

ONE-STOP-SHOP FOR PROVIDERS

24/7 ACCESS TO VERIFY BENEFIT INFORMATION

Provider Edge™, the web-based Provider portal from Zenith American Solutions. Provider Edge™ offers Provider representatives with secure and reliable access to important eligibility data, and in some cases view of previously processed claim information. This allows for more efficient and secure Benefits Administration for your Funds, and more timely support for your Participants.



Zenith American
SOLUTIONS®

Zenith American Solutions is the largest Taft-Hartley Third-Party Administrator in the United States, and operates numerous offices nationwide; each one focused on serving clients and participants locally through an unrivaled depth of resources and wealth of professional expertise. Through our many years of providing services to Taft-Hartley Multiemployer Funds; we know and understand that each Trust Fund is unique. Understanding the complexity of these plans, our systems provide the necessary flexibility in order to respond to diverse needs, including the complications surrounding data protection, our resources are industry-leading.

Provider Edge™ provides a select collection of tools and resources to help health care professionals securely look up necessary participant and dependent data. A unique user ID and password is provided to each user.

In addition to improving participant service through faster call resolution, the value of the Provider Edge™ web portal can also be seen in cost containment. By allowing healthcare providers to login online to verify participant eligibility, and view claims information helps to reduce the volume of calls to call centers. While provider offices primarily tend to use the phone and IVR options; there is a significant segment of healthcare Provider offices and their designees who use the secure web portal.

Eligibility Verification

Verify eligibility status of the Policy Holder and their Dependent(s).

The site includes the beginning and ending dates of coverage, who is covered (Member only, Family, etc), and how they are covered (i.e. Active, COBRA, etc).

Claim Status Function

Claims are sorted in descending order by Service Date, Providers can see claims that have been filed and processed for payment. There is also a button for viewing the EOB via a PDF format for each individual processed claim.

Data Accessibility

The Patient select function has been enhanced to include search options for both the Policy Holder or Dependent. Searching by Policy Holder displays all effective and termination dates for the participant and their dependent(s).

Data Protection

The Patient select function has been enhanced to include search options for both the Policy Holder or Dependent. Searching by Policy Holder displays all effective and termination dates for the Participant and their Dependent(s).



Features

Information Displayed Around Your Plan

Provider Edge™ displays information for the benefits specific to your Plan(s) and will only display to authorized users.

- Search by a policy holder or their dependent(s) to view associated demographic information.
- View past and present health coverage eligibility with details including effective / termination dates.
- Check on a submitted health claims and view related payment information, service dates, status', and more.
- Claim status function is available (enabled by the Plan) to allow for viewing claims that are "in progress".
- Button for viewing the EOB on each individual processed claim, a PDF displays member EOB.

Value and Benefits



Plan allowed healthcare providers can search for and verify participant and their dependent(s) eligibility, benefits, and check on claims status without having to call the Fund or Administrative office.



Zenith American Solutions Provider Edge™ is a proprietary interactive website that works for you. The site is customized around your Fund(s) and not only reduces your costs but ensures that your participants get the best service at every turn.