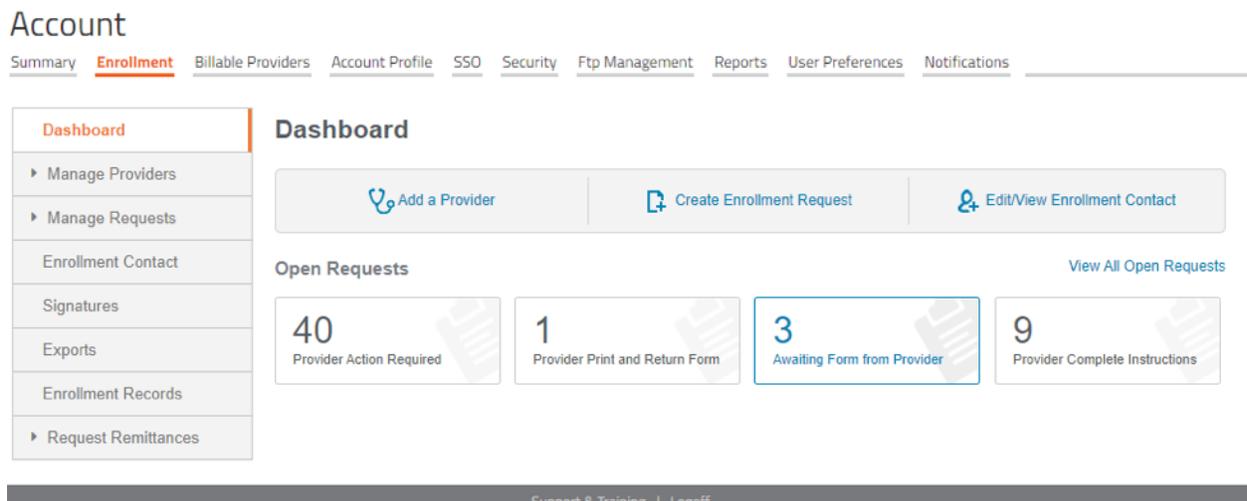


Waystar Clearinghouse Enrollments: A Step-by-Step Guide on How Setup Works

OP RCM aims to make your onboarding process as smooth as possible, and one of the ways we do that is by assisting with EDI, ERA, and EFT enrollments. Your implementation specialist will help with this process when you contract with OP RCM.

Most carriers automatically enroll in electronic data interchange (EDI) claims. However, there are exceptions, including some BCBS and Medicaid plans. In these cases, we create those enrollments through the Waystar dashboard, which looks like the image below.



The screenshot shows the 'Account' page in the Waystar system. The 'Enrollment' tab is selected in the top navigation bar. On the left is a sidebar menu with options like 'Manage Providers', 'Manage Requests', and 'Enrollment Contact'. The main content area is titled 'Dashboard' and features three primary action buttons: 'Add a Provider', 'Create Enrollment Request', and 'Edit/View Enrollment Contact'. Below these is an 'Open Requests' section with four cards: '40 Provider Action Required', '1 Provider Print and Return Form', '3 Awaiting Form from Provider', and '9 Provider Complete Instructions'. A 'View All Open Requests' link is also present. At the bottom of the dashboard, there are links for 'Support & Training' and 'Logout'.

When it comes to enrollments, we always start by enrolling in claims, remits, and eligibility. After we request the initial enrollments, there are various scenarios that may arise, and these will require your practice to complete tasks on your end.

Most often, carriers require that your practice completes electronic funds transfer (EFT) enrollment before we can help with electronic remittance advice (ERA) enrollment. We manage these requests, also through the enrollment dashboard in Waystar.

From there, OP RCM goes through the following steps.

- We download instructions for each carrier.
- We complete the enrollments after your practice sets up the EFTs.
- We print any special forms that require a provider signature.
- We check on any pending items as they move through the enrollment process.

One thing that's important to note: There are often several steps to complete before we can receive the ERAs. When one step is finished, the request will move to the next phase of the enrollment process.

If your RCM implementation specialist or process improvement specialist provides instructions or forms that require your signature, complete the necessary tasks as quickly as possible. Keeping the process moving means it will be easier to receive payments and the ERAs necessary to post the payments.