eSolutions
Strengthen your revenue health

Customer Profile FAQs

What email address will the customer profile link come from?

The initial Customer Profile email with the link will come from support@claimremedi.providersportal.com.

How soon do I need to fill out my customer profile information and what happens if I'm late?

You should fill it out as soon as possible. The later the information is input into the online Customer Profile, the longer until the enrollment process begins which is required for both claim submission and the reception of ERA's.

Do I need to fill this out again if I've sent similar information to other organizations already? Can someone else to input it other than me?

You need to fill out your information in the online Customer Profile. Any other documentation will not work in place of it. The information you enter into the online Customer Profile will be kept in ClaimRemedi and used to populate your enrollment forms allowing you to send claims to payers and receive ERA's from payers within ClaimRemedi. For this fact, be sure to check the online Customer Profile twice to ensure accuracy.

Can I upload or send a list or spreadsheet of providers, facilities, or payers or do I need to enter them in the portal?

Unfortunately, all of this information needs to be input into the online Customer Profile manually.

When entering the billing address, should I use the mailing address or the physical address?

You should use the address that is registered and on file with the payer(s) in question. If you are unsure of the address, you should contact the payer or reference your payer contract.

How can I find out how my organization is setup with payers?

If you are unsure of your billing address, registered NPI's or tax ID's, you should contact the payer(s) in question. You can also reference your payer contracts or previously paid (paper) claims.

What is the TAF and why is it necessary?

The Transfer Authorization Form (TAF) grants ClaimRemedi permission to sign many enrollment forms on behalf of our customers. Not all payers allow enrollment to be handled this way but for those that do, we can fill out and submit the enrollment forms without you having to download, sign or submit the forms to the payers yourself .

Do I need a TAF for all billing providers including group and individual?

Yes. We do need a separate form for the both group and individual billing providers. Please fill out 1 form for each billing provider.

When I was adding my billing provider or individual provider information, I received a message stating that the NPI or tax ID I am trying to add is already in the system. How do I get my provider ID added?

Send an email to implementation@claimremedi.com explaining the error and a support representative will contact you to assist.

What provider ID is needed on the TAF?

Please use your tax ID and billing NPI.

Do I have to enter all of my payers into the Customer Profile?

Yes but you want to start with your main revenue generating payers as well as any payers that may require enrollment. If you initially skip any payers you will be able to add them later.

What does E, P, I, D and ERA stand for or represent?

E = Eligibility Transactions
P = Professional Claim Transactions
I = Institutional Claim Transactions
D = Dental Claim Transactions
ERA = Electronic Remittance Advice
Select the payer and the corresponding transaction type(s) that you plan to submit and/or receive through ClaimRemedi.

How do I know which payer ID to select?

You should know which payer ID to use depending on whether you are need to setup the payer for eligibility, professional claim, institutional claim or dental claim transaction purposes. Each transaction type has its own column and the payer ID's are specified accordingly.

Who should I contact if I have a question that isn't listed here?

Please send your question to implementation@claimremedi.com and you'll receive a prompt response.