

MHNet QuickGuide

Signing Up for e-Services

MHNet's suite of e-Services is designed to be flexible and fit the changing needs of our diverse and complex network of physicians and providers.

Provider Representatives are available to help you get the most from our provider services.

This document explains how to sign up for our suite of available electronic services.

Electronic Claims Submission (EDI)

MHNet encourages providers to submit claims electronically. Electronic claims submission has been proven to significantly reduce costs. Claims are processed faster, consequently payments arrive faster.

Contact your practice management system vendor or clearinghouse to initiate the process. Electronic claim submissions will be routed through Emdeon who will review and validate the claims for HIPAA compliance and forward them directly to MHNet. Electronic claims are submitted to MHNet via Emdeon. The Emdeon Payer ID for MHNet is 74289.

Providers can also submit directly to Emdeon. Emdeon will provide the electronic requirements and set-up instructions. Providers should call **877-363-3666** and follow the appropriate prompts or go to www.emdeon.com for information on direct submission to Emdeon.

Real-time Eligibility Inquiry, Benefits Inquiry, Claims Inquiry, Authorization Inquiry, Authorization Submission

These services are available through Emdeon. Emdeon has various provider products that include a web-based portal, Emdeon Office. Emdeon Office Suite is a multi-payer portal that provides submission of the above transactions for MHNet as well as other payers. For more information on Emdeon Office Suite please call 877-469-3263 or go to www.emdeon.com.

These real-time transactions may also be available through a variety of practice management/hospital information systems. Please contact your software vendor to see what information is available within your software.

Electronic Remittance Advice (ERA)

MHNet now offers ERA through Emdeon. Check with your practice management/hospital information system for the ability to process the Electronic Remittance Advice file (also referred to as an 835 file) and for instructions on how to receive ERA's for MHNet. Many of these systems utilize this file to generate reports and auto-post payments.

If you are not receiving any payer ERA's, please contact your practice management/hospital information system vendor to inquire if your software has the ability to process ERAs. Your software vendor is then responsible for contacting Emdeon - to enroll for ERAs.

If your software does not support ERAs, -you may contact Emdeon at **877-363-3666** and follow the appropriate prompts for alternative ERA options.

Electronic Funds Transfers (EFT)

Electronic funds transfers allow you to receive your payments faster and safer by sending them directly to the bank account you designate. MHNet encourages providers with high claim volumes to sign up for ERAs if they intend to receive EFTs. Utilizing both provides timely remittance information after the EFT payment arrives. Paper remittance advices will arrive via mail after the EFT payment.

To sign up for EFTs: To request an EFT enrollment form, email MHNet at CoventryEFTrequest@cvt.com, or contact your MHNet Provider Relations Representative..

Contact Information:

For more information, please contact your MHNet Provider Relations representative at **MHNet_ProviderRelations@mhnet.com**