



Simplifying the Business of Healthcare

Managing Your Pharmacy Services Customer Site

The Emdeon Pharmacy Services customer website presents you with a variety of service and support tools, as well as all service-related reports. This document provides an overview of this site.

I. Personal Account Access

Go to <https://secure.ernetwork.com> to access Emdeon Client Login.

To login:

1. Enter your username and password in the Emdeon Services Login box.
2. Select **Login**.

To request an account:

1. Click the **Request a new account** link above the customer login.
2. Complete form and submit. All fields are required except the NCPDP field.
3. The request will be processed by Customer Support in 24-48 hours.
4. An email will be sent confirming account setup.

If you have forgotten your password:


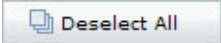
1. Click the **Forgot Your Password?** link below the login section of the site.
2. Enter username and submit.
3. Answer the identity confirmation question and submit. The answer must match exactly.
4. A temporary password will be emailed to the email address in profile.
5. Change your password upon first login.

To change your password or security question:

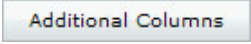
1. Click the Profile tab
2. Input and confirm new password and/or security question.

II. Interface Familiarization

The Global Summary Scorecard™ displays the past ninety days of activity on the stores assigned to your profile. The tools and reports tabs open by displaying a main menu that provides access to each tool and report. Many of Emdeon's tools and reports require the user to select at least one store before running the tool or report.

- To select all stores in the list, click . If a filter has been added, only those stores matching the filter will be selected.
- To deselect all stores in the list, click . If a filter has been added, only those stores matching the filter will be deselected.
- To select an individual store, click the corresponding checkbox in the left hand column.
- **OR** Select the [View](#) link in the left hand column to select one store.

To add additional fields to the grid for advanced searching:

1. Select the  button to open the Field Chooser selection box.
2. Select the field to add by dragging and dropping it into the Column Header section.
3. To remove a column header, drag and drop it back into the Field Chooser selection box.


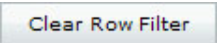
To group column headers for advanced searching:

1. Drag and drop a column header into the 'Drag a column header here...' section for grouping.
2. To remove grouping, drag and drop the header back into the store list Column Header section or into the Field Chooser selection box.

To sort list by Column Header field for advanced searching:

- Stores are default sorted by the Store Name field.
- Select a column header to sort by that field name, once for ascending order and again for descending order.
- Columns may be reordered and resized.

Use filter controls to facilitate searching for information:

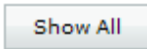
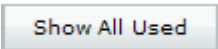
1. Filters are defaulted to use a 'Begins with' clause.
2. Enter search term(s) in the white text box field under the column header.
3. To change filter type, select the Filter icon to change the clause type and select the desired filter parameter: 
4. Hit Enter or wait three seconds and the list will refresh to display the filtered results.
5. The  button clears filters added to the grid for searching and returns the store selector to its default state.

III. Tools

The **Tools** tab contains all Emdeon Tools that are available to you. Tools are categorized by Service and contain a description and a tool type. Click **View All** to display a list of all accessible tools. The following section covers the use of **Emdeon ScriptView™** and **Emdeon Payer Compliance™**.


Emdeon ScriptView™

Emdeon ScriptView™ is a real-time online claim viewing and diagnosis tool that allows users to view their transmitted and received claim data and responses. This tool is located under the Emdeon Connect™ service category. Follow the instructions below to run Emdeon ScriptView™.

1. Select the transmission date of interest.
2. Find the desired store and click the [View](#) link. The transaction list will be displayed in a new window.
3. Click the Rx number of a transaction of interest to open the Emdeon ScriptView™ Claim Detail screen:
 - The **Summary** tab lists the most commonly accessed segment fields for a claim.
 - The **Details** tab lists all segment fields for a claim, grouped by event type.
 - The top portion of the screen (**Request**) shows the pre-claim information, what was sent from the pharmacy to Emdeon.
 - The bottom portion of the screen (**Response**) shows the post-claim information.
 - View transmitted fields within individual sections or by clicking  or 
 - Each claim is displayed by the NCPDP 5.1 segment. Expanding a segment shows only data within that segment.
 - Each 5.1 segment has mouse-over functionality that displays the NCPDP Data Dictionary definition.
 - **N/A** will appear if the NCPDP field value was not sent.
 - Click on the listed **NCPDP Product/Service ID** (407-D7) to display the details for the drug listed in the claim.
 - Segments sent to Emdeon pre/post-edit are highlighted in a blue row.
 - Segments not sent are highlighted in a grey row.
 - The **Contact** tab allows you to send an e-mail to Customer Support concerning the claim.

Emdeon Payer Compliance[™]

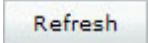

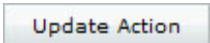

Emdeon Payer Compliance is a real-time transaction resubmission tool that presents opportunities for improved third party reimbursements. Follow the instructions below to run Payer Compliance.

1. Select the Transmission Start and End Date.
2. Find and select the desired store(s).
3. Click the  button to generate the Executive Summary results in the lower window. Click on a report type to open the Payer Compliance Report page.

Payer Compliance Reports

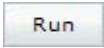
- The New Opportunities Report displays claims originally submitted in the past 90 days that Emdeon has identified as opportunities for possible increased pricing payments. Use this report to resubmit claims or mark claims as pending or inactive.
- The Opportunity Results Report displays claims that were submitted through the Payer Compliance Tool within the time frame selected for the Executive Summary report. Use this report to review resubmission results by opportunity realized and compare original versus resubmitted claims.
- The Unresolved Opportunities Report displays claims that are either Pending, Inactive or have failed to successfully reverse or resubmit for payment. Use this report to work pending, inactive, or failed claims.
- The Inactive/Resolved Opportunities Report displays claims that have been marked inactive or resolved and require no further action.

Payer Compliance Report Options

- Click the  button to refresh the report based on any changes made within an Action item or if a new Executive Summary is run.
- Export report data to **CSV** or **XLS** file format via the corresponding buttons.
- Click the  button to resubmit all opportunities listed on the page.
- Click the  button to perform a selected action:
 - **Resubmit** - resubmits claim information
 - **Pending** - sets status to pending and moves claim to Unresolved Opportunities
 - **Inactive** - sets status to inactive and moves claim to Inactive/Resolved Opportunities
 - **Resolved** - sets status to Resolved and moves claim to Inactive/Resolved Opportunities
- Click the **Drug Name** link to open the **Drug Detail** screen.
- Click the Expand button  next to the Action drop-down to display the Opportunity Details. The **Rx** link opens the transaction's **Emdeon ScriptView[™]** details.

IV. Running Reports

The Reports tab contains all Emdeon reports available to you. Follow the instructions below to run a report.

1. Click on a report name to display the store selector (top) and the report list (below).
2. Select the Start and End Date and select the desired store(s).
3. Click the  button to generate the report. A new window opens with the Report Details.

Within the Details screen, the following options are available:

- Change the report page
- Increase/Decrease the report viewable screen
- Find/Search for text on the report
- Export report details
- Refresh report screen
- Print report
- View Emdeon ScriptView™ details for a claim
- View drug details for a claim

V. Additional Information

The Help section of the customer intranet provides detailed information on site organization and all tools and reports. After login, click the Help tab at the top of the screen for detailed information on navigating the site, using tools, and running reports. For further assistance, call **1-866-379-6389**.