Madaket Health Provider FAQ

This document provides a list of Frequently Asked Questions for Providers who receive enrollment-related correspondence from Madaket Health.

1. **Who is Madaket Health?**
   Madaket Health has been contracted by your clearinghouse to facilitate the enrollment process for EDI (837 claims), ERA (835 remittance advice), EFT, and Eligibility (270/271 patient eligibility requests). We provide you with the necessary documentation and work directly with Payers to help you successfully enroll for electronic transaction services. For more information visit www.madakethealth.com.

2. **A piece of information on my form is incorrect or the Payer advised me that I need to make a correction to my enrollment documents, how do I submit these updates?**
   Contact your billing service or clearinghouse for data changes. This may take several days to process. Your enrollment will need to be restarted once the data has been corrected. Madaket Health cannot process corrections until the necessary changes have been completed by the clearinghouse.

3. **I returned my completed forms, what can I expect?**
   In most cases, Madaket Health will contact the Payer to obtain your status. Once a decision has been reached, the status will be shared with your billing service or clearinghouse.

4. **I received an enrollment decision directly from the Payer, what should I do?**
   Email the enrollment decision to Madaket Health with the appropriate documentation from the Payer.

5. **Do I need to attach a voided check or W9 to my enrollment?**
   Your enrollment documents will specify if a voided check or W9 is required. Please review Payer-specific enrollment instructions for confirmation of requirements.

6. I completed my online payer portal enrollment but did not receive any forms to return, what should I do?
Email support@madakethealth.com with confirmation of enrollment completion. Please include your NPI, Tax ID, and Payer ID in your request to speed up processing.

7. I received an approval but have not received any remits from my clearinghouse or my claims are not successfully posting, what do I do?
Contact your clearinghouse directly. Madaket Health does not have access to your current remittance or claims data.

8. Can you tell me the status of my enrollment?
Madaket provides all status information obtained from the Payer to your clearinghouse/vendor. Please follow-up with your vendor for the most up to date status.

9. Why am I still receiving follow up emails, I have completed all requests?
Please allow 2 to 3 business days for the processing of your documents. If you are still receiving follow up emails after 5 business days, please contact Madaket Health.

10. I am experiencing an error on the Payers website, what should I do?
Madaket Health does not have access to Payer portals. Please contact the Payer directly as this may be an internal error that needs to be investigated.

11. I am unable to sign the digital signature, what should I do?
This error is a known browser issue. Please attempt your signatures in another browser, making sure that scripts are allowed by your firewall and that no parts of the webpage have been blocked. Please also ensure that you review all documents before attempting a signature.

12. I do not want this enrollment; how can I cancel?
Email support@madakethealth.com with confirmation that you would like to cancel the enrollment. Please include your NPI, Tax ID, and Payer ID in your request to speed up processing.

13. I have multiple open enrollments with identical or similar forms, do I need to complete and return them all?
Yes, in order to provide the most accurate status, we require the unique tracking code on your documents.

14. Why is there a discrepancy on my forms between the clearinghouse that is listed and the clearinghouse that I am currently working with?
Due to contractual agreements between clearinghouses and some payers, an intermediary is required (Ex: Change Healthcare, Office Ally, Echo Health, etc.) for processing. This will not affect receipt of ERA or claims submission via your clearinghouse. For additional information, please contact your billing service or clearinghouse directly.