

Madaket Health Web App FAQ

This document provides a list of Frequently Asked Questions for users of Madaket Health's web-based application.

1. Can I cancel an enrollment after it has been sent to the payer?

Once an enrollment has left Madaket's system, it cannot be recalled.

2. I uploaded the wrong PDF to an enrollment. How do I fix this?

If you uploaded the wrong PDF to an enrollment AND marked the 'Upload PDF' task complete, then it cannot be removed or replaced. However, if the 'Upload PDF' task has not been marked complete, you can replace the PDF by dragging and dropping the correct version.

3. Can I customize the fields shown on the Tasks tab?

To customize your task tab, locate  the icon in the top right-hand corner of the Tasks screen. This will bring up a window that lists the fields that are available on the UI. Select the fields that are most relevant to you and click save. Depending on the field, you will either have a free-text search, or a choice between one of the following conditional filter options:

Filter Name	Description
Equals	For the system to find a match the text needs to be exact.
Contains	You have more flexibility using this filter. For example, searching for 'EDI' will pull 'EDI' & 'EDI/ERA' in the Transaction Types field.
Does not contain	Use this filter to eliminate text or a date you are <i>not</i> looking for.
Begins with/Ends with	Type the beginning or end of a string of words to find a match.