Claims Submission Provider Portal

STEP 1: Create an Account

1. Type in the following URL in the address line of your browser:
   https://office.emdeon.com/vendorfiles/sendero.htm
2. Select the "**Enroll New Customer**" link and fill out all fields on the Pre-Registration screen.

*Once you create an account, an Emdeon Customer Service Representative will call you within 48 hours.

Emdeon does require you to submit test claims. This must be completed before you submit live production claims.

Provider Self Enrollment

Pre-Registration

Pre-register for self enrollment by completing the form below. You will receive an e-mail with instructions on how to complete the process. Please make sure that your junk mail filters are configured to allow inbound email from officenotify@emdeon.com. If you do not receive an email with the subject Enrollment Request in short order, please check to see if it may be filed in your junk mail folder.

*Email Address

*Organization Tax ID

People with malicious intentions sometimes use automated programs to attack ordering systems. To counteract this practice we ask that you type in the displayed word before we process your enrollment request. If you don't see an image, make sure your browser is set to display images and try again. If you're not sure what the word is, make your best guess. If you're incorrect, you'll get a chance to try again

*Security Word

Submit   Reset

STEP 2: New Provider Set-Up

Before users can enter claims, you must build a database of all the providers for which you will be billing. This can be done by selecting the Claims tab and selecting Create and then, Provider Setup. You will enter all data regarding the provider and then save. Eventually, a list of all the providers will be built so that when building claims, all of the provider information can be auto-populated on the claim by selecting the provider from the provider database.

STEP 3: Patient List Set-Up

Before users can enter claims, you must build a database of all the patients you see. You can do this all at once or you can do this as you see your clients and build claims for them. This is done by selecting the Claims tab and selecting Create and then, Patient List. You will enter all data regarding the patient and then save. A client list will be built so that when building claims, all of the patient information will be auto-populated on the claim.

STEP 4: Building a Claim

After the provider and client databases are built, you can build a claim. To do this, you will select the Claims tab and select Create and then, New Claim. You will enter all data regarding the visit and then save. A claims list will be built.

STEP 5: Submitting Claims

Once you have completed all claims you wish to bill, you will access the Claims List, check the ALL button or individual claims and select Submit. NOTE: when you set-up your account, you can choose to submit claims directly to Emdeon through the WebConnect screens, or you can choose to upload batch submissions from your Practice Management software. If you are performing the latter, you will have options on the claim submission screens to upload a batch. You will simply browse for the file and upload it. Emdeon requires a selected list of formats for these files. This will be discussed with you prior to go live status. NOTE: the two claim submission options are mutually exclusive – an enrolled provider can do one or the other, but not both.

STEP 6: Reporting

As claims are submitted, you will see on your banner page (the page you receive once you log in), a place for messages. These are reports and status of claims you have submitted. NOTE: this will not include disposition.

- For assistance with logging on, password resets, testing or screen navigation, please call Emdeon at 1-877-667-1512.

- Once claims are submitted and you have questions about their disposition, please call Sendero Health Plans at 855-526-7388.