

Using the Collaboration Compass Site

Introduction

The purpose of this chapter is to overview, introduce, and provide instructions for using the RealyHealth Collaboration Compass™ site.

Of particular importance in this chapter is the section Self Registration. All users will need to complete this process before using the RelayHealth clearinghouse. This step is crucial since you will use the site to complete your payor agreements—detailed in the chapter Using the Payor Agreement Library.


Self Registration

Self-Registration allows new users to register for access to Collaboration Compass™ and corresponding applications.

1. Access Collaboration Compass™ with the following url: <http://collaborationcompass.com>.
2. Click **Register**.

https://portal.transactions.mckhboc.com - Site Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

 Collaboration Compass

Welcome to Collaboration Compass™
[Login](#) | [Register](#) | [Password](#)

Site Home | Payer Connections


Profile

A Comprehensive Solution Set for Accelerating Provider Revenue

The Transaction Solutions Hub connects more than 40,000 submitter entities with more than 1,350 payor plans to process data in support of claims and remittance; as well as real-time eligibility, patient address verification, and patient credit history. With over \$10 billion per month in transaction value processed through our vast payor network, the **EHNAC** accredited; **SCP** and **CMM** certified; **HIPAA** compliant Transaction Solutions Hub is one of the largest clearinghouses in the United States.

Tools for Accelerating Your Revenue Stream:

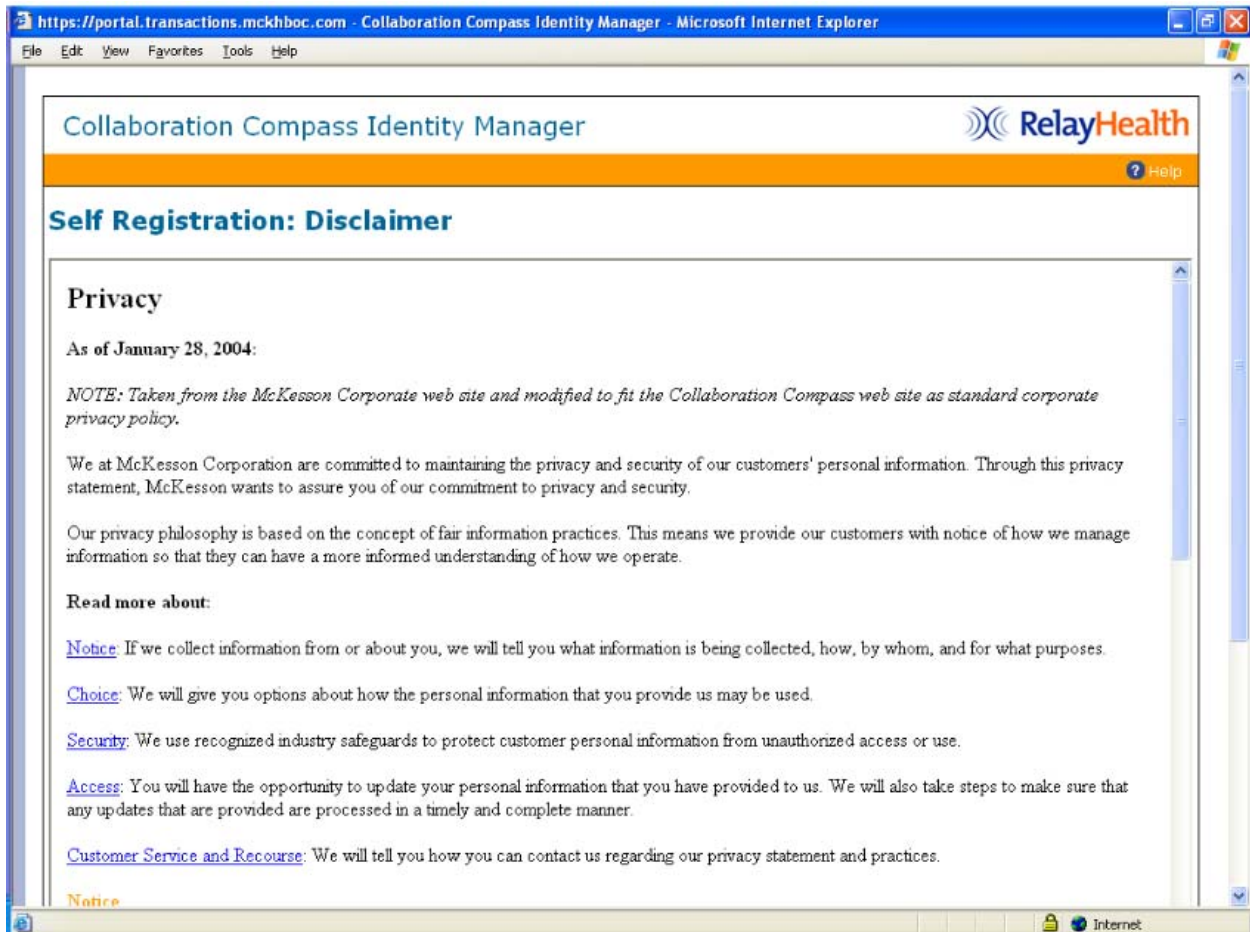
- **Batch Processing Solutions:**
 - Healthcare Claims Processing
 - Payor Remittance Processing
 - Payor Report Processing
- **Real-Time Patient Verification Services:**
 - Patient Eligibility Verification
 - Patient Address Verification
 - Patient Credit Verification
 - Patient Credit History
 - Patient Ability to Pay
- **Document Outsourcing Services:**
 - Patient/Guarantor Statements
 - EOBs
 - Professional and Institutional Paper Claims
 - Collection Letters
 - Appointment Reminder Postcards
 - Custom Inserts



Internet

Note: Users who do not access their account for 180 consecutive days, may be removed from the system. In order to regain access to the Collaboration Compass™, the user must complete the registration process with a new user ID.

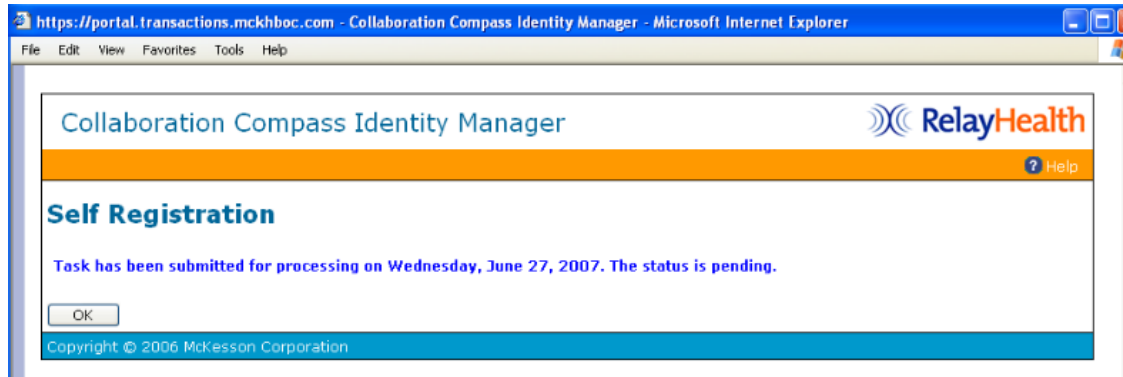
3. Review the disclaimer and click **Accept**, located at the bottom of the page.



4. Enter the required information indicated by the red asterisk, select news subscriptions by holding down the **Ctrl** key and clicking each subscription needed.
5. Click **Submit**, located at the bottom of the page.

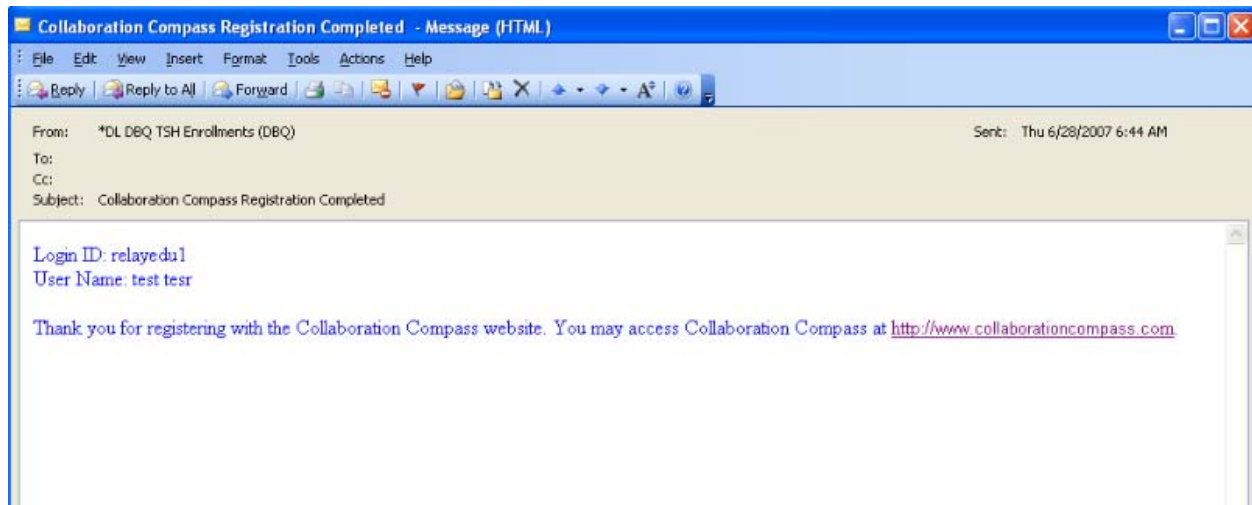
Note: An invalid Submitter ID will delay approval. Your Submitter ID was send to you by the registration team after your initial enrollment.

6. A confirmation message will display, indicating your registration has been accepted; Click **OK** to return to Identity Manager home page.



7. Registration staff will review the user request within 24 hours. Users who are approved will receive an email from the team. Users with invalid Submitter IDs will be contacted for additional information.

Upon receipt of the Collaboration Compass Registration Completed email, users will have access to the Collaboration Compass™ and the RelayHealth Payor Agreement Library.



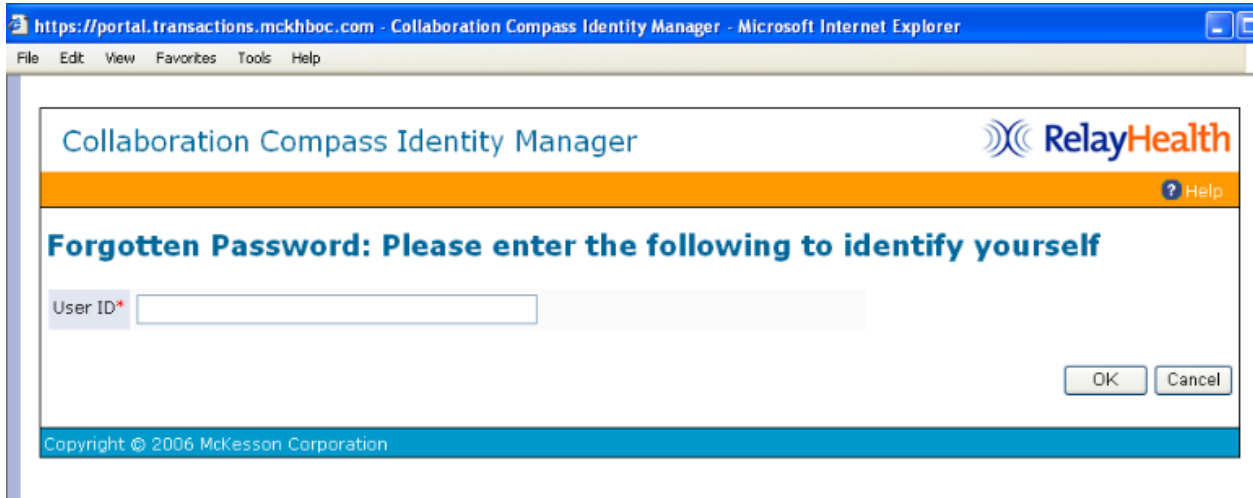
Forgotten Password

A temporary password can be generated by using the Forgotten Password function.

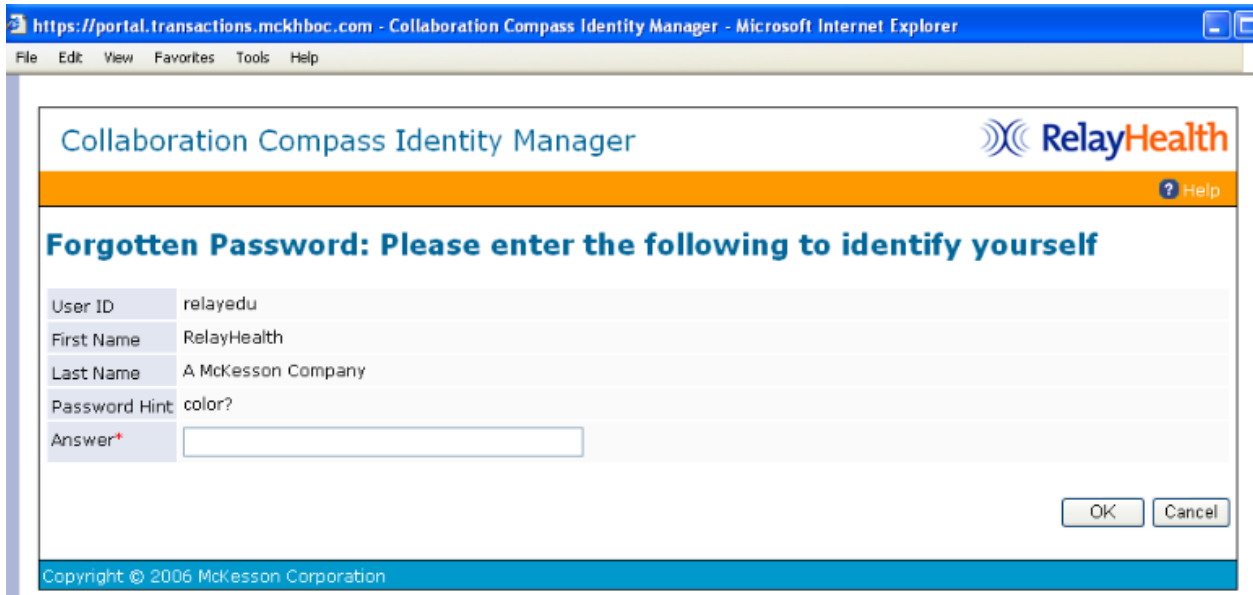
1. Click **Password**.



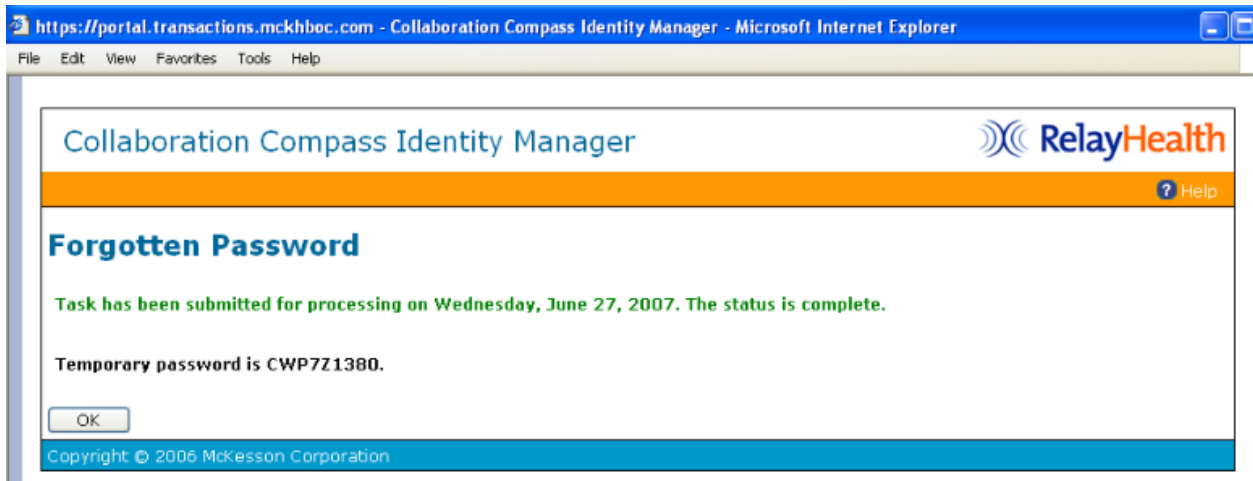
2. Enter the **User ID** and click **OK**.



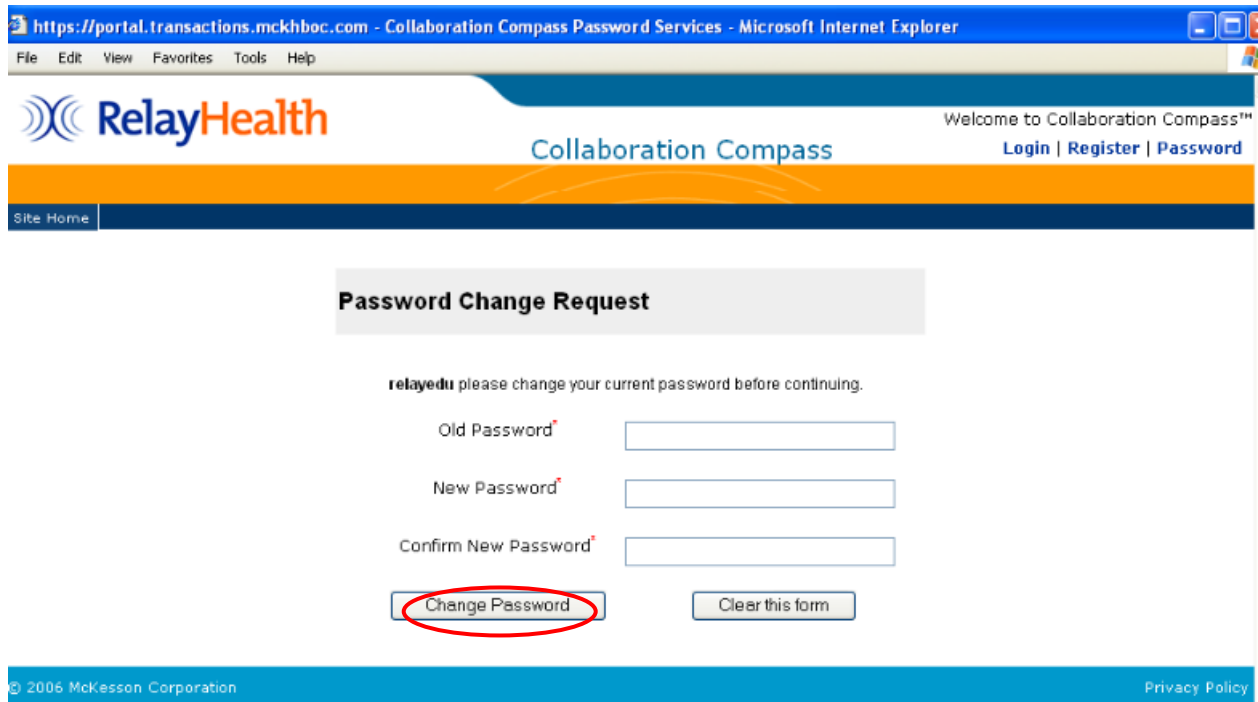
3. Answer the password hint and click **OK**.



4. A temporary password will be displayed; copy the password by pressing and holding down the **CTRL** key + **C**. The password will also be emailed to the address in the user profile.
5. Click **OK** to return to the Collaboration Compass™ login screen.



6. Use the temporary password to log in; once logged in, the user will be required to change their password.
7. After entering the new password, click **Change Password**.



8. Click **Continue** on the next screen.

Accessing Identity Manager

To access Identity Manager users will need to be logged into Collaboration Compass™. Access within Identity Manager is based on the roles assigned within each user's profile.

1. Access Collaboration Compass with the following url: <http://.collaborationcompass.com>.
2. Login to Collaboration Compass by clicking **Login**.

https://portal.transactions.mckhboc.com - Site Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

RelayHealth Collaboration Compass

Welcome to Collaboration Compass™ **Login | Register | Password**

Site Home | Payor Connections


Profile

A Comprehensive Solution Set for Accelerating Provider Revenue

The Transaction Solutions Hub connects more than 40,000 submitter entities with more than 1,350 payor plans to process data in support of claims and remittance; as well as real-time eligibility, patient address verification, and patient credit history. With over \$10 billion per month in transaction value processed through our vast payor network, the EHNAC accredited; SCP and CMM certified; HIPAA compliant Transaction Solutions Hub is one of the largest clearinghouses in the United States.

Tools for Accelerating Your Revenue Stream:

- **Batch Processing Solutions:**
 - Healthcare Claims Processing
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 - Patient Address Verification
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 - Patient Credit History
 - Patient Ability to Pay
- **Document Outsourcing Services:**
 - Patient/Guarantor Statements
 - EOBs
 - Professional and Institutional Paper Claims
 - Collection Letters
 - Appointment Reminder Postcards
 - Custom Inserts



/portal/site/TSHPortal/menutem.8613581127ab289ab4bf8c10100000f7/ Internet

3. Enter the appropriate **User ID** and password; click **Login**.

https://portal.transactions.mckhboc.com - Log into Collaboration Compass - Microsoft Internet Explorer

File Edit View Favorites Tools Help

RelayHealth Collaboration Compass

Welcome to Collaboration Compass™ **Login | Register | Password**

Site Home

Login

Enter your user ID and password to log into the Collaboration Compass. If you are encountering log in problems and are sure your credentials are correct, please contact the Registrations support staff at: **1-800-527-8133, option 1**.

Please Note: The Registrations staff cannot recover your password for you. If you have forgotten your password please go to the [Reset Password](#) page to request a new password. If you are unable to successfully log in after five attempts your user account will be locked. Please contact your Delegated Administrator to have your account unlocked.

User ID:

Password:

© 2006 McKesson Corporation Privacy Policy

4. Click **My Account** on the top right of the page to access Identity Manager.

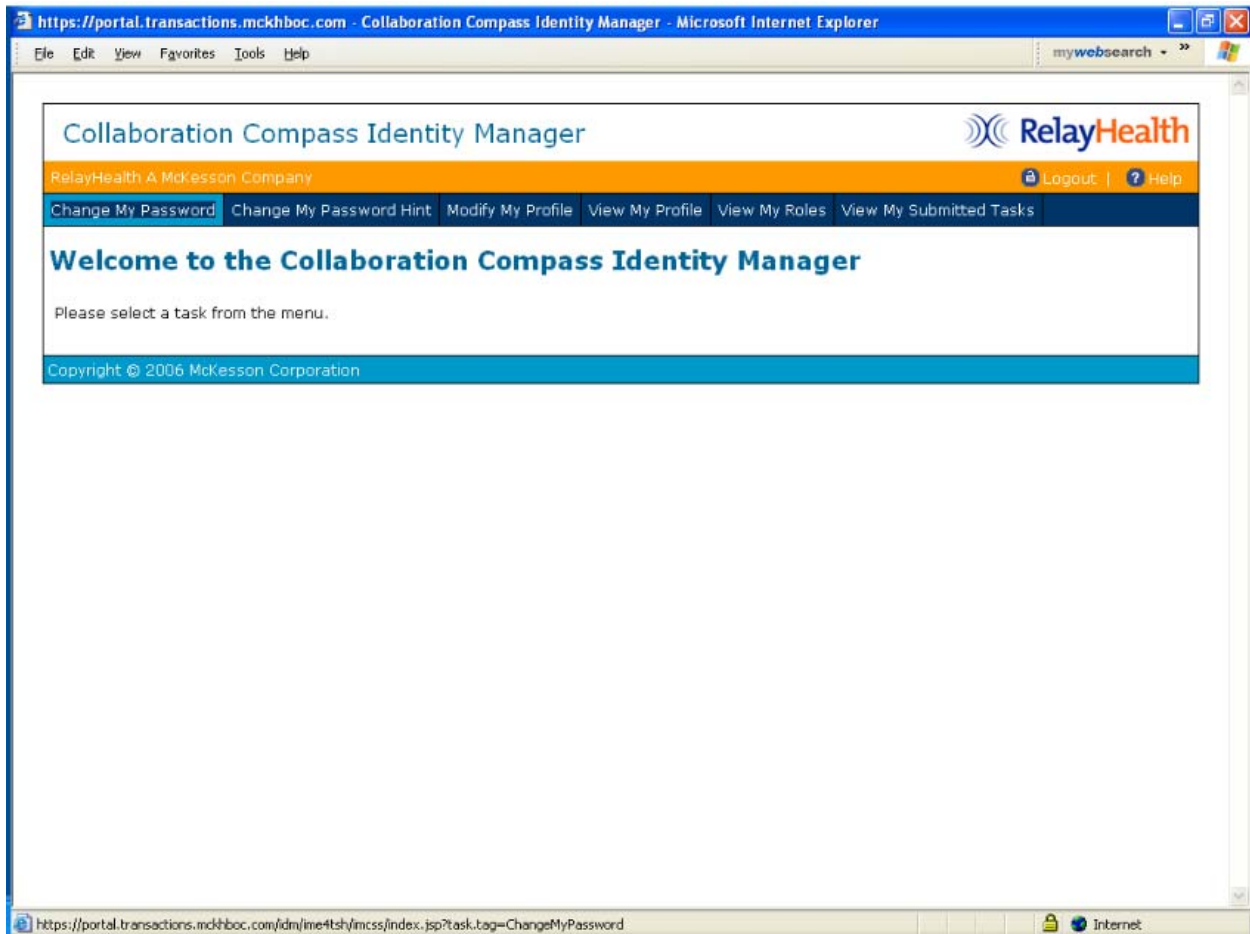
My Account

My Account allows users to view their roles and modify or view their profile and password. Clicking on My Account brings you to the following screen.

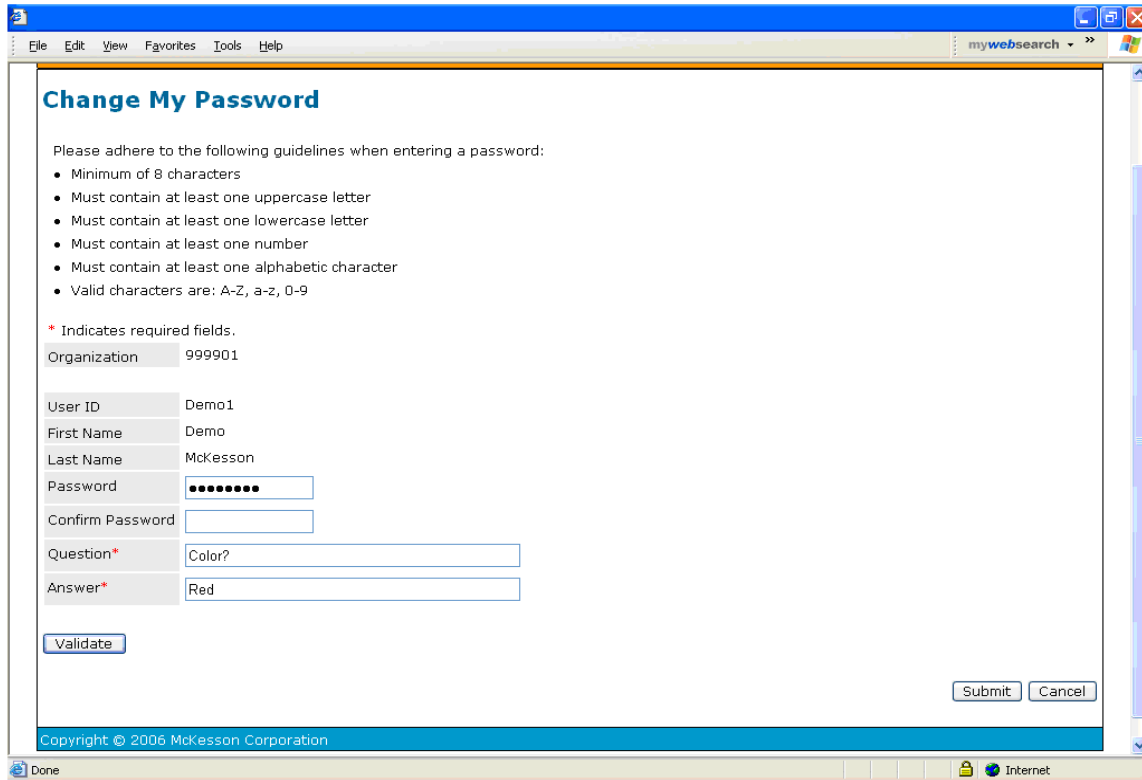
Change My Password

The Change My Password function allows users to change their password if they know their current password. *Change My Password* may only be accessed if the user is signed in to Identity Management.

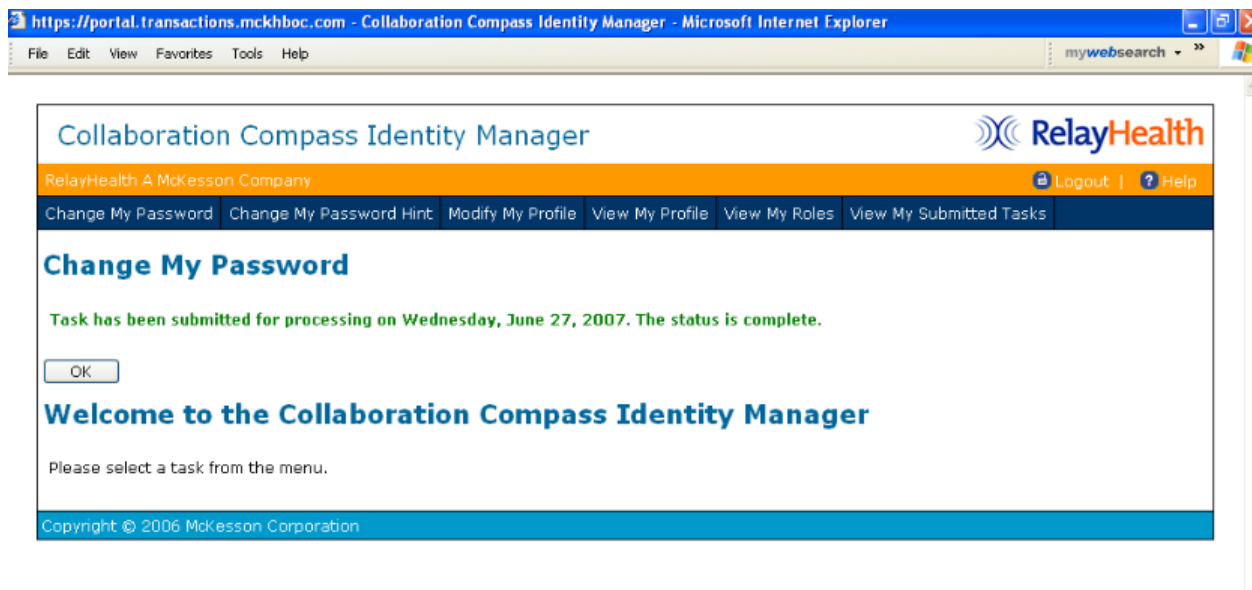
1. Click **Change My Password**.



2. Clear the password field, type in the new password, and retype to confirm.
3. Click **Submit**.



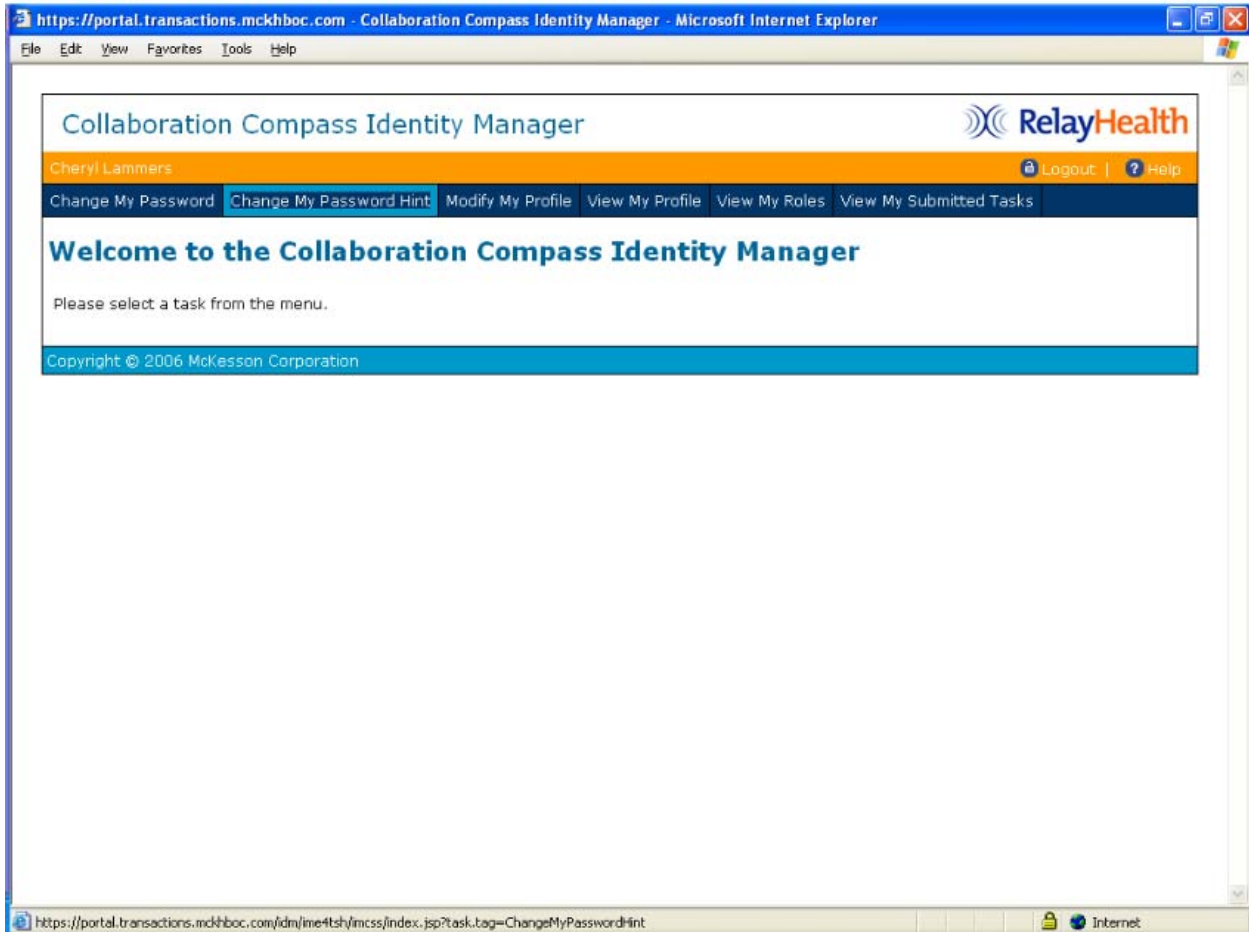
4. Click **OK** to return to the Identity Manager home page.



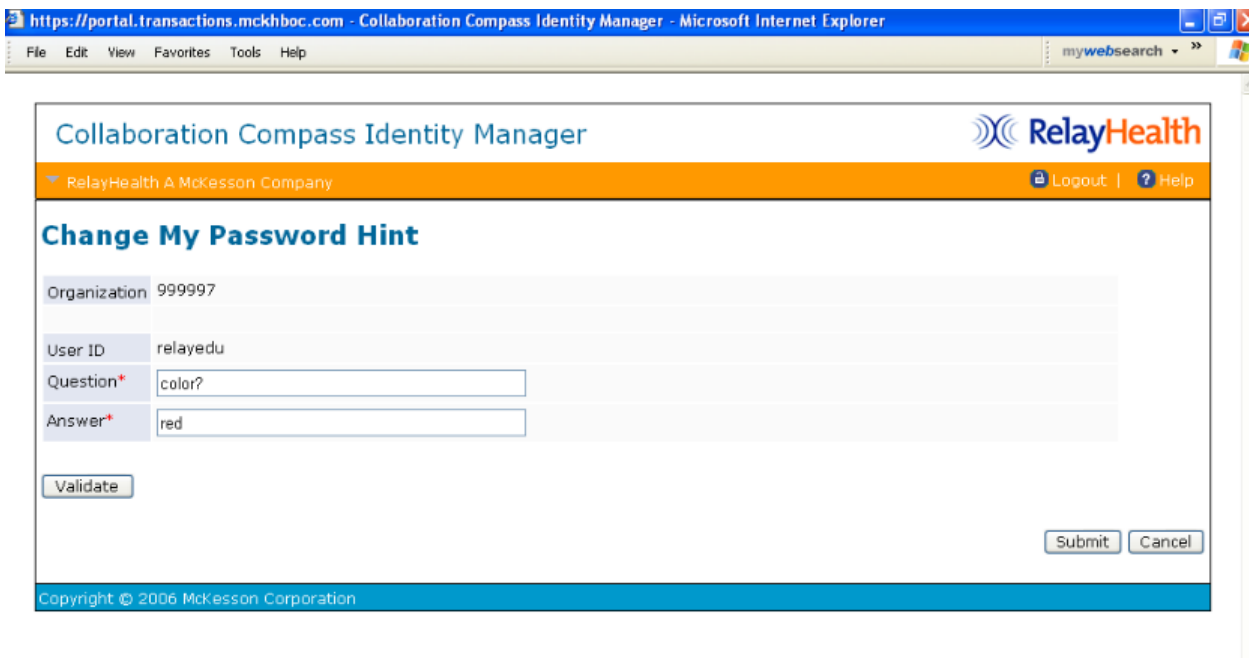
Change My Password Hint

Change My Password Hint allows users to change the Challenge question and answer, which is used for security purposes.

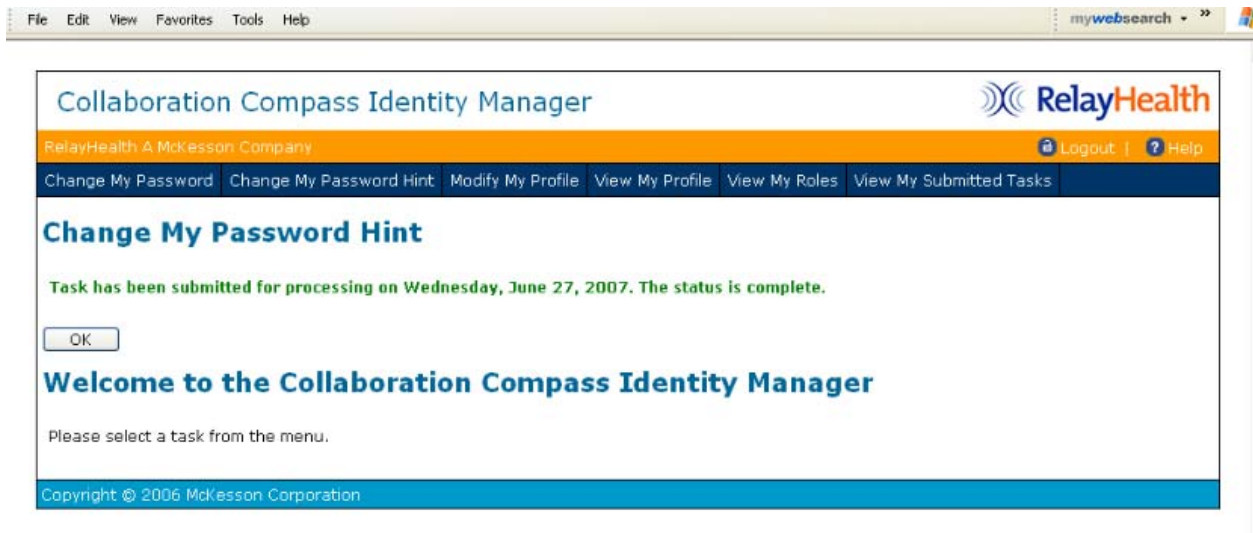
1. Click **Change My Password Hint**.



2. Update the question and/or answer and click **Submit**.



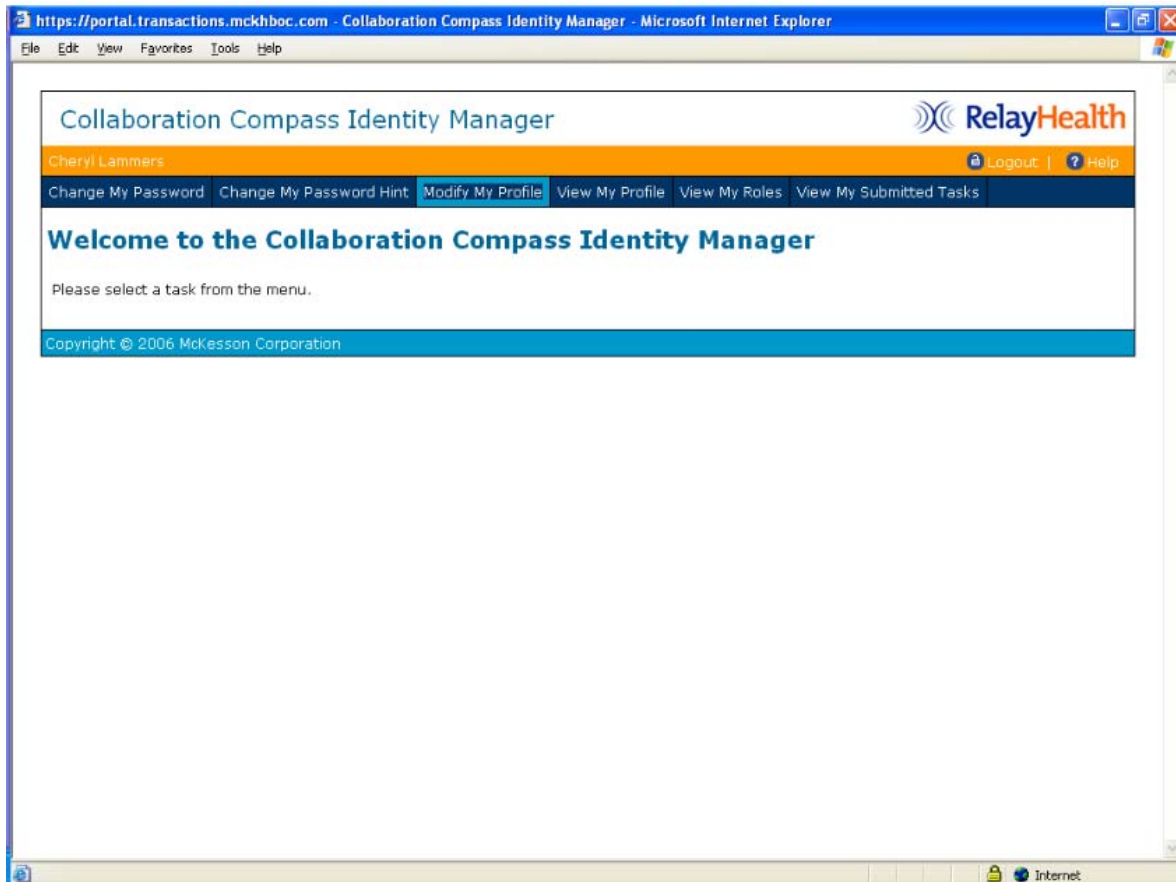
3. Click **OK**.



Modify My Profile

Modify My Profile allows users to change their demographic information, like the email address or phone number associated with their account.

1. Click **Modify My Profile**.



2. Update the necessary information and click **Submit**.

Note: Users may only change the submitter ID to another within their scope.

File Edit View Favorites Tools Help mywebsearch »

Collaboration Compass Identity Manager RelayHealth

RelayHealth A McKesson Company Logout Help

Modify My Profile

Submitter ID	999997
Enabled	<input checked="" type="checkbox"/>
User ID	relayedu
First Name*	<input type="text" value="RelayHealth"/>
Last Name*	<input type="text" value="A McKesson Company"/>
Full Name	<input type="text" value="RelayHealth A McKesson Company"/>
E-Mail*	<input type="text" value="RelayHealth@RelayHealth.com"/>
Phone Number*	<input type="text" value="800-527-8133"/>

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3. Click **OK** to return to the Identity Manager home page.

File Edit View Favorites Tools Help mywebsearch »

Collaboration Compass Identity Manager RelayHealth

RelayHealth A McKesson Company Logout Help

[Change My Password](#) [Change My Password Hint](#) [Modify My Profile](#) [View My Profile](#) [View My Roles](#) [View My Submitted Tasks](#)

Modify My Profile

Task has been submitted for processing on Wednesday, June 27, 2007. The status is complete.

Welcome to the Collaboration Compass Identity Manager

Please select a task from the menu.

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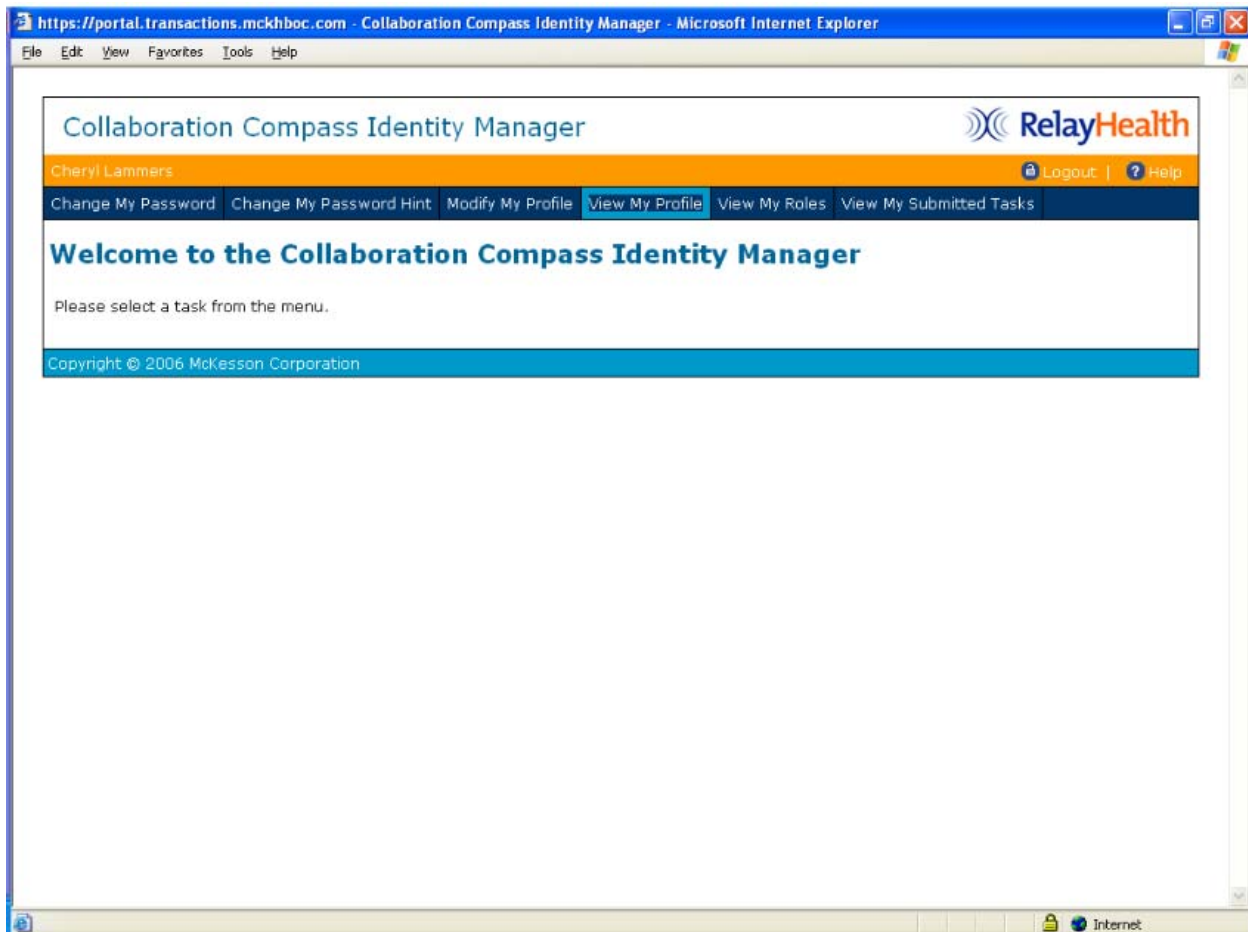
View My Profile

View My Profile displays the user's current demographic information and any Access or Admin roles associated with the user setup.

Access Roles grant users access to RelayHealth applications, like the ASP Eligibility application or the Agreements Website.

Admin Roles allow a user to view and modify other users within their established scope. For example, it allows Business Partners to view and modify their customers' users.

1. Click **View My Profile**.



2. The Profile tab allows users to view their demographic information and News Subscriptions, as well as the Submitter ID associated with their user ID.

Collaboration Compass Identity Manager

RelayHealth A McKesson Company Logout | Help

View My Profile

Profile **Access Roles** Admin Roles

Organization	999997
User ID	relayedu
Enabled	<input checked="" type="checkbox"/>
First Name*	RelayHealth
Last Name*	A McKesson Company
Full Name	RelayHealth A McKesson Company
Email	RelayHealth@RelayHealth.com
Master Customer ID*	999997
Customer ID*	999997
Submitter ID*	999997
Provider ID	
Hint Question	color?
Hint Answer	red
Phone Number	800-527-8133
News Subscription	

3. To view Access Roles, click the **Access Roles** tab.

- Members of a role are granted the rights associated with a role
- Administrators of a role may assign it to other users

Collaboration Compass Identity Manager

RelayHealth A McKesson Company Logout | Help

View My Profile

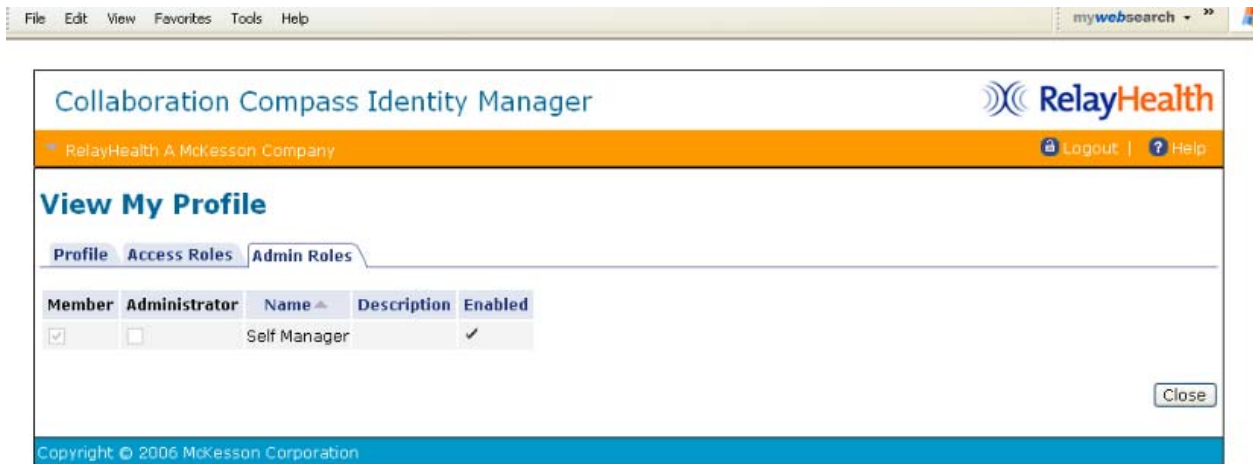
Profile **Access Roles** Admin Roles

Member	Administrator	Name ▲	Description	Enabled
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Agreements User	User of the Agreements Application with Submitter Scope	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Eligibility User	User of the Eligibility Application	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Master Agreements User	User of the Agreements Application with Master Customer Scope	<input checked="" type="checkbox"/>

Close

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4. To view Admin Roles, click the **Admin Roles Tab**.
 - Members of a role are granted the rights associated with a role
 - Administrators of a role may assign it to other users



5. Click **Close** to return to the Identity Manager home screen.

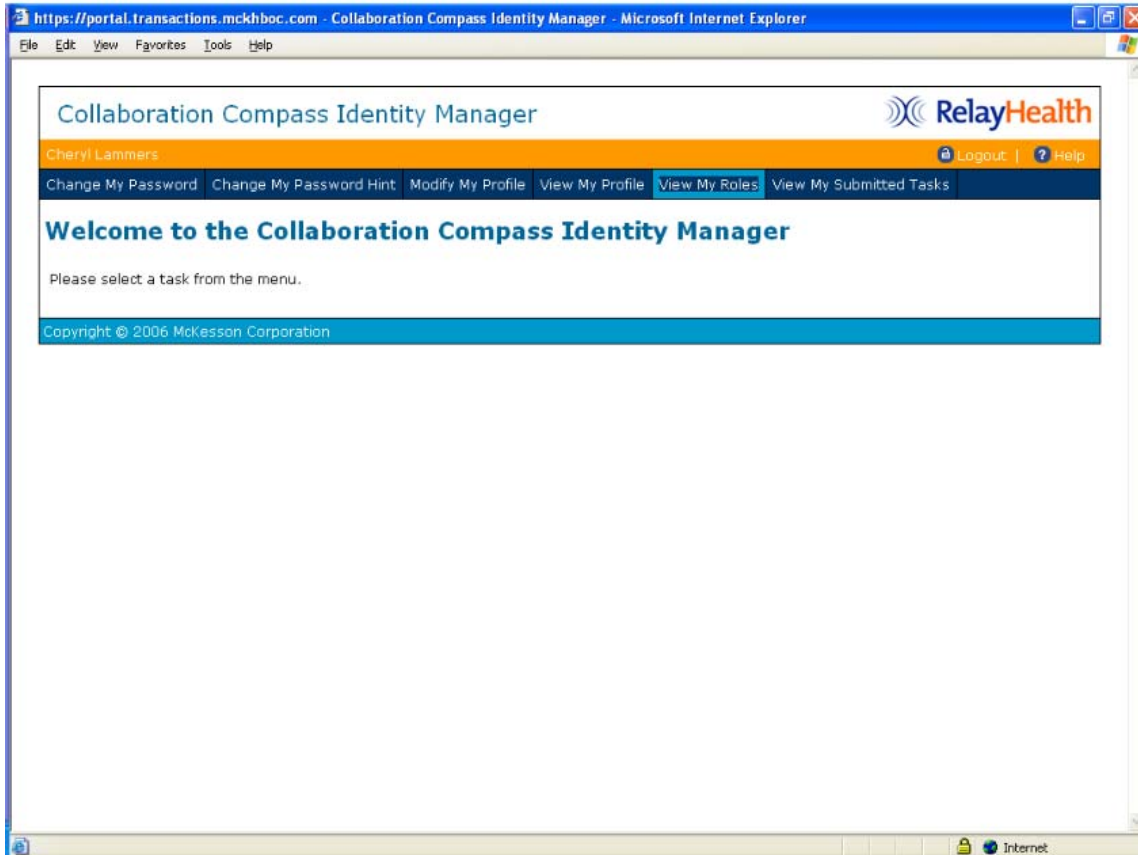
View My Roles

View My Roles displays a list of Access and Admin roles associated with a user account.

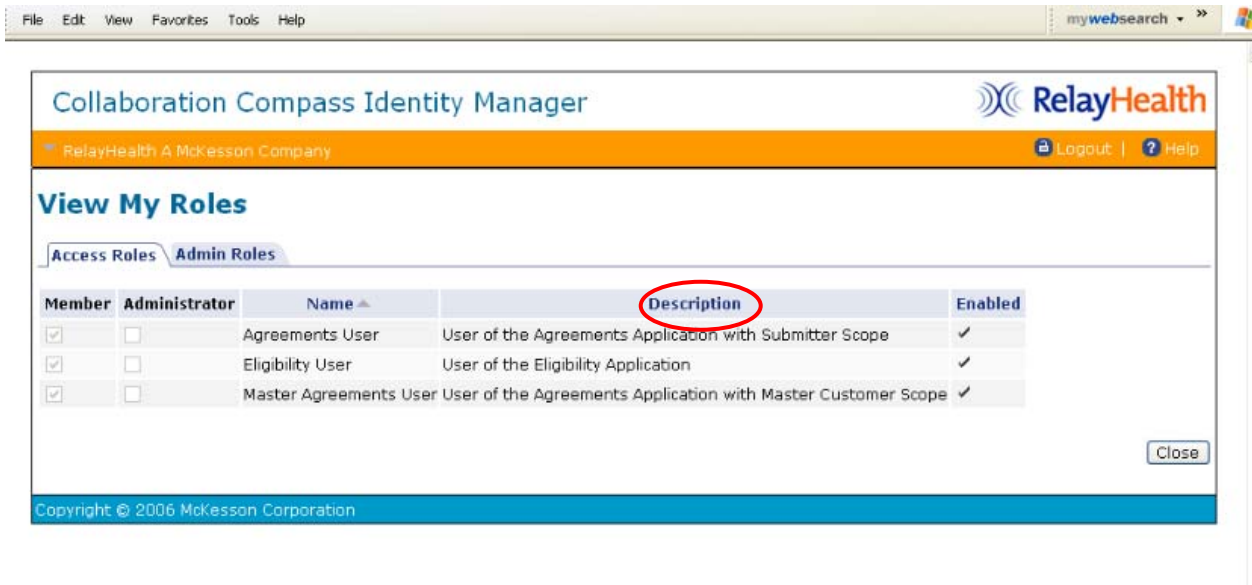
Access Roles grant users access to RelayHealth applications, like the ASP Eligibility application or the Agreements Website.

Admin Roles allow a user to view and modify other users within their established scope. For example, it allows Business Partners to view and modify their customers' users.

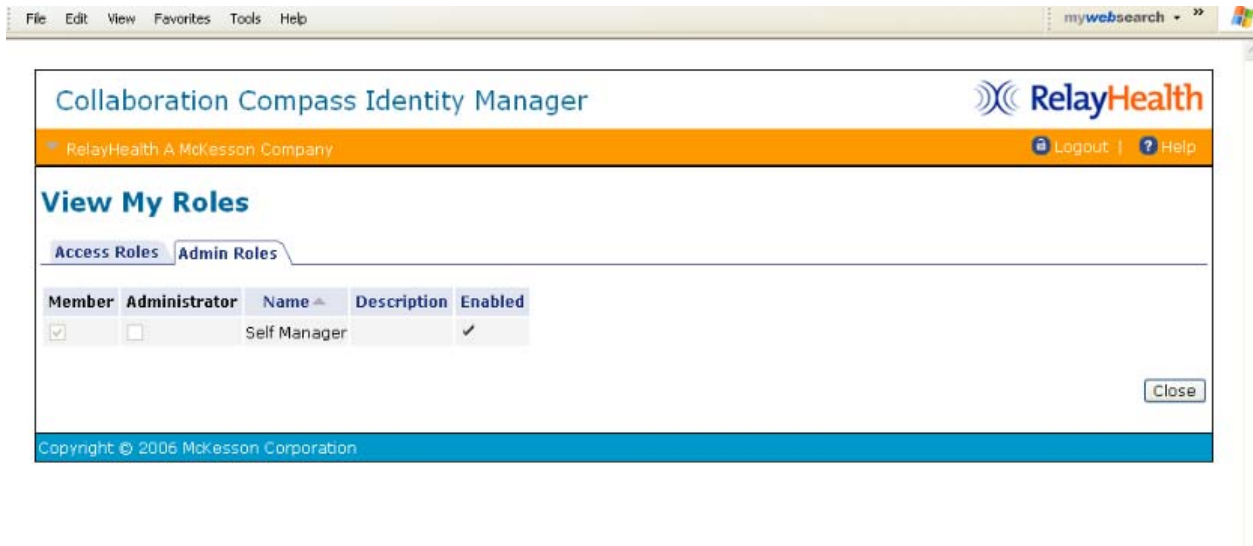
1. Click **View My Roles**.



2. The Access Roles tab will appear when clicking the **View My Roles** link.



3. To view Admin Roles, click the **Admin Roles** tab.

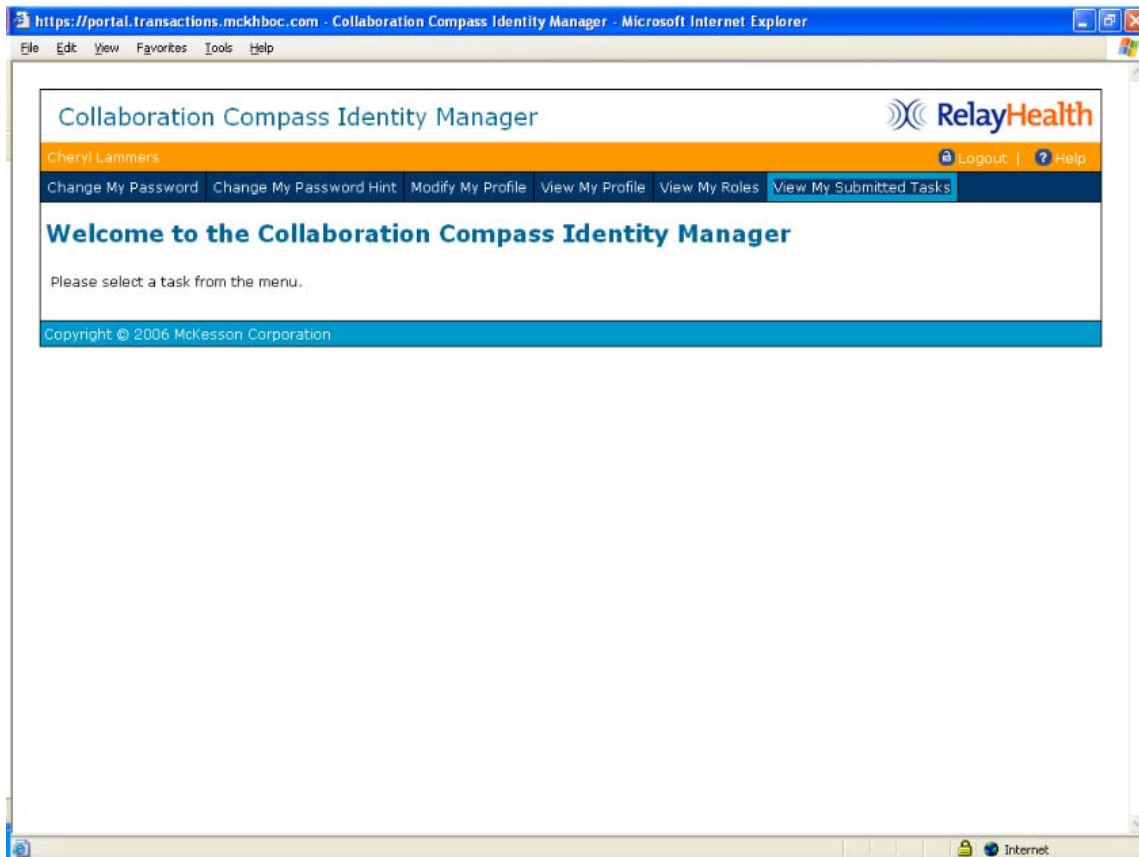


4. Click **Close** to return to the Identity Manager home screen.

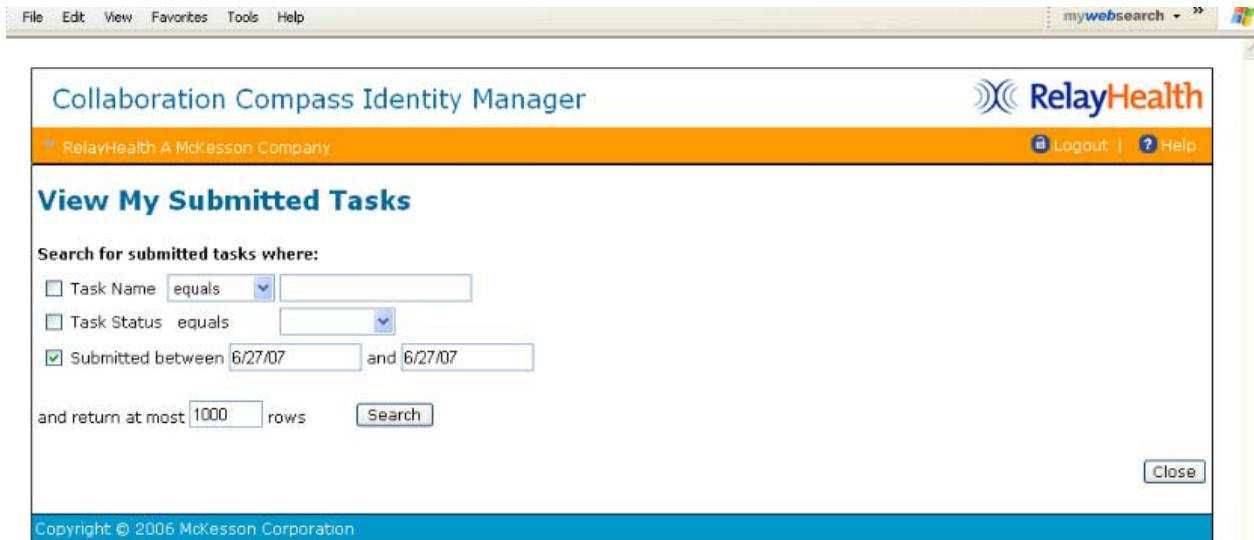
View My Submitted Tasks

View My Submitted Tasks enables users to view tasks that they have submitted for processing; it is an audit of any changes made by the user.

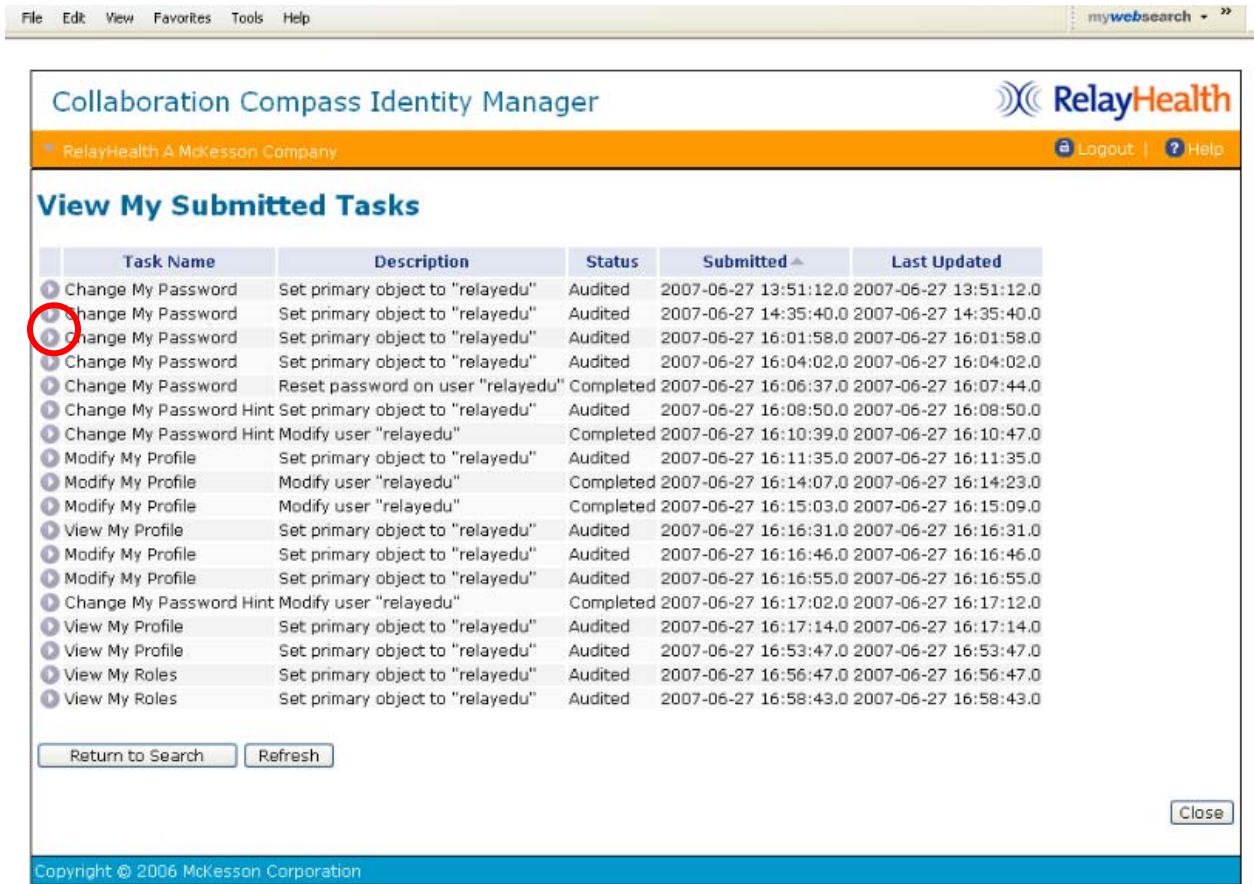
1. Click **View My Submitted Tasks**.



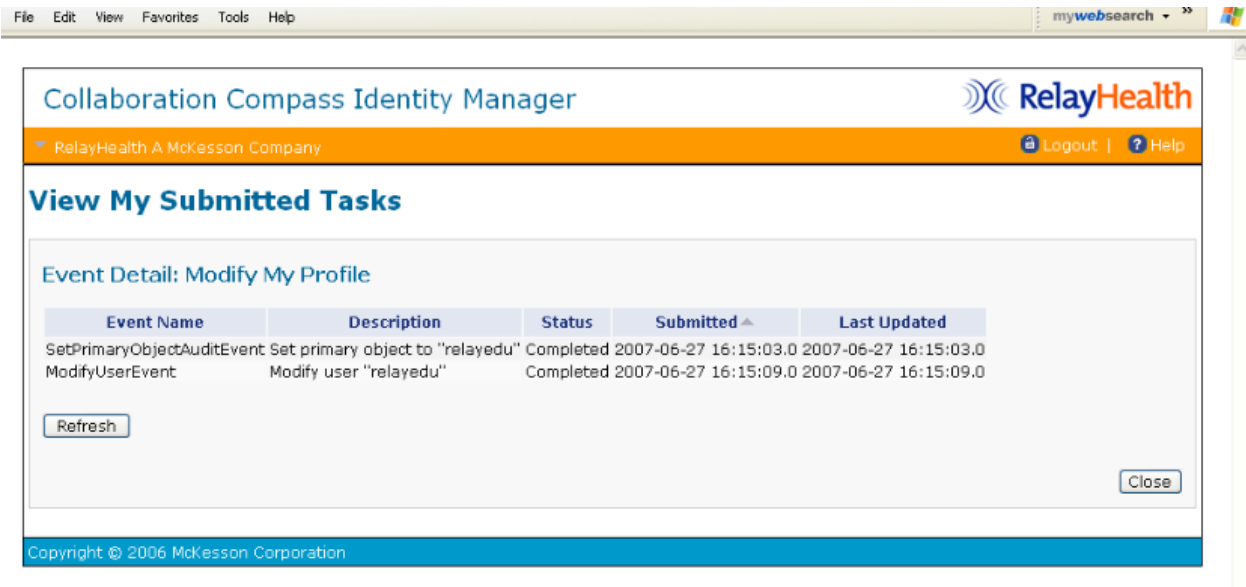
2. Enter search criteria.
3. Click **Search**.



4. Click the **Edit** icon to view the desired task.



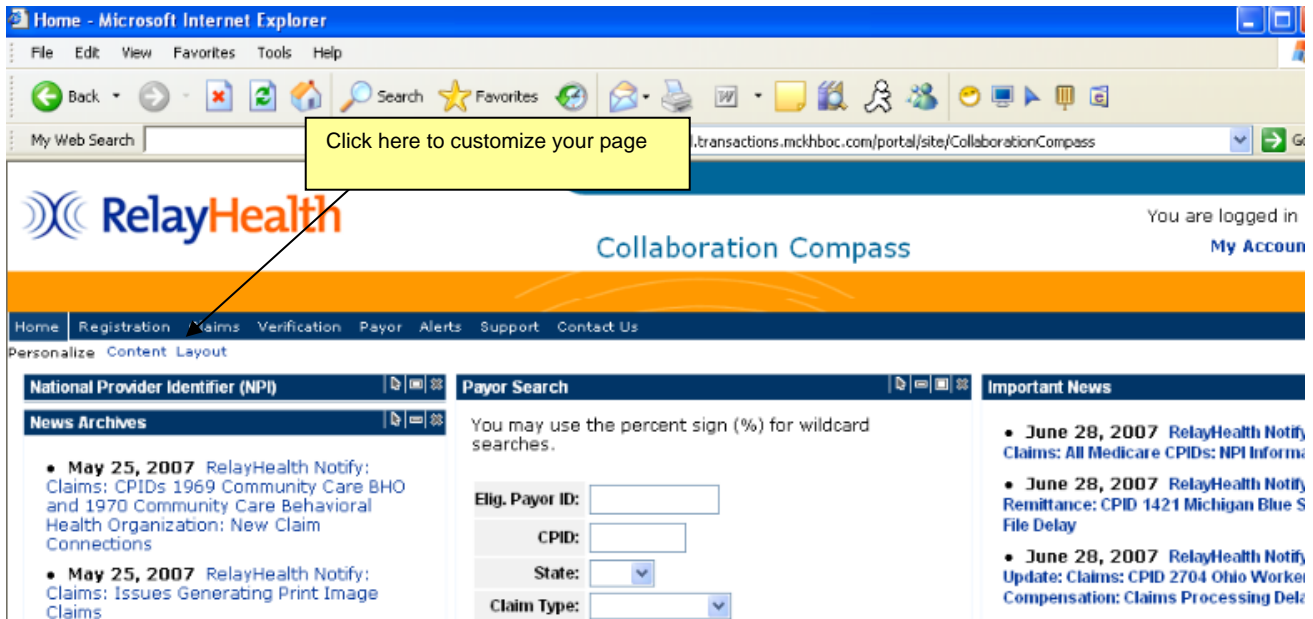
Note: Users will see Completed or Audited in the Status column for each task. Completed tasks are changes submitted to the application and completed. Audited tasks were viewed but no change was submitted. An audit entry is inserted each time an item is viewed.



5. Click **Close** to return to the Identity Manager home page.

Customizing Your Pages

You have the ability to customize the content and layout of your Home page. On other pages, you have the ability to minimize and maximize portlets.



The following is an example of what is meant by a portlet:

Payor Search

You may use the percent sign (%) for wildcard searches.

Elig. Payor ID:

CPID:

State:

Claim Type:

Insurance:

Payor Name:

Adding Content


To add content to your Home page, complete the following steps:

Main Path

1. Click the **Content** link at the top left of the page.
2. Select the portlets you wish to add to your page by clicking the check box for each portlet.
3. Click the **Add Selected** or **Add and Arrange Portlets** button.

The screenshot shows the 'Add Portlets to Home' interface in the RelayHealth Collaboration Compass. The page title is 'Add Portlets to Home'. The user is logged in as 'dammer'. The interface includes a navigation menu with links like Home, Registration, Claims, Verification, Payor, Alerts, Business Intelligence, Support, Contact Us, and Internal. The main content area displays a list of portlets under the 'Applications' section. The 'Claims Control application' is selected, indicated by a checked checkbox. A yellow callout box labeled 'Select portlets' points to this checkbox. Another yellow callout box labeled 'Preview portlets' points to the 'Preview' icon for the 'Claims Control application'. At the bottom of the portlet list, there are buttons for 'Add Selected', 'Add and Arrange Portlets', and 'Cancel'. A yellow callout box labeled 'Click to add your selections' points to the 'Add Selected' button. The footer of the page shows '© 2006 McKesson Corporation' and a 'Privacy Policy' link.

The following describes each of the elements found on the Add Content page:

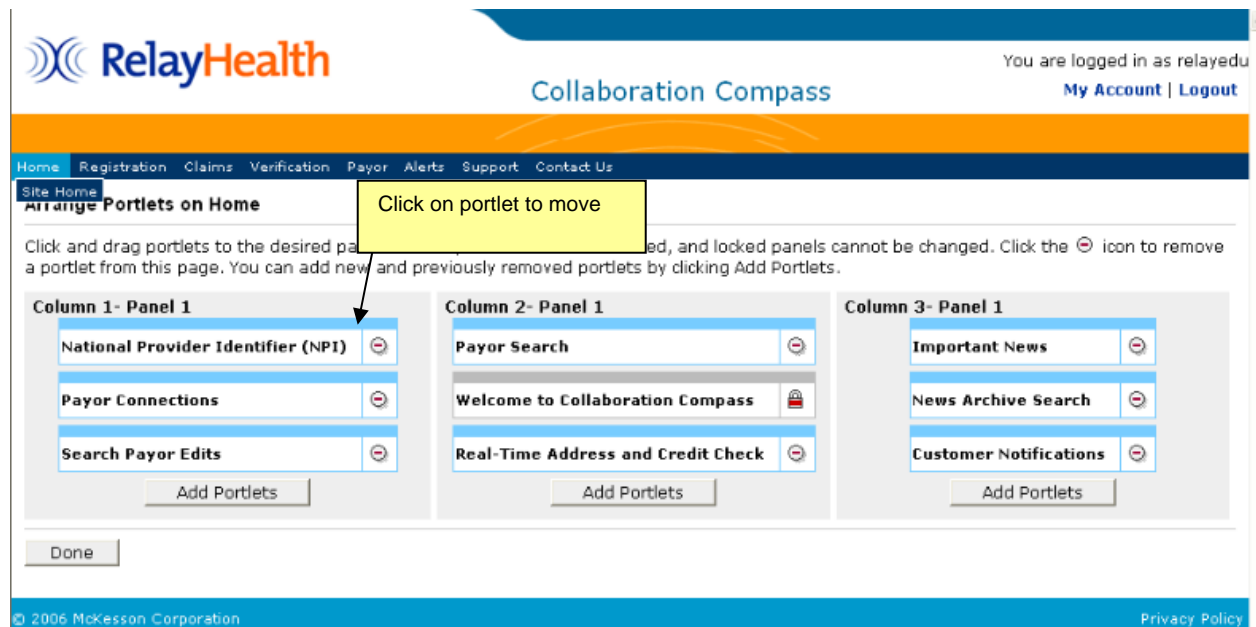
Expand All		Clicking this link expands all sections to display all portlets.
Collapse All		Clicking this link collapses all sections and only the section headings will appear.
Preview Icon		Clicking this icon displays a preview of the content of that portlet.
Portlet List		Each portlet contains a description of the portlet and a check box for selection.
Add Selected		Clicking this button displays either your Home page or the Applications page with the selected portlets added to the page.
Add and Arrange Portlets		Clicking this button displays adds the selected portlets and displays the Layout page.

Layout

To arrange the layout of portlets on your Home page, complete the following steps:

Main Path

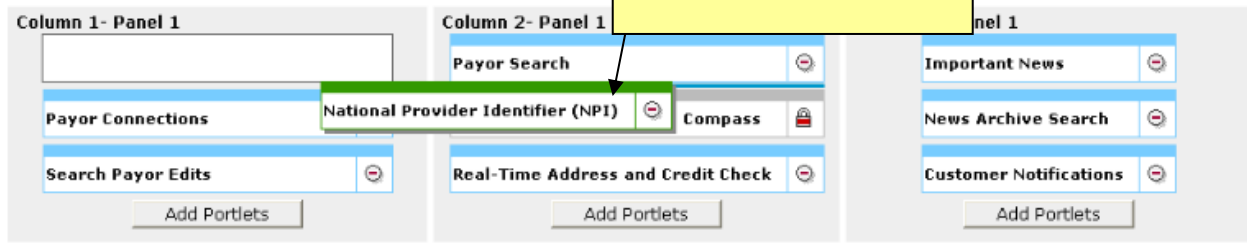
1. Click the **Layout** link at the top left of the page.
2. Click on the portlet you would like to move and drag it to the desired location.
3. Click the **Done** button.



The screenshot displays the 'Portlets on Home' interface. At the top, the RelayHealth logo and 'Collaboration Compass' are visible. A navigation bar includes links for Home, Registration, Claims, Verification, Payor, Alerts, Support, and Contact Us. The main content area is titled 'Portlets on Home' and contains three columns of portlets. A yellow callout box with an arrow points to the 'National Provider Identifier (NPI)' portlet in the first column, with the text 'Click on portlet to move'. Below the portlets are 'Add Portlets' buttons for each column and a 'Done' button at the bottom left. The footer includes '© 2006 McKesson Corporation' and a 'Privacy Policy' link.

Arrange Portlets on Home

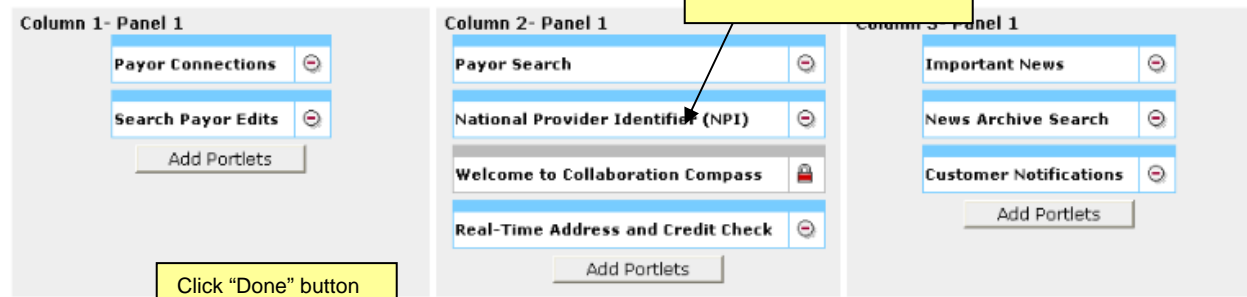
Click and drag portlets to the desired panel. Locked portlets cannot be moved. Click the icon to remove a portlet from this page. You can add new and previously removed portlets by clicking the icon. **Drag portlet to desired location**



Done

Arrange Portlets on Home

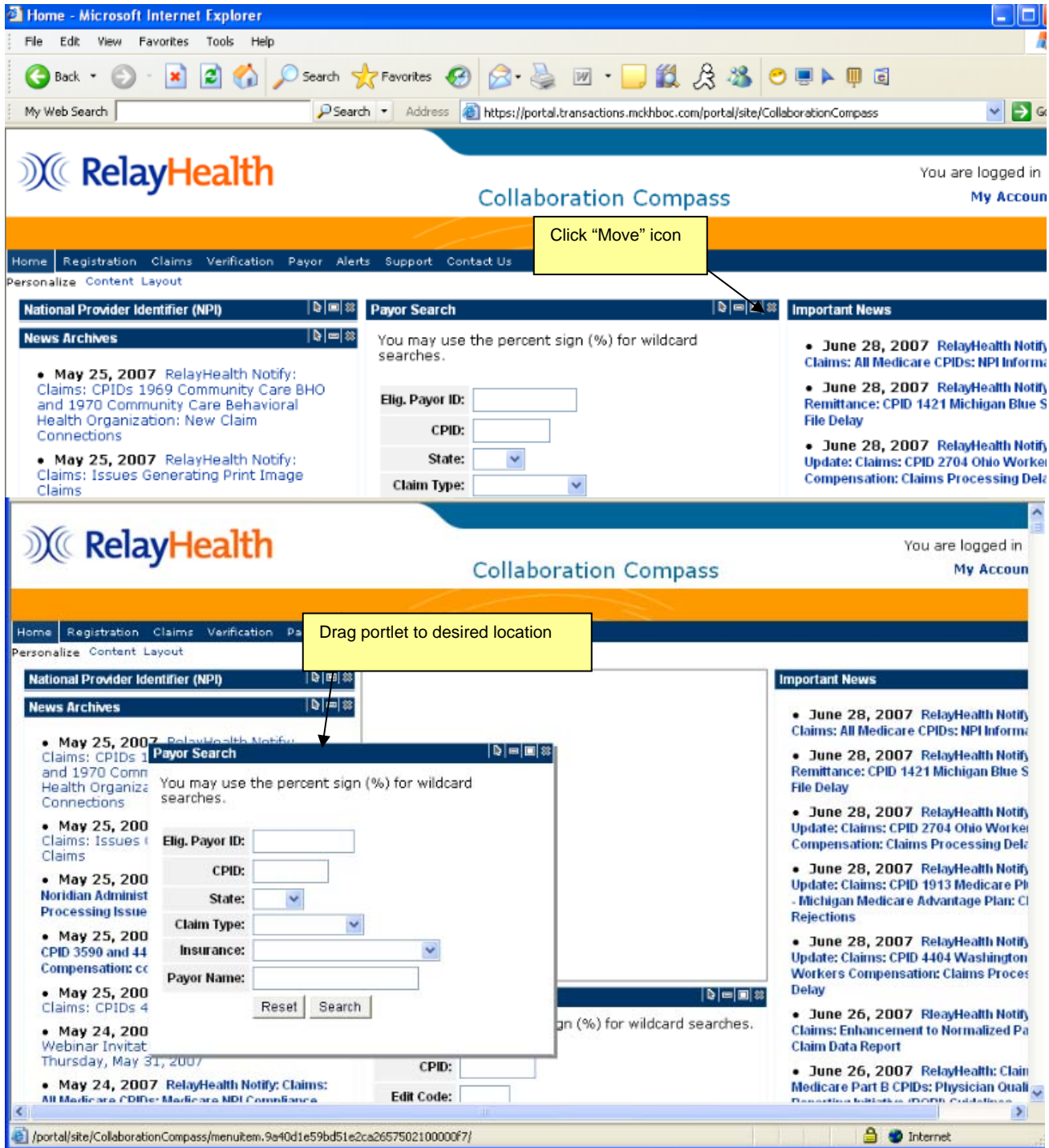
Click and drag portlets to the desired panel. Locked portlets cannot be moved. Click the icon to remove a portlet from this page. You can add new and previously removed portlets by clicking the icon. **Portlet has been moved**



Done

Alternate Path

- On your Home page, click the **Move** icon for the portlet you wish to move and drag it to the desired location.





The screenshot shows the RelayHealth Collaboration Compass interface. At the top left is the RelayHealth logo. A yellow box with the text "Portlet has been moved" has an arrow pointing to the "Payor Search" portlet. The interface includes a navigation menu with items like Home, Registration, Claims, Verification, Payor, Alerts, Support, and Contact Us. Below the menu are several portlets: "National Provider Identifier (NPI)", "Payor Search", "Search Payor Edits", "Important News", and "News Archives". The "Payor Search" portlet contains a form with fields for Elig. Payor ID, CPID, State, Claim Type, Insurance, and Payor Name, along with "Reset" and "Search" buttons. The "Search Payor Edits" portlet has similar fields for CPID, Edit Code, Edit Version, and Payor Name. The "Important News" portlet lists several news items dated June 28, 2007, and June 26, 2007. The "News Archives" portlet lists a news item dated May 25, 2007.

The following describes each of the elements found on the Layout page:

Instructional Text		Gives instruction on arranging portlets on a page.
Portlet		Each portlet will be displayed in it's location on the page. Clicking on the portlet will allow you to drag it to a new location on the page.
Remove Icon		Clicking this icon removes the portlet from the page.
Portlet List		Each portlet contains a description of the portlet and a check box for selection.
Add Portlets		Clicking this button displays the Add Content page.
Done		Clicking this button displays either your Home page or the Applications page with your layout changes.

Minimizing/Maximizing Portlets

Minimizing a portlet will collapse the portlet and only display the header bar. To minimize a portlet, click the minimize icon.

Payor Search  

You may use the percent sign (%) for wildcard searches.

Elig. Payor ID:

CPID:


State:



Claim Type:

Insurance:

Payor Name:

Minimize portlet

Maximizing a portlet will restore the portlet to its normal size. To maximize a portlet, click the maximize icon.  The maximize icon will only appear when a portlet is minimized.


Payor Search  

Maximize portlet

Removing Portlets

To remove portlets on your Home page or the Applications page, complete the following steps:


Main Path

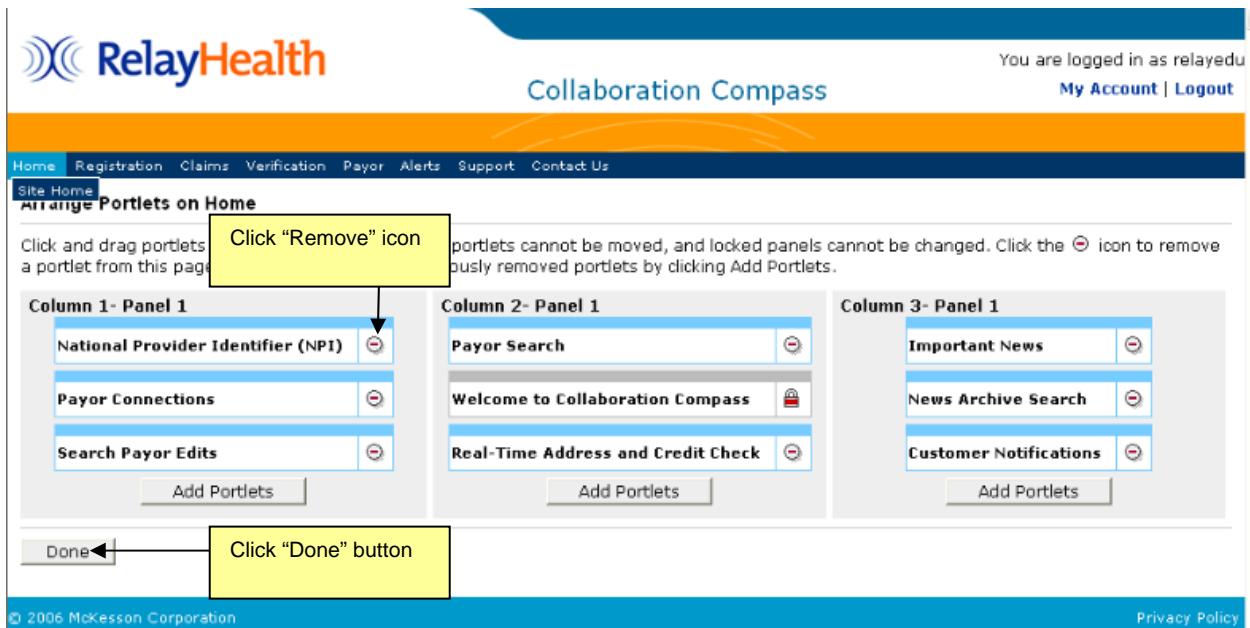
- Click the "Remove" icon  for the portlet you wish to remove.

Remove portlet

Payor Search  

Alternate Path

1. Click the **Layout** link at the top left of the page.
2. Click the **Remove** icon  on the Layout page.
3. Click the **Done** button.



Home

Your Home page will contain whatever portlets you choose to appear on the page. You can have as many portlets as you wish on the page and arrange them in the layout of your choice.

Site Home

The Site Home page contains a description of the Transaction Services and the services provided.

Registration

From the Registrations item on the navigation menu, the following information is displayed:

- Enrollment Services
- Enrollment Tools - Contains helpful documents regarding the Payor Agreement Library and the Online Viewer for Payor Agreements.

Enrollment Services

A Comprehensive Enrollment Solution for Revenue Management

Enrollment Services provides tools which automate and efficiently manage the EDI enrollment process. With Enrollment Services, users can register providers for transaction services, complete payor agreements electronically, and track documents throughout the enrollment process. These tools and processes facilitate a fast and accurate enrollment, accelerating the revenue management cycle for your organization.

Accelerating the Enrollment Process

- **Payor Connection Lists**
The Transaction Solutions Hub provides a vast network of connectivity allowing providers to communicate electronically with payors improving revenue cycle timeframes.
- **Submitter Registration**
Users can enter Submitter Registrations online automatically populating the Transaction Solutions Hub's registration system. This eliminates re-keying errors and speeds up the enrollment process.
- **Payor Agreement Library**
A comprehensive forms library combined with customized workflow

Enrollment Tools

These tools provide users with valuable information throughout the registration process.

Agreements Website

To gain access to the Agreements Website, please contact the McKesson Registration Team via email at DBQTSHEenrollments@McKesson.com

Payor Agreement Library

- [Benefits To Using Online Library](#)
- [Payor Agreement Library Pre-Requisites](#)
- [Payor Agreement Library Application User Training](#)
- [Payor Agreement Library FAQ](#)
- [How to Complete Agreement Using Payor Guides](#)
- [How to Prevent Agreement Denials](#)

Online Viewing of Payor Agreements

- [Application User Training](#)

User(s)

From the Registration item on the navigation bar, hover over Registration and click **User(s)** to begin registration of additional users. This will display the User Registration form covered previously.

Submitter(s)

From the Registration item on the navigation bar, hover over Registration and click **Submitter(s)** to begin registration of submitters. This will display the Submitter Registration form seen below.

The screenshot shows the "Registration Portal" section of the Collaboration Compass. The main heading is "Registration Form Configuration". Below this, there is a paragraph explaining that users should select options from a list based on their registration type. The list includes:

- **Vendor ID:** Register a new *Master Billing ID*
- **Billing ID:** Register a new *Billing ID* linked to an existing *Master Billing ID*
- **Submitter ID:** Register a new Submitter under an existing *Billing ID*

Below the list, there is a bold instruction: "Check all that apply and click 'Submit':".

The form is divided into two main sections:

- NEW Registration Type:** This section contains three radio button options: "Vendor ID", "Billing ID", and "Submitter ID". The "Billing ID" option is selected. To the right of the "Billing ID" radio button, there are two input fields: "Vendor ID:" and "Billing ID:".
- Product Types:** This section contains three checkboxes: "Claims", "Claims Control", and "Application Control".
- Billing Options: (if available)** This section is currently empty.

The following describes each of the elements found on the Submitter(s) Registration page:

Instructional Text	Gives instruction on submitter registration.
Function List	Contains a list of functions that you can request access to. Select all that apply.
Reset	Clicking this button clears any selections made.
Submit	Clicking this button displays the Registration Form(s) for the functions selected.

RegistrationPortlet

Collaboration Compass Registration

[Form Instructions](#)
* Indicates required fields.

Step 1: Configure Submitter (Provider) Information

Existing Billing ID* Existing Vendor ID*

Vendor Name*

Vendor Contact Name*

Vendor E-Mail Address*

Provider Name*

Street Address*

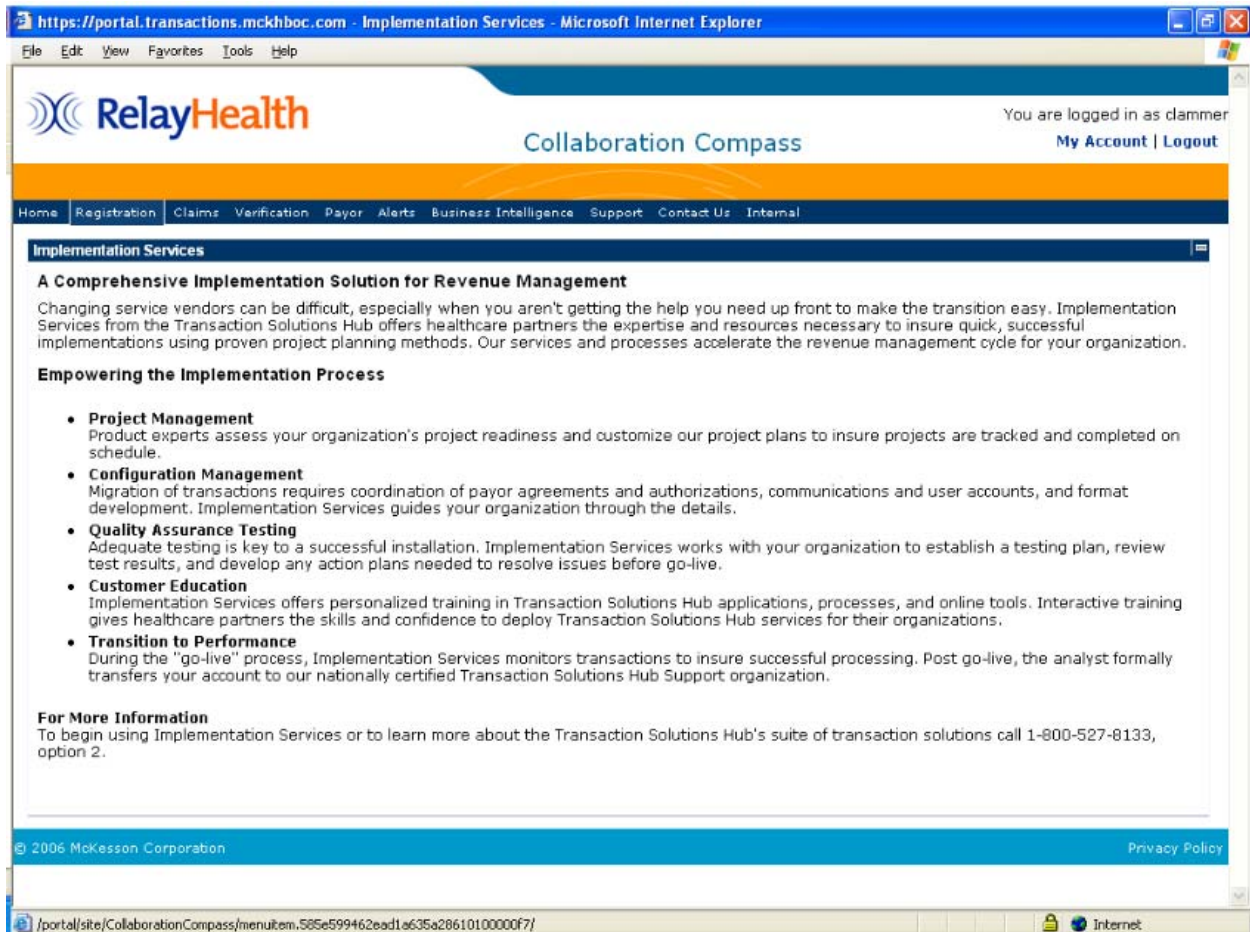
Additional Address (Suite, Apartment, etc.)

The following describes each of the elements found on the Submitter(s) Registration Form:

Form Instructions link	Displays the Registration Form Instructions in a new window.
Various Registration Fields	The fields that appear depend on the functions selected on the Submitter(s) Registration page.
Reset	Clicking this button clears all fields.
Submit	Clicking this button submits your registration.

Implementations

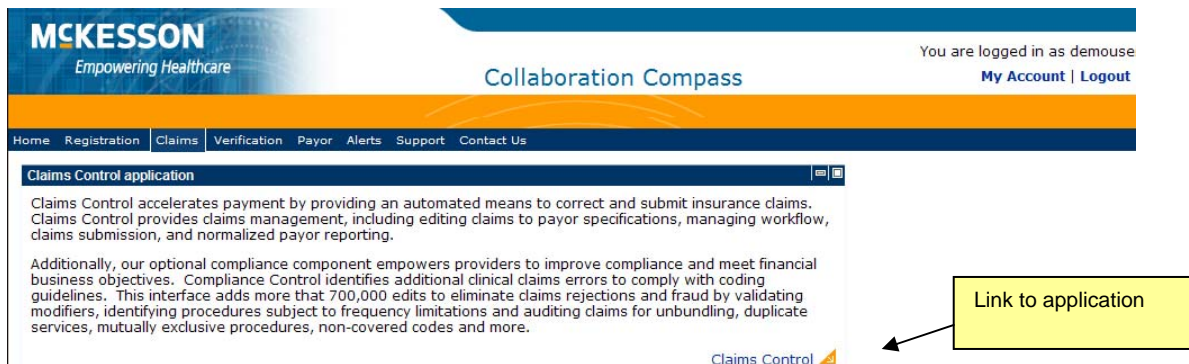
Implementation Services can be found under the Registration navigation item. Implementation Services describes the services and processes used to accelerate the revenue management cycle for your organization.



Claims

Claims Control

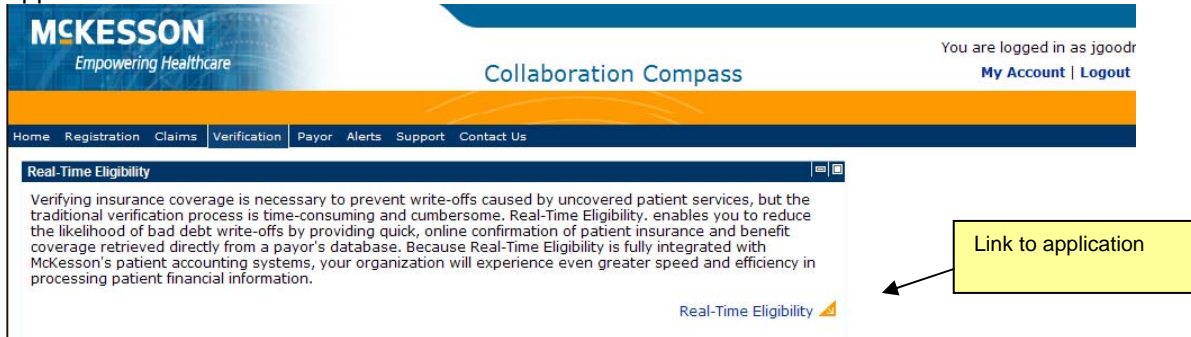
The Claims Control page displays a portlet with a description of the Claims Control application and if the user has the appropriate permissions, a link to the application is displayed. Clicking the link will open the application in a new window.



Verification

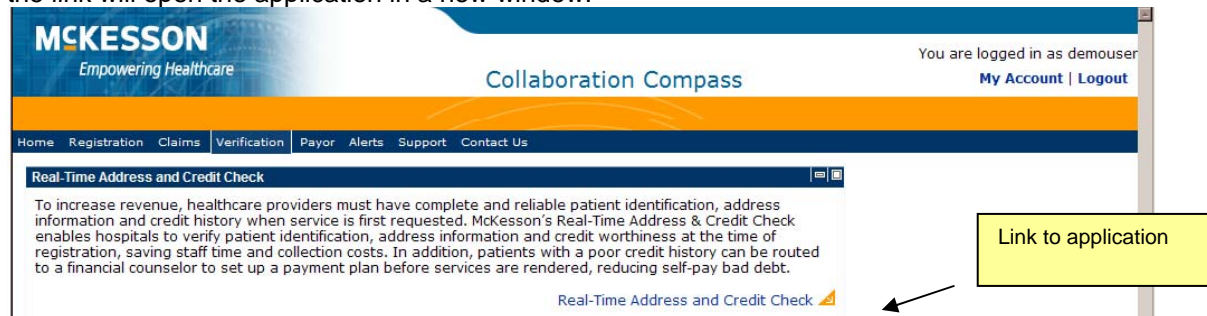
Eligibility

The Eligibility page displays a portlet with a description of the Real-Time Eligibility application and if the user has the appropriate permissions, a link to the application is displayed. Clicking the link will open the application in a new window.



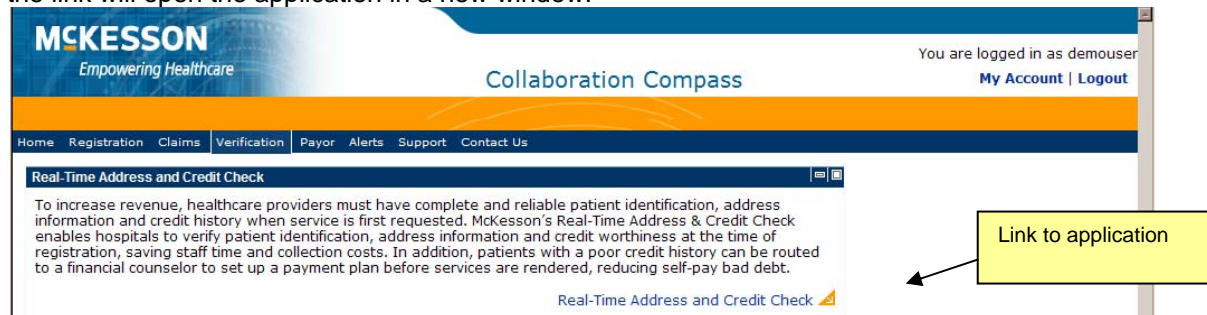
Address Check

The Address Check page displays a portlet with a description of the Real-Time Address and Credit Check application and if the user has the appropriate permissions, a link to the application is displayed. Clicking the link will open the application in a new window.



Credit Check

The Credit Check page displays a portlet with a description of the Real-Time Address and Credit Check application and if the user has the appropriate permissions, a link to the application is displayed. Clicking the link will open the application in a new window.



Payor

Payor Agreements

The Payor Agreements page displays a portlet with a description of the Payor Agreements Library application and if the user has the appropriate permissions, a link to the application is displayed. Clicking the link will open the application in a new window.

For more information on accessing, selecting, and completing various payor agreements, see the chapter, Using the Payor Agreement Library.



Alerts

What's New

To display the important news items and all customer notifications, choose the What's New item under the Alerts navigation item.

The What's New page contains the following information:

- Important News
- Important News Search

To perform an Important News search, enter the criteria of your choice and click the **Search** button. The results of the search are displayed in a new window.

- Customer Notifications
- Customer Notification Search

To perform a Customer Notification search, enter the criteria of your choice and click the **Search** button. The results of the search are displayed in a new window.

<p>Important News</p>	<p>Important News Search</p> <p><input type="text"/></p> <p>By: <input type="text" value="subject"/> <input type="button" value="Search"/></p> <p><small>*Date Format: dd-MON-yy (MON = JAN, FEB, MAR, etc.)</small></p>
<p>Customer Notifications</p> <ul style="list-style-type: none"> • June 28, 2007 RelayHealth Notify: Claims: All Medicare CPIDs: NPI Information • June 28, 2007 RelayHealth Notify: Remittance: CPID 1421 Michigan Blue Shield: File Delay • June 28, 2007 RelayHealth Notify: Update: Claims: CPID 2704 Ohio Workers Compensation: Claims Processing Delay • June 28, 2007 RelayHealth Notify: Update: Claims: CPID 1913 Medicare Plus Blue - Michigan Medicare Advantage Plan: Claim Rejections • June 28, 2007 RelayHealth Notify: Update: Claims: CPID 4404 Washington Workers Compensation: Claims Processing Delay • June 26, 2007 RelayHealth Notify: Claims: Enhancement to Normalized Payor Claim Data Report • June 26, 2007 RelayHealth: Claims: All Medicare Part B CPIDs: Physician Quality Reporting Initiative (PQR) Guidelines • June 26, 2007 RelayHealth Notify: Claims: All Medicare Part B CPIDs: New Purchased Services Edits 	<p>Customer Notification Search</p> <p><input type="text"/></p> <p>By: <input type="text" value="subject"/> <input type="button" value="Search"/></p> <p><small>*Date Format: dd-MON-yy (MON = JAN, FEB, MAR, etc.)</small></p> <p>National Provider Identifier (NPI)</p> <p>Payor NPI Readiness: Payors Accepting NPI Payors Requiring NPI Testing</p> <p>New CMS Paper Forms: Institutional Paper Payor Readiness</p>

News Archive

To find past postings of customer notifications, click on the News Archive option under the Alerts item on the navigation menu.

The News Archive page contains the following information:

- News Archives
- News Archive Search

To perform a News Archive search, enter the criteria of your choice and click the **Search** button. The results of the search are displayed in a new window.

<p>Collaboration Compass</p> <p>Home Registration Claims Verification Payor Alerts Support Contact Us</p>	<p>You are logged in as relayedu My Account Logout</p>
<p>News Archives</p> <ul style="list-style-type: none"> • May 25, 2007 RelayHealth Notify: Claims: CPIDs 1969 Community Care BHO and 1970 Community Care Behavioral Health Organization: New Claim Connections • May 25, 2007 RelayHealth Notify: Claims: Issues Generating Print Image Claims • May 25, 2007 RelayHealth Notify: Claims: Noridian Administrative Services Report Processing Issue • May 25, 2007 RelayHealth Notify: Claims CPID 3590 and 4428 West Virginia Workers Compensation: conversion to ANSI 4010A1 • May 25, 2007 RelayHealth Notify: Claims: CPIDs 4528 and 6539: ERA Issues • May 24, 2007 RelayHealth Notify: Webinar Invitation: Registration Overview, Thursday, May 31, 2007 • May 24, 2007 RelayHealth Notify: Claims: All Medicare CPIDs: Medicare NPI Compliance Information • May 24, 2007 RelayHealth Notify: Claims: Update: CPIDs 2438 and 8504 Tufts Health Plan: NPI Implementation Requirements: New Payor Edits • May 24, 2007 RelayHealth Notify: Claims: CPID 5500 Texas Medicaid: NPI implementation Requirements • May 24, 2007 RelayHealth Notify: Claims: Update: CPID 1470 Texas Medicaid: Special NPI Requirements 	<p>News Archive Search</p> <p><input type="text"/></p> <p>By: <input type="text" value="subject"/> <input type="button" value="Search"/></p> <p><small>*Date Format: dd-MON-yy (MON = JAN, FEB, MAR, etc.)</small></p>

Support

To display the main Support page, click on the Support item on the navigation bar. The main Support page contains the following information:

- Support Services
- Support Schedules
- Case Standards
- Support Links

Support Services

At McKesson, our goal is to not simply meet customer expectations but to exceed them. We are continually focused on what we can do to improve our service to you. Our SCP certified support center is always striving to satisfy our customers' needs. The following information provides an overview of our support center:

Many Support Options Available to Help You Solve Issues

- **Support Hours**
In order to best serve our customers, the Transaction Solutions Hub Support Center is open from **7:00 a.m. - 5:30 p.m., CST, Monday - Friday** (with the exception of holidays).
- **Logging Cases**
McKesson accepts various methods of reporting an issue. Customers can report issues via telephone, e-mail, facsimile, or the SAGE website. For more information on the SAGE website please see the Support Links section to the right of this page.
- **Response and Resolution Goals**
Response time and case resolution goals have been established and are tracked on a monthly basis. The TSH support center closely monitors service level metrics.
- **Follow-up Process**
Our follow-up process establishes the mutually agreed upon time that our customers can expect a follow up status on their open cases and this date is closed in the case. Daily follow up reports are run to ensure we have met our

Support Schedules

- **Transaction Services Processing Schedule**
** All times are Central Time **
Batch Processing:
Daily **4:00 PM and 12:05 AM**
- CA/EC Reports:
Express **Immediate**
- Standardized Payor Reports:
Daily **4:00 AM, 12:00 Noon, and 4:00 PM**
- Legacy Payor Reports:
Monday - Friday **9:00 AM and 3:00 PM**
Saturday and Sunday **3:00 PM Only**

Payor

From the Support item on the navigation bar, click on the Payor option to display the Payor page. The Payor page contains the following information:

- Payor Connections

Payor connections for existing and new professional and institutional claims (state and commercial) are accessible. Remittances, eligibility, upcoming formats, and ANSI formatted payors are also available.

The payor connections reports may be generated in an online, report format (click **Report**) or exported to a text file (click **File**).

- Payor Search

The Payor Search utility pulls together all of the payor information (edits, agreement requirements, guides, etc.) available on RelayHealth web site into a comprehensive payor data resource.

To perform a Payor Search, enter the criteria of your choice and click the **Search** button. The results of the search are displayed in a new window. To clear all criteria fields, click the **Reset** button.

- Search Payor Edits

The Payor Edits utility allows users to view ANSI payor-specific edits for any payors that currently have connections with RelayHealth and receive an ANSI claim file.

To search Payor Edits, enter the criteria of your choice and click the **Search** button. The results of the search are displayed in a new window. To clear all criteria fields, click the **Reset** button.

The screenshot displays the RelayHealth Collaboration Compass interface. At the top left is the RelayHealth logo. The top right shows the user is logged in as 'relayed' with links for 'My Account' and 'Logout'. A navigation bar contains links for Home, Registration, Claims, Verification, Payor, Alerts, Support, and Contact Us. The main content area is divided into two panels. The left panel, titled 'Payor Connections', contains introductory text about McKesson Provider Technologies, a note about report formats, and two sections: 'New Connections' with links for claim and remittance formats, and 'Claims & Remittance' with links for various claim and remittance reports. The right panel, titled 'Payor Search', includes a search form with fields for Elig. Payor ID, CPID, State (dropdown), Claim Type (dropdown), Insurance (dropdown), and Payor Name, along with 'Reset' and 'Search' buttons. Below this is a 'Search Payor Edits' section with fields for CPID and Edit Code.

Customer Education/Training

From the Support item on the navigation bar, click the Customer Education/Training option to display the Customer Education and Training page.

RelayHealth offers webinar training for clients on various topics. The Customer Education and Training page contains information about webinars and a list of upcoming webinars.

Customer Education and Training

How to Register for a Webinar:

An invitation will be sent out via e-mail one week prior to each webinar. Upon receipt of the invitation, please reply to the e-mail. A confirmation e-mail will be sent along with any helpful documentation on the topic.

RelayHealth Customer Webinar Schedule

Topic	Date	Time (CT)	Duration	Targeted Audience
Logging SAGE Web Cases	6/26/2007	10:00 AM	1 hour	All Business Partners
Overview of Collaboration Compass	6/28/2007	10:00 AM	1 hour	All Business Partners
Payor Verification Overview	7/10/2007	10:00 AM	1 hour	All Business Partners
Overview of Real-Time ASP	7/12/2007	10:00 AM	1 hour	Real Time Eligibility Customers
Registration Overview	7/19/2007	10:00 AM	1 hour	All Business Partners
Reading Eligibility (271) Responses	7/26/2007	10:00 AM	1 hour	Real Time Eligibility Customers
Understanding Your XA and XS Reports	8/2/2007	10:00 AM	1 hour	All Business Partners
Payor Agreement Library	8/9/2007	10:00 AM	1 hour	All Business Partners
Logging SAGE Web Cases	8/16/2007	10:00 AM	1 hour	All Business Partners
Registration Overview	8/30/2007	10:00 AM	1 hour	All Business Partners

Communication Options

From the Support item on the navigation bar, click on the Communication Options option to display the Communication Options page.

RelayHealth offers a variety of secure, HIPAA-friendly data transmission options to meet our customers' needs. Whether you're performing traditional transactions like batch claims submission, or using our real-time offerings like Eligibility or Address and Credit, our communications services connect you with RelayHealth.

The Communication Options page contains the following information:

- Communication Options
- Software Downloads

Communication Options

Solutions to Secure Transmissions of PHI

The Transaction Solutions Hub offers a variety of secure, HIPAA-friendly data transmission options to meet our customers' needs. Whether you're performing "traditional" transactions like batch claims submission, or using our "Real-Time" offerings like Eligibility or Address Checking, Communications Services connect you with the Transaction Solutions Hub.

Enhancing Your "Communications Skills"

- **InfoExchange® HTTPS Client**
 A Java-based client that handles your batch submissions and downloads and sends your data securely over the Internet. Automate transmits to eliminate daily manual processes. No need for technical assistance to navigate firewalls. Patient Health Information (PHI) is encrypted from your system to the Transaction Solutions Hub, so you know your patients' data is safe.
- **InfoExchange® Web Link**
 Our web-based application makes it easy to upload and/or download data to the Transaction Solutions Hub using a standard web browser application like Microsoft Internet Explorer.
- **InfoExchange® Dial-Up**
 InfoExchange dial-up is a modem to modem communication option that can be scripted for automated processing and has a easy to use graphical interface. It is based on the stable Kermit protocol transfer method, uses file compress for increased speed of transfers and is easy to install on your local computer.

Software Downloads

- Compress
- CyCom
- InfoExchange HTTPS Java Client
 -UNIX -Windows
- Kermit
- Nortel Contivity (VPN)
- Transaction Transmit (VAN) v2.01

Documentation

From the Support item on the navigation bar, click the Documentation item to display the Documentation page. The Documentation page contains the following information:

- **Frequently Asked Questions**

Get most of your Frequently Asked Questions answered here. Please feel free to e-mail us with any additional questions that would be beneficial.

- **EDI Specifications**

There are four extremely valuable tools to enable successful electronic data exchange to RelayHealth.

The screenshot displays the RelayHealth Collaboration Compass website. At the top left is the RelayHealth logo. To the right, it says "You are logged in as relayed" and "My Account | Logout". Below the logo is a navigation bar with links: Home, Registration, Claims, Verification, Payor, Alerts, Support, and Contact Us. The main content area is divided into two columns. The left column is titled "Frequently Asked Questions" and contains a paragraph: "Get most of your 'Frequently Asked Questions' answered here. If you have a FAQ you would like to add or have suggestions, please feel free to e-mail them to us." Below this are two bullet points: "Eligibility FAQ" (Have a question regarding the Real-Time Eligibility ASP? Eligibility in general?) and "Transactions Solutions Hub FAQ" (Have questions about the TSH clearinghouse? File processing times, claims, statements, etc.?). The right column is titled "EDI Specifications" and contains four bullet points: "Transaction Solutions ASC X12N V.4010 Companion Document" (Obtain detailed input elements for the processing of electronic claim data using the ANSI ASC X12N format. This companion document is specifically for claims that will be output to the payor in a format other than ANSI ASC X12N 837.), "Transaction Solutions Real-Time Eligibility Guide" (This document provides payor-specific enrollment and request information for submitting real-time eligibility requests and also includes response samples for most payors. The guide also contains a listing of payors currently doing eligibility transactions through the Transaction Solutions Hub.), "Transaction Solutions Reference Guide" (An excellent source for what the McKesson Provider Technologies Transaction Solutions Hub has to offer our customers.), and "Transaction Solutions Specifications Guide" (Obtain detailed input records for the processing of electronic claim data and medical statements, detailed output records for remittance advice processing, as well as communication requirements to send and receive electronic data.). At the bottom of the page, there is a footer with "© 2006 McKesson Corporation" on the left and "Privacy Policy" on the right.

Contact Us

From the main navigation menu, click the Contact Us item to contact RelayHealth support regarding enrollment, testing, or support issues.