Medical Billing Professionals Support Suite

Submitting EOBs via the Support Suite

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Submitting EOBs via the Support Suite

For our PremiumPlus providers who are submitting EOBs to us via the Support Suite, when you create a new ticket for submitting the EOBs be sure to select the Department EOBs/Explanation of Benefits when submitting the ticket.

You will see when you create a ticket a field for Departments. The default may be Support/Patient Information. If you are submitting EOBs, make sure you change this and select the field EOBs/Explanation of Benefits. This will ensure your ticket is routed correctly for payment posting.

Thanks,

Steve