



Customer Portal Overview

Introduction

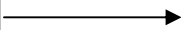
- You must have your assigned User ID and Password
 - Delivered to you on the Welcome Letter sent to you within 3-4 business days from enrolling for service
 - Or, call 866-367-9778 to get your login information
- What is the Customer Portal
 - The Customer Portal allows customers to manage enrollment and claims issues, get answers to common questions and view customer EMC and ERA status
- This lesson will show you how to
 - Find the Home Page
 - Log in to the Customer Portal using the customer log in information
 - View current issues at the state level
 - Search the knowledge base for answers to questions or to help troubleshoot claims rejections
 - Add and view status of service tickets
 - Check EMC and ERA status
 - Access and complete the online customer survey
- Read the instructions in the gray boxes in this lesson
- Questions or problems can be reported to Technical Support at:
 - Email: tsupport@ENShealth.com
 - Or phone: 1-866-367-9778

Customer Portal

Go to the ENS Main Home Page at: [http:// www.enshealth.com](http://www.enshealth.com)

Helpful hint: if you haven't already done so, save it as a favorite for future use

Click on
"Customer
Support"



INGENIX.Connectivity Solutions

News & Events | Industry Resources | Thought Leadership | Contact Us | SEARCH | Go

Ingenix has Connectivity Solutions for:

- Physicians
- Payers
- Hospitals
- Channel Partners
- Work Comp/P & C Billing

Quick Links:

- Client Access Login
- Sign Up Online
- Customer Support
- Download Center
- Partner Access
- Payer Lists

Cost effective, compliant connectivity to providers and trading partners

Welcome to Ingenix Connectivity Solutions – your trusted partner for health care EDI transaction exchange, industry news, and more.

Ingenix offers comprehensive connectivity solutions to improve health care that are open, flexible and affordable.

Switch your clearinghouse and get connections to multiple payers from a single source.

LEARN MORE

Make a stronger statement

Streamline processes and speed revenue with comprehensive billing and payment solutions.

Learn more

Privacy Policy | Terms and Conditions | Ingenix.com | ShopIngenix.com | 5010prepared.com | iod10prepared.com

INGENIX.

© Copyright 2010 Ingenix

Log in to Customer Support

INGENIX Connectivity Solutions

News & Events | Industry Resources | Thought Leadership | Contact Us | SEARCH

Ingenix Connectivity > Customer Support

Customer Support

Ingenix' Customer Service & Support Technical Team can answer your questions about our services, enrollment, and installation.

Ingenix uses a state-of-the-art information system to track and respond to our clients by trained Ingenix professionals.

Customer Service Contact Information:

- Customer Support Representatives can be reached by phone at (866) 367-9778.
- You can check the status of an existing ticket or open a service request ticket 24 hours a day, 7 days a week at <https://secure.enshealth.com/customer%5FCenter/>. After you log in with your Ingenix user ID and Password, click on the Ticket Status button and you will be able to check the status of an existing ticket or create a new one.

Ingenix Hours Of Operation:

Our Support technicians are available from 7:00 a.m. – 12:00 p.m. and 1:00 p.m. – 5:00 p.m. MST

- Ingenix' bulletin board system (dial in via modem) is unavailable daily for approximately 10 minutes from 11:50pm MST to 12:00am MST.
- Every Sunday morning from 9:00am MST to 12:00pm MST is reserved for infrastructure maintenance and system upgrades.

Questions?
tsupport@enshealth.com or (866) 367-9778

Resources

- Bulletins
- [Ingenix Pay Online](#)
- [Finance Department Information](#)

Ingenix customers can now do the following through Customer Center :

- Check state specific Provider Announcements
- Create and check the status of Service tickets online.
- Check provider's enrollment status of outstanding EMC's
- Search Ingenix' application and reports Knowledge Base

Clients may access this information with the same Ingenix User ID and Password that is used to access the claim system.

[Sign In](#)

Privacy Policy | Terms and Conditions

INGENIX.

Click on "Sign In"

Enter your User ID and Click "Continue"

INGENIX.

Welcome to Customer Center

Please Enter Your Organization ID

Organization ID:

Save My Organization ID?

[Continue](#)

Viewing Current Issues

Important issues appear here, the issues are defaulted to the state the provider is located in. These issues are also posted on reports as provider announcements.

Customer Center

Current Issues

FAQ

Knowledge Base

Ticket Status

EMC Status

ERA Status

Take Survey

Logout

Current Issues

State: Colorado

New Payer Connection-Medica (Payer ID-94265)

New Payer Connection - Medica (Payer ID - 94265) ENS is pleased to announce the addition of Medica for the transmission of hospital claims.

Viewing Current Issues

The knowledge base contains information to common questions and associated issues related to the search. This is helpful with training office staff and troubleshooting claim rejections

Customer Center

- Current Issues
- FAQ
- Knowledge Base**
- Ticket Status
- EMC Status
- ERA Status
- Take Survey
- Logout

Knowledge Base

Search:

Results

Level 1 & Level 2 ENS reports
The ENS Level 1 report is a received of clms confirmation, the Level 2 report is a received of clms confirmation with patient details

Rejections from CO Medicare for Invalid Entity Number
Rejections from CO Medicare for Invalid Entity Number

Summary reports printing on single pages
If you do not want the summary reports boxes ENS creates on reports and that print on separate sheets of paper

WebMd Emdeon Report Rejection
WebMd Emdeon Report Rejection with invalid patient account number

Aetna reports showing "AETNA RETURNED UNDEFINED CATEGORY CODE #3: IN"

Add and View Status of Service Tickets

Ticket Status allows you to track all open and closed tickets, along with resolution.

# Ticket#	Description	Notes	Start Date	Close Date
1 071720070002	Medicare claims getting denied for missing CLIA numbers	notes	7/17/2007 1:22:00 AM	

New tickets can be added by selecting the Add New Ticket button. When a new ticket is added, it is assigned to a Technical Services Representative who will resolve your ticket and follow up with you.

1 Select the issue type from the dropdown

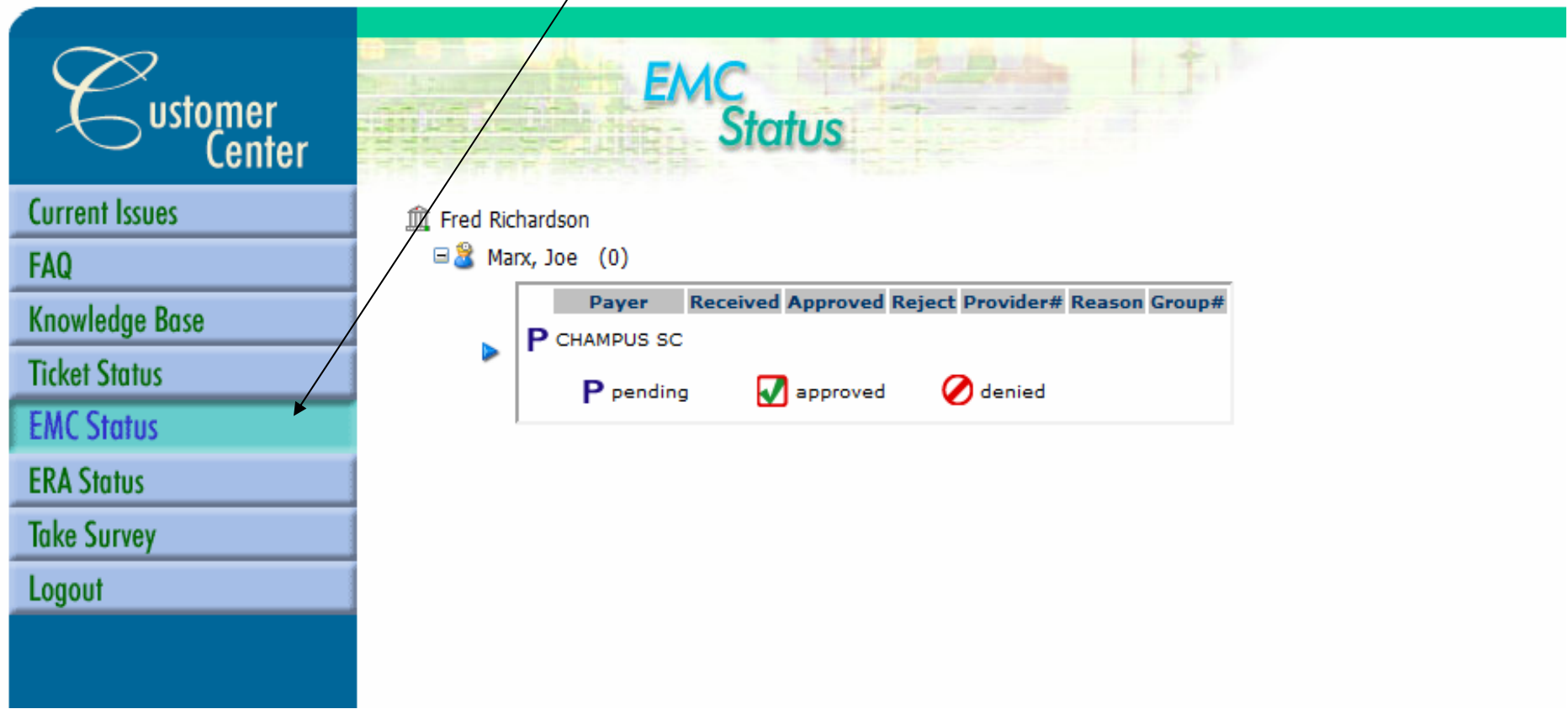
2 Add a brief description of the issue

3 Add specific details on the issue. e.g., dates, report rejections, etc

4 Click on "Save Ticket"

Viewing EMC and ERA Status

The EMC status tabs, show a status of a providers enrollment with a Payer. Here you can view the date and time an EMC was received and logged on our system. The EMC will have a status of Approved, Denied or Pending.



Customer Center

- Current Issues
- FAQ
- Knowledge Base
- Ticket Status
- EMC Status**
- ERA Status
- Take Survey
- Logout

EMC Status

Fred Richardson

Marx, Joe (0)

Payer	Received	Approved	Reject	Provider#	Reason	Group#
P CHAMPUS SC		<input checked="" type="checkbox"/>	<input type="checkbox"/>			

P pending approved denied

Customer Survey

Please complete an online survey to let us know how we are doing and to help us improve our service

Customer Center

- Current Issues
- FAQ
- Knowledge Base
- Ticket Status
- EMC Status
- ERA Status
- Take Survey**
- Logout

Take Survey

1) Purpose

Purpose of your call: Payer Files

If available, please enter the 12 digit ticket number:

Completely Disagree	Strongly Disagree	Somewhat Disagree	Feel Neutral	Somewhat Agree	Strongly Agree	Completely Agree
1	2	3	4	5	6	7

2) Courtesy

The call, email or fax was acknowledged promptly 1 2 3 4 5 6 7

The technician was very courteous 1 2 3 4 5 6 7

ENS responded with a plan of action to your request within the designated response time

High - one business day
 Urgent - 4-8 hrs
 Critical - 0-3 hrs

3) Communication

The technician was attentive to your needs 1 2 3 4 5 6 7

Congratulations!

- You have now completed Customer Portal self-service training
- Questions or issues can be reported in one of two ways
 - Email Technical Support at tsupport@ENShealth.com
 - Or, call at 1-866-367-9778
- We appreciate your business!