# SOAPe / Emdeon Full Service Process
## New Providers
Enrollment and client boarding steps for claims and real time services.

1. The Lead Form and contract information are used to create a project to track enrollment and setup at Emdeon. The project is assigned to an Emdeon Senior Enrollment Representative.
2. The following details the Enrollment Representative's process:
    I. Sends an introductory email to SOAPe's contact designated on the Lead Form, introducing themselves as the enrollment representative at Emdeon working on the specific site.
    II. Contacts the provider via phone to obtain billing information and requested payers.
    III. Sets up the provider for online access to Vision and the On 24/7 support tool.
    IV. Contacts provider to train them on how to use the On 24/7 support tool. This tool allows the provider to track their enrollment process. Training will include the Vision log in and will show the provider how to access On 24/7 through Vision.
    V. Sets up the provider on all applicable Emdeon systems (for claims, ERA, or Real Time).
    VI. Obtains all necessary forms to enroll the provider at Emdeon and with payer(s).
    VII. *Note: If provider doesn't return these forms, the enrollment representative escalates to SOAPe's project manager assigned to the account as designated on the lead form.*
    VIII. Audits/forwards received payer forms to the payer and performs necessary follow up until approval is obtained.
    IX. Provides log in credentials, enrollment data and status updates to SOAPe as well as the practice.
        - Account Name
        - Tax id
        - TSO identifier for Claims (user id)
        - TSO Password
        - MID/TID for real time transactions
3. SOAPe's representative provides implementation updates as necessary, including any changes to target live date for software install (if applicable) by emailing the Emdeon Senior Enrollment Representative. For change of clearinghouse customers coordination of payer enrollment and go live dates will need to be closely monitored.
4. The following steps occur when a new provider is ready to GO-Live:
    a. SOAPe notifies assigned Emdeon Senior Enrollment Representative that the provider is ready to go live.
    b. If all payer approvals are also complete, the Senior Enrollment Representative updates On 24/7 to prepare provider to begin the process of transitioning to support (training, enrollment/support processes).
    c. The Senior Enrollment Representative provides customer via On 24/7 with an enrollment FAQ guide for how to handle future enrollments.
5. The Provider begins or continues sending/receiving live transactions
6. The Provider is monitored by Emdeon for 60 days. Providers with high reject rates will be alerted to the rejections and offered assistance.