

Claim Attachment Vendor Checklist – 12 Questions You Should Be Asking

Not all electronic claim attachment solutions are created equally.

At NEA, we specialize in claim attachments and have for over 20 years; that's what makes us the expert in the space. Our technology works well, our relationships with payers and dental plans are unmatched at over 750 and our partner-base is strong. We never drop anything to paper as most other vendors do (ask them and see.) **All attachments are sent securely, electronically and immediately so that you get reimbursed within days not weeks or months.**

For those that are considering moving away from paper to an electronic attachment solution - KUDOS to you, but know that **you need to do your homework**. The same goes for anyone thinking of exploring other claim attachment services. As with anything in life, you get what you pay for, and cheaper isn't always better; often, it's just plain "cheaper," so do your research.

Here's a brief checklist to evaluate your claim attachment vendor partner options:

1. What security protocols does your claim attachment solution follow to ensure the security of Protected Health Information (PHI) managed by my practice?
2. Will you sign a Business Associate Agreement (BAA)?
3. How much experience do you have specifically with claim attachment submissions?
4. What percentage of claim attachments do you transmit electronically versus via paper?
5. What happens if you're not electronically connected to the payer or health plan I need to submit to?
6. How many payers and health plans are you connected to electronically specifically for claim attachments?
7. Do you have an online portal that I can go to and search to see which codes require which claim attachments?
8. Do you charge for training? Technical support?
9. How many attachments do you submit monthly?
10. If I sign-up for your attachment service as part of a "bundle" and find that it's not meeting my expectations, how can I cancel?
11. What types of training and support resources are available for me and my staff?
12. What happens if/when I have staff turn-over and need re-training on the software?

Use the spreadsheet on the next page to fill-in-the-blanks during your search, then **contact NEA at 800-782-5150, option 2** to learn more about *FastAttach* or register online at: www.nea-fast.com. We think you'll like what you hear.

QUESTION	NEA	VENDOR 1	VENDOR 2
What security protocols does your claim attachment solution follow to ensure the security of Protected Health Information (PHI) managed by my practice	NEA uses multiple security protocols, including TLS, role based access controls, SOC II certified data centers, and aggressive system monitoring, and is currently working to obtain HITRUST certification.		
Will you sign a Business Associate Agreement (BAA)?	YES.		
How much experience do you have specifically with claim attachment submissions?	More than 20 years of focused experience.		
What percentage of claim attachments do you transmit electronically versus via paper?	100% electronic.		
What happens if you're not electronically connected to the payer or health plan I need to submit to?	Let our Sales or Support team know and we will reach out to the Payer on your behalf to request they accept NEA attachments.		
How many dental plans and payers are you connected to electronically specifically for claim attachments?	More than 750		
Do you have an online portal that I can go to and search to see which codes require which claim attachments?	YES – <i>FastLook</i> comes free with <i>FastAttach</i> .		
Do you charge for training? Technical support?	NO and NO.		
How many attachments do you submit monthly?	Over 3 million per month.		
If I sign-up for your attachment service as part of a "bundle" and find that it's not meeting my expectations, how can I cancel?	We only offer claim attachments, no bundle to worry with and you can cancel a monthly subscription at any time.		
What types of training and support resources are available for me and my staff?	Live training with our Support team is available to all clients via phone as well as weekly quick-start webinars and monthly support webinars. Online chat support is also available.		
What happens if/when I have staff turn-over and need re-training on the software?	Simply contact our Support team and they will work with your new team member(s) to train them via phone or online at your convenience.		