EDI Support Services (EDISS) Introduces Total OnBoarding to IME Providers

What is a provider profile? What is a Digital Certificate? What is Total OnBoarding?

Don't know the answers to these questions? Then, NOW is the time to start learning about EDI Support Services' Total OnBoarding!

Total OnBoarding (TOB) is a web-based application that allows users to register with EDI Support Services (EDISS) and test HIPAA-compliant transactions online to gain production status. The online TOB process, replaces the cumbersome paper registration and testing process previously used by EDISS.

TOB was designed to address specific requests EDISS has received from our electronic community. The majority of users have always desired the ability to register with EDISS, update basic facility information, add billing NPI and lines of business, add or change vendor associations, and manage their electronic transactions online, eliminating the need to submit paper forms. TOB offers these tools to our users and improves our ability to provide exceptional customer service at the same time.

Based on recent feedback, TOB is greatly accepted and utilized by a large percentage of EDISS' provider and vendor community and is a huge success.

Some immediate advantages users experience are:

Ease of Use

- TOB is a web based registration system that eliminates the guesswork found with paper registration.
- Step-by-step instructions and onscreen editing allow for quick assistance with questions.
- Automated email notifications are sent anytime changes occur, providing instant updates on status changes with EDISS.
- TOB provides one location to complete all registration updates. This includes adding the Electronic Remittance Advice (835) and Additional Access Requests.

Administrative Cost Savings

- TOB significantly reduces the time spent on administrative duties (searching for registration forms, manually filling out paperwork, printing, and faxing).

Security

- TOB provides HIPAA Compliant and CMS-approved military grade encryption of electronic files ensuring your data is secure.
- Digital Certificate technology ensures information stays secure during transit.

Online Testing

- Compared to conventional testing through dial-up or web-portals, TOB returns faster test results and quicker production approval.

- Real-time editing allows for quick and easy corrections and resubmission of test data.

- TOB will be used to achieve 5010 HIPAA compliance.

Beginning February 1, 2010, TOB will be the way for Iowa Medicaid Trading Partners to become registered with EDISS. New providers or vendors that want to get started with EDISS will be required to complete the registration process through TOB.

If you are currently enrolled with EDISS and have production status for your electronic transactions, nothing will change. However, EDISS still expects you log into TOB, take control of your profile, and understand the functionality of TOB.

This expectation is important for two reasons.

- First, any changes to your facility occur (e.g., changing software vendors, adding electronic transactions, changing facility contact, etc.), have to be communicated to EDISS through TOB.

- Second, TOB will be used by the entire EDISS trading partner community for the 5010 HIPAA transition. Per federal regulations, the transitioning to 5010 HIPAA will be mandatory, and will require testing for all providers and vendors of EDISS. We feel it is in your best interest to understand how using TOB will relate to that transition and to be proactive in the steps needed for 5010 HIPAA.

Start taking advantage of the many benefits TOB has to offer. Contact EDISS to learn more or visit our website.

A wide range of education regarding TOB is also available on www.edissweb.com. We provide online workshops and tutorials specific to TOB, newsletters containing tips and tricks, and even step by step instruction can be found in our User Guides.

If you have questions, please feel free to contact the EDISS help desk directly at 1-800-967-7902 or through email at support@edissweb.com. Thank you!