

EDISS News

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EDISS Transitions to Total OnBoarding (TOB)

EDI Support Services (EDISS) is transitioning all Trading Partners to Total OnBoarding (TOB). TOB provides many benefits to our Trading Partner community. TOB is a secure, online URL where submitters can register, add or modify profile information, and test electronic transactions. This new technology removes the majority of paperwork needed for registration and gives submitters complete control of their Trading Partner

profile. If testing is necessary, TOB allows submitters the ability to test in real-time and identify issues on their own, providing faster service. Additional advantages to TOB include cost savings, increased security, and more submitter control in the setup process.

For more information or questions regarding TOB, please contact the EDISS Help Desk at 1-800-967-7902 or by email at support@edissweb.com.

Learn More About Total OnBoarding (TOB)

EDI Support Services (EDISS) offers online user guides to assist providers and vendors with the use of TOB. The user guides should be your first stop to find answers on basic TOB questions, and includes information on the following topics:

- How to register
- Home page-Enrollment summary options (provider)
- Home page-Vendor summary page options (vendor)
- Home page-Other menu options

The user guides can be found by completing the following steps:

1. Go to www.edissweb.com.
2. Click on the forms tab.
3. Select your state.
4. Go to the Online Registration and Testing section and click on the Total OnBoarding Link.
5. Scroll to the bottom of the page to find the User Guides for the TOB.

If you cannot find what you're looking for in the user guides, please let us know. We are always looking for ways to improve our documentation to fit customer needs!

Frequently Asked Questions (FAQ)

The FAQ page in TOB provides a variety of questions and answers on the TOB system. EDISS collaborated with VisionShare to develop the FAQ's. Access the FAQ page via the following link <https://noridian.totalonboarding.com/FAQ.aspx>.

Online Workshops

EDISS is proud to offer free online workshops that focus on TOB. Due to the overwhelming response to past workshops, EDISS will continue to offer TOB workshops to our provider and vendor community. For a current workshop schedule, refer to the Training and Help Page of www.edissweb.com.

All issues of EDISS News can be found on the News and Publications page of www.edissweb.com.

Advantages of Total OnBoarding (TOB)

There are multiple advantages to using Total OnBoarding (TOB):

Ease of use

TOB is an easy to use, web-based, self registration and testing system. Each page has step-by-step “Quick Help” instructions and onscreen editing which aids in eliminating incorrect information being transferred to customer profiles. This gives all our customers more control throughout their setup process.

Cost savings to providers

The cost savings provided through TOB is both administrative and operational. TOB significantly reduces time spent finding EDISS registration forms, completing the forms, and manually printing and faxing them to EDI Support Services (EDISS). Any changes to profiles will now be completed online; this eliminates the possibility of having to repeat the paper registration process multiple times as in the past.

More control in setup process

All of the registration/profile setup process is completed online, in real-time, allowing providers first hand knowledge that their registration was accepted and in process as soon as the profile registration is complete.

Any point a change may occur to demographic information, lines of business, transactions submission/receipt, or vendor management, all that now will be completed within TOB instead of submitting paper forms into EDISS.

Increased Security

The CMS approved Identity Validation and Certificate (IVF) process and Digital Certificate technology provided by VisionShare Inc. increases security and allows for the online transfer of testing claims. Using a Digital Certificate gives TOB various authentication points and military-grade encryption ensuring only specific individuals have access to sensitive data. Essentially a Digital Certificate acts as an electronic “ID Card” to TOB and its features.

Added Value

Any type of notification that is generated from TOB will be sent out via email instead of fax. This will help eliminate unwanted cost that was previously associated with EDISS correspondence. The type of notification from TOB may vary based on the changes made to a profile, but the ability to receive a constant method of correspondence will mark a significant improvement to our customers.

In the future TOB will also be used by EDISS for all 5010 HIPPA Trading Partner certification. The online testing feature can reduce time and resources needed for successful transition to the newest version of HIPPA.

“TOB is an easy to use, web-based, self registration and testing system.”

Total OnBoarding Implementation

All lines of business for the states of North Dakota and Wyoming, along with all Medicare Part A providers, have already transitioned to TOB. EDISS plans to begin transition of Medicare Part B providers, outside of North Dakota and Wyoming, to TOB starting June 1, 2009.

Once TOB is implemented, most paper registration forms will be phased out and no longer accepted by EDISS. The CMS EDI Enrollment Form for Medicare and the Trading Partner Agreement (TPA) for Blue Cross/Blue Shield are still required. Below is the implementation schedule for TOB, along with the schedule to phase out paper registration forms.

Line of Business	Implementation Date	Paper Registration Forms No Longer Accepted
All of North Dakota	Completed	4/17/2009
All Wyoming	Completed	4/24/2009
All Medicare Part A	Completed	5/01/2009
All Medicare Part B except ND and WY	6/01/2009	Approximately 45 days after implementation of TOB
All Iowa Medicaid	TBD	TBD

TOB Tip:

All communication with TOB is done via email. Please verify your email address in TOB is accurate. In addition, please ensure the TOB email address is an accepted address is your contact list.

If you have any questions regarding this implementation schedule or the paper registration phase out, please contact the EDI Help Desk at 1-800-967-7902 or by email at support@edissweb.com.

“Together with our customers, EDISS looks forward to a making the TOB transition a success!”

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