

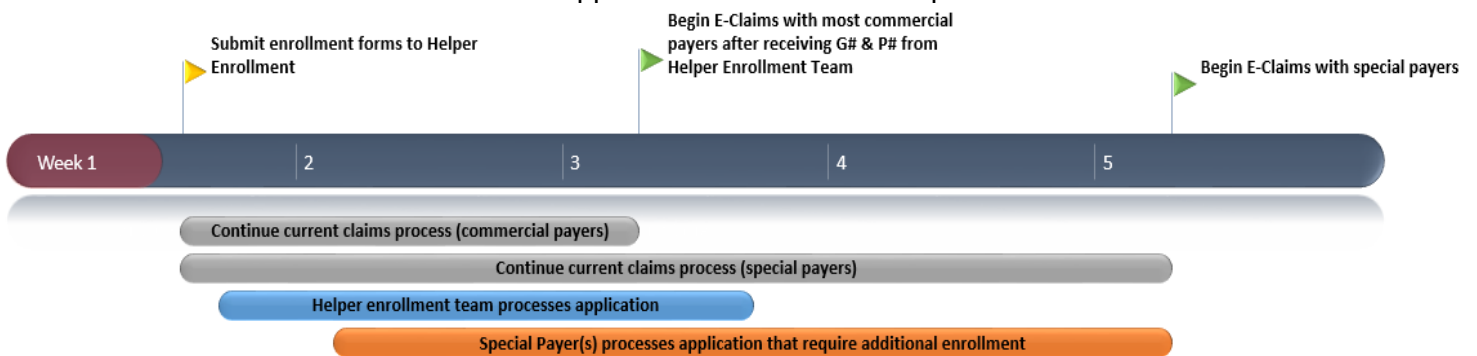


ClaimsConnect Enrollment Process Overview

The steps below outline the process to enroll in and begin using ClaimsConnect for electronic claims and electronic remittance advices (ERAs). If you have any questions, please email sales@helper.com or call 800-343-5737 option 2.

PART 1: Complete the Enrollment forms for Claims & ERAs

- Complete the enrollment forms for your practice.
 - Complete a ClaimsConnect Enrollment form for each enrolled provider (each billing NPI - see Box 33 on HCFA 1500.)
 - Complete an ERA Enrollment form for each of your top 1-3 payer/provider (billing NPI) combinations.
 - ERAs can be added to more payer/provider (billing NPI) combinations later too. It is highly recommended to begin with only your 1-3 largest payers to start.
- Fax completed packet to Helper Enrollment Team 888-965-4021
- The enrollment takes approximately 2-4 weeks depending on your payer selection. For most commercial payers, you can begin sending E-Claims immediately after receiving your G# & P# from the Helper Enrollment Team. There are some SPECIAL Payers that may require additional enrollment paperwork before claims submission can begin (E.g. Medicare, Medicare RR, Tricare, Medicaid and Blue Shield). In cases where the payer does require enrollment, instructions will be provided to you.
- Please reference the timeline below for approximate enrollment completion.



PART 2: Review & Complete the ‘Welcome Packet’ and ‘Quick Start Guide’

- You will be sent a Welcome Packet and Quick Start Guide via email containing your Group Number (G#) and Individual Provider numbers (P#) for all enrolled providers.
- If you have questions regarding the Payer paperwork, please contact the Helper Enrollment team representative who emailed you the information initially (do not call Helper support).

- Review the 'Quick Start Guide' PDF for instructions on how to install ClaimsConnect on your computer or network server. If you need assistance with this step, please contact Helper technical support at 800-343-5737 Option 1.

PART 3: Notification of ability to send claims

- Once the set up with the Payers is complete, the Payers will send a notification to your ClaimsConnect Inbox (found in the ClaimsConnect Module) alerting the provider that they are eligible to begin sending claims electronically for that payer.
- Commercial Insurance claims may be submitted immediately after you receive the Welcome Packet & Quick Start Guide, as they require no additional enrollment paperwork.

PART 4: Watch the ClaimsConnect Tutorials

- Direct links to recommended videos:
 - http://www.helper.com/support/helper9.3/claims_connect_part_1.php
 - http://www.helper.com/support/helper9.3/claims_connect_part_2.php
 - http://www.helper.com/webinars/cc_training_20150917.php
 - http://support.helper.com/down/customer/action.jsp?file_name=CACC