

EDI Support Services

Total OnBoarding User Manual for Vendors

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Welcome to Total OnBoarding

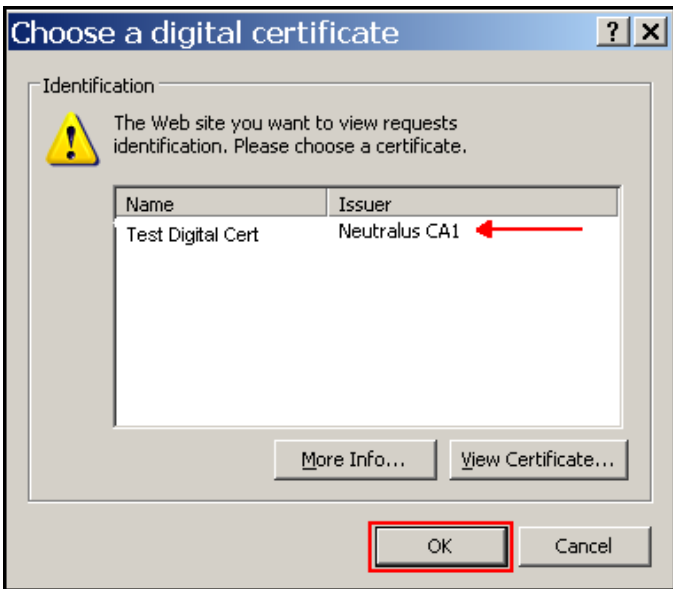
Total OnBoarding (TOB) is a user-friendly, online registration and testing tool. Providers use TOB to register with EDISS, add and modify registration information at any time, and to test electronic claim submission.

Web Site Address/Url

<https://noridian.totalonboarding.com>

Note: Each time a user navigates to the TOB website a pop up will appear asking to validate their digital certification. Choose the user's TOB digital certificate from the list and Click OK. If a digital certificate does not appear click Cancel and either register as a new user or log in with the user ID and password. Without validating the digital certificate, test files cannot be entered in TOB.

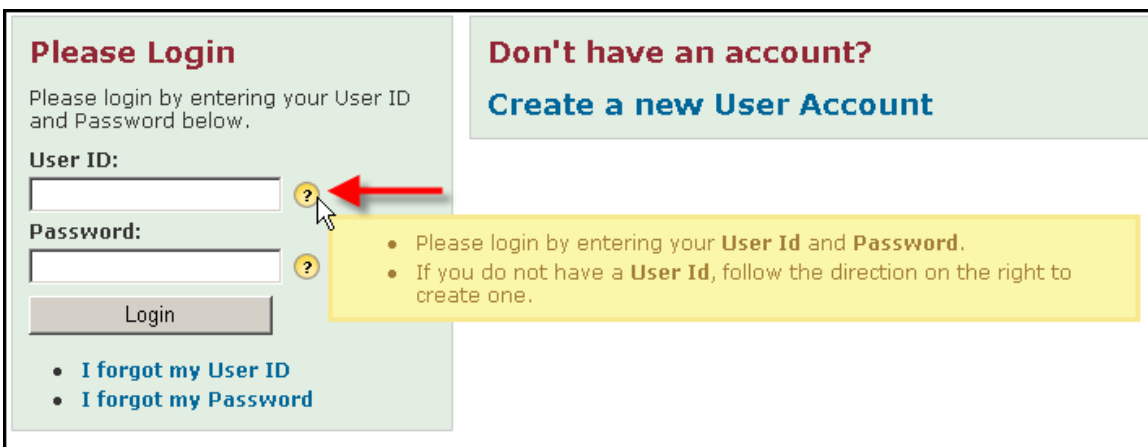
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Self-Registration

Information made available through the TOB application is offered to users based on registration. User registration for TOB is completed online.

Note: On each screen within TOB there are help guides to aid in answering questions related to the online registration process. Hovering over the question mark reveals the information.



1. Click on Create a new User Account. This allows users to create an online account for accessing online profile information.



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A selection menu appears.

2. Click I am a Billing Service/Clearinghouse or I am a Software Vendor.

Don't have an account?

Create a new User Account

Choose your account type by clicking the appropriate link below. ?

- [I am a Provider](#)
- [I am a Billing Service / Clearinghouse](#)
- [I am a Software Vendor](#)
- [I am an Iowa Medicaid Additional Access Requester](#)

3. Specify if you are currently a vendor submitting claims to EDISS.

Are you currently doing business with EDISS?

Please specify whether or not you are currently submitting claims to EDISS.

- Yes, and I have an 8-character Authorization Code.
- No

[Previous](#) [Next](#)

- A. If Yes is selected, enter the 8-character Authorization Code, click next and verify the information on the profile that already exists in TOB.

Are you currently doing business with EDISS?

Please specify whether or not you are currently submitting claims to EDISS.

- Yes, and I have an 8-character Authorization Code.
Authorization Code:
- No

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B. If No is selected, click Next

Are you currently doing business with EDISS?

Please specify whether or not you are currently submitting claims to EDISS.

Yes, and I have an 8-character Authorization Code.

No ←


Previous Next


4. Complete the Company Information page and click Next.

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Company Information

Company Name

DBA Name 


Contact Information 

First Name


Last Name

Phone (555) 555-1234 Phone Extension Numbers-only Fax (555) 555-1234

Address Information

Address 1 

Address 2

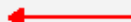
City State/Province Postal Code 


Previous **Next**

5. Using the drop down menus, select the Vender Type and the Software Vendor and click Next.

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Vendor Information

Vendor Type 

Software Vendor 

Previous **Next**

Note: If PC-ACE Pro32 is selected as the Software Vendor, a software license agreement will appear. Read the agreement and click I accept to obtain the information for using this software.

PC-Ace Pro 32 Agreement ?

1 / 3 94.9% Find

EDI Support Services PC-ACE Pro32 Software Sublicense Agreement Completion Instructions

These instructions will assist you in completing the EDI Support Services (EDISS) PC-ACE Pro32 Software Sublicense Agreement. The information provided will be used to allow Trading Partners access to the PC-ACE Pro32 software. The installation password for PC-ACE Pro32 cannot be released until this Software Sublicense Agreement is on file. All sections must be filled out. **Print legibly and complete every section as accurately as possible.** After completion, please mail the PC-ACE Pro32 Software Sublicense Agreement to: EDI Support Services, PO Box 6729 Fargo, ND 58108-6729. The form can also be faxed to EDISS at 877-269-1472. If you have any additional questions, please contact EDI Support Services at 800-967-7902.

IDENTIFICATION NUMBER

A. Providers/facilities using PC-ACE Pro 32 enter their provider number and NPI in the fields provided.
B. Vendors using PC-ACE Pro 32 enter their EDISS-assigned Trading Partner ID in this field.

FACILITY INFORMATION SECTION

Figure 1 below is a representation of the Facility Information Section of the PC-ACE Pro32 Software Sublicense Agreement. Complete each line on the attached Agreement per the instructions below.

Figure 1

Previous **I Accept**

6. Read and Accept the VisionShare Agreements. This starts the Identity Validation & Certificate Install Process (IVF) of receiving a Digital Certificate. The testing process cannot be started until the IVF process is completed through VisionShare.

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VisionShare® Inc. Total OnBoarding® Service Agreement

BY CLICKING THE "I ACCEPT" BUTTON DISPLAYED AS PART OF THE ONLINE REGISTRATION PROCESS, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS (THE "AGREEMENT") GOVERNING YOUR USE OF THE VISIONSHARE TOTAL ONBOARDING SERVICE, INCLUDING OFFLINE COMPONENTS (COLLECTIVELY, THE "SERVICE"). IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS AND CONDITIONS, IN WHICH CASE THE TERMS "YOU" OR "YOUR" SHALL REFER TO SUCH ENTITY. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, YOU MUST SELECT THE "I DECLINE" BUTTON AND MAY NOT USE THE SERVICE.

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VisionShare® Inc. Total OnBoarding® HIPAA Business Associate Agreement

BY CLICKING THE "I ACCEPT" BUTTON DISPLAYED AS PART OF TOTAL ONBOARDING IMPLEMENTATION PROCESS, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS (THE "AGREEMENT") REGARDING PROTECTED HEALTH INFORMATION UNDER THIS HIPAA BUSINESS ASSOCIATE AGREEMENT, AS AMENDED OR SUPPLEMENTED BY THE HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH ("HITECH") ACT ENACTED AS A PART OF THE AMERICAN RECOVERY AND REINVESTMENT ACT OF 2009.

IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS AND CONDITIONS, IN WHICH CASE THE TERMS "YOU" OR "YOUR" SHALL REFER TO

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7. Enter the Online Account information and click Next.

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Create Online Account ?

User Name ?	Email Address ?
<input type="text"/>	<input type="text"/>
Password ?	Confirm Password
<input type="password"/>	<input type="password"/>
Security Question ?	
<input type="text"/>	
Security Answer	
<input type="text"/>	

Previous **Next**

8. The Account Created page appears. Print this page for your records and click Next.

Account Created

Thank you for enrolling! Your account has been created. Please record your User ID and password in a secure location. You will need them to continue setting up your account. Feel free to use your browser's print button to print this page for your records.

User ID:
Password:

Please continue to your Total OnBoarding® Profile Summary page to add, update and/or review and confirm currently assigned Lines of Business and the related transactions.

Next

9. The Vendor's profile page appears. This page can be used to view providers who are using this vendor for their EDI transactions.

Vendor -

Area	Status	Action
Identity Verification Form	Not Received	View IVF Process ?
Software Vendor	PC-Ace Pro 32 4/14/2010	Select Software Vendor ?
Profile	Last Updated: 4/14/2010	Edit Profile View Summary ?
Trading Partner ID	Not Assigned	

[Manage Transactions](#) ?

Providers: ?

Search by: for:

You may use * as a wildcard character.

NPI(s)	TIN(s)	Managing	Provider	Enrolled Date	Action
No results to display ...					

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Vendor Summary Page Options

Manage Transactions

Select Manage Transactions. This option provides access to select states, Lines of Business and transactions that the vendor would like to provide for their clients.

Vendor -		
Area	Status	Action
Identity Verification Form	Not Received	View IVF Process ?
Software Vendor	PC-Ace Pro 32 4/14/2010	Select Software Vendor ?
Profile	Last Updated: 4/14/2010	Edit Profile View Summary ?
Trading Partner ID	Not Assigned	
Manage Transactions ?		

Select the states and click Save.

Manage Regions -

Select / Deselect All

Alaska

Arizona

Idaho

Iowa

Minnesota

Montana

North Dakota

Oregon

South Dakota

Utah

Washington

Wyoming

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For each state chosen, click on the + sign to expand and select the Lines of Business and transactions.

Manage Transactions - ?

Manage Regions

+ Alaska

Transaction	Blanket Approval	Vendor Testing	Provider Status
Medicare Institutional of Alaska			Select Transactions
Medicare Professional of Alaska			Select Transactions

+ Arizona

+ Idaho

+ Iowa

+ Minnesota

+ Montana

+ North Dakota

+ Oregon

+ South Dakota

+ Utah

+ Washington

+ Wyoming

Finished

Click on Select Transactions next to the Lines of Business to add the transactions.

Manage Transactions - ?

Manage Regions

+ Alaska

Transaction	Blanket Approval	Vendor Testing	Provider Status
Medicare Institutional of Alaska			Select Transactions
Medicare Professional of Alaska			Select Transactions

+ Arizona

+ Idaho

+ Iowa

+ Minnesota

+ Montana

+ North Dakota

+ Oregon

+ South Dakota

+ Utah

+ Washington

+ Wyoming

Finished

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Click Enroll for each transaction the vendor wants to add to their profile.

Click Save.

Select Transactions – ?

Line of Business: Medicare Professional of Alaska

EDI Type	Description	Claim Types	Action
837P	Health Care Claim Professional		
835	Payment Advice	Click "Save" to enroll	Save Cancel
276	Health Care Claim Status Request		

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Note: For the 837 transactions a drop down menu appears and a selection needs to be made as to the types of claims that will be submitted.

Select Transactions – ?

Line of Business: Medicare Professional of Alaska

EDI Type	Description	Claim Types	Action
837P	Health Care Claim Professional	None Selected	Save Cancel
835	Payment Advice	<input type="checkbox"/> Standard HIPAA Claim	
276	Health Care Claim Status Request	<input type="checkbox"/> Ambulance <input type="checkbox"/> Ambulatory Surgical Center <input type="checkbox"/> Anesthesiology <input type="checkbox"/> Chiropractic	

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View IVF Process

Select View IVF Process. This option displays a document with information on completing the Identity Verification with VisionShare. There are also instructions on how to initialize the digital certificate from VisionShare.

Action

- [View IVF Process](#) ?
- [Select Software Vendor](#) ?
- [Edit Profile | View Summary](#) ?

Select Software Vendor

Select Software Vendor. This option allows vendors to add or edit a software vendor for their profile.

Action

- [View IVF Process](#) ?
- [Select Software Vendor](#) ?
- [Edit Profile | View Summary](#) ?

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Select the software vendor from the drop down menu and click Save.

Select Software Vendor ?

Please select the Software Vendor your organization uses to generate claims. If the Software Vendor does not appear on the list, select "Other - Not Listed".

PC-Ace Pro 32

Cancel Save

Edit Profile

Select Edit Profile. This option displays the vendor profile and allows updates to be made.

Action	
View IVF Process	?
Select Software Vendor	?
Edit Profile	?
View Summary	?

Edit information and click Save to save the update.

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Company Information

Company Name

DBA Name ?

Contact Information ?

First Name

Last Name

Phone (555) 555-1234 Phone Extension Numbers-only Fax (555) 555-1234

Address Information

Address 1 ?

Address 2

City State/Province Postal Code ?

RP Mailbox

View Summary


Select View Summary. This option displays the vendor's profile in a printer friendly version.

Action	
View IVF Process	?
Select Software Vendor	?
Edit Profile View Summary	?

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Provider Search

This option displays the providers registered with this vendor. Use the search option to display providers that match the criteria. Search options include: Name, DBA Name, Billing NPI, Submitter ID, Trading Partner ID, or TIN.

Providers: 

Search by: for:

You may use * as a wildcard character.

Home Page—Other Menu Options



Home

This option is selected to return the user to the home page where the Enrollment Summary options are available.

Send Test File

This option is selected to send a test file. Browse to locate file to send and select Submit.

Inbox

This option is selected to view communications with EDISS.

FAQ

This option is selected to view the Frequently Asked Questions.

Contact

This option is selected to obtain ways to contact EDI Support Services.

Account

This option is selected to change the user's password, security question/answer, or manage other account information

Logout

This option is selected to log the user out of the Total OnBoarding session.