of the emailed reports, claim reports, to make sure that the claims processed properly. But [Emdeon Vision] reporting and analytics, gives me much more information than those payer reports ever gave me. I can tell exactly what Emdeon did and whether or not the claim was accepted by the payer."

*Terry Luman, Office Manager  
Alliance Orthopedics*

"I love it! We definitely prefer using Emdeon Vision to manage our claims over the "old way" of sifting through reports. The control we now have of the management of our claims process ensures we will be utilizing this new tool often."

*Sandra Cardona  
Ludlow Chiropractic*

"Emdeon Vision is very user friendly. There is definite value in being able to prove when we filed a claim within the specific time required by the insurance company. This tool makes it easy to access and find a claim."

*Laura Ellis  
Northeast Eye Care*

"With [Emdeon Vision] reporting and analytics, as a practice administrator, it gives me a snapshot of the health of the practice. It's almost like checking the vital signs of my practice. At a given time I know exactly what is billed out, by week, by day, and by six months; so it's an instant evaluation of how we are doing as a practice."

*Harry Singh, Practice Administrator  
21<sup>st</sup> Century Family Practice*