RelayHealth Eligibility

If you use the RelayHealth EDI module to process claims and want to use eligibility services, you will need to follow the standard eligibility verification setup process documented in the Help file (search for Eligibility Verification Overview) along with completing additional steps to check for updates and set up a special EDI Receiver for RelayHealth eligibility services.

This eligibility receiver is different from the EDI receiver you set up and use for processing your EDI claims. After setting up this receiver, you will need to initialize it from Medisoft. After completing these actions, you can use eligibility services.

Setting up and Initializing Eligibility Service for RelayHealth

1. Launch **Medisoft** and login to your practice.

2. On the **Services** menu and select **Check for Updates**. The system checks for updates, downloads them, and installs them.

   NOTE: This step is very important since the data needed to populate the Payer List Browser used for eligibility verification depends on using he most current update.

3. From the **Lists** menu select **EDI Receivers**. Click **New**.

4. Click the **Address** tab and in the **Code** field enter **RHELG**.

5. In the **Name** field enter **RelayHealth**.

6. Click the **ID** tab and in the **Submitter ID 1** field enter your Eligibility Super User ID. Your Eligibility Super User ID is located on in your RelayHealth Welcome letter.

7. In the **Submitter Password 1** field enter your Eligibility Password. Your Eligibility Password is located on in your RelayHealth Welcome letter.

8. Click the **Extras** tab and in the **Extra 1** field, enter you billing ID.

9. Click **Save**.

10. Close the **EDI Receiver** window.

11. From the **Services** menu select **Eligibility Verification** and then select **View Status**. This step initializes the eligibility services.

Removing the RelayHealth Eligibility Receiver

If you need to stop processing your eligibility with RelayHealth and revert to a previous service (assumes you are enrolled), you will need to delete the RelayHealth eligibility receiver you set up.

1. From the **Lists** menu select **EDI Receivers**.

2. On the grid select **RHELG**.

3. Click the **Delete** button.