

## Payor Agreements

You may begin using Collaboration Compass to complete the payor agreements once you receive notification from RelayHealth that your user name and password set up have been activated.

### **Commercial Payors**

You can begin filing claims with Commercial payers that **do not** require a payor agreement 24 hours after you receive the submitter id from Enrollment.  
(Please refer to the Payor Agreement Library to verify which payers require an agreement and payor approval.)

### **Government Payors**

Most government payers require an agreement to be completed and submitted for processing. To verify which payors require an agreement and approval, please visit the Payor Agreement Library. For the government payors that do not require enrollment you can begin filing 24 hours after receiving the confirmation of your submitter number.

### **Payor Agreement Library**

Please see the next page for instructions on using the Payor Agreement Library. All Payor Agreements will be submitted to RelayHealth for processing. **DO NOT** file claims to these payors until you have received confirmation of approval from the EDI Enrollment.

**Note:** Failure to provide a valid email address to EDI Enrollment will result in a delay of receiving approval notification.

For any questions regarding the enrollment process or RelayHealth Collaboration Compass, please contact EDI Enrollment.

## RelayHealth Payor Agreements

Log into Collaboration Compass at [www.collaboration.compass.com](http://www.collaboration.compass.com)

### From Main Screen

- Select Payor
- Select Payor Agreements
- Click Payor Agreement Library

### Payor Agreement Library – Agreement Search:

- CPID (RelayHealth Payer ID)
- State Code
- Payor Name
- Claim Type
- Agreement Type
- Insurance Type

### Click View

### Completing an Agreement

- To open an Agreement click **View**
- Check “**Highlight Fields**” and “**Highlight Required Fields**”  
**Note: Red boxed fields are required.**
- All agreements are in PDF form and can be completed online.
- Agreements will include the following:
  - Pre-populated Clearinghouse information.
  - Hints to completing the agreement.
  - Provider ID edit validation.
- Click **Submit**
- Some forms can be submitted via Collaboration Compass and will not require a provider signature.
- Forms that require a provider signature will need to be completed on Collaboration Compass, printed, signed, and mailed to the RelayHealth clearinghouse in Dubuque, Iowa for processing.  
**Note:** Signatures should be in **BLUE** ink.

### Payer Turnaround Time

- Payers vary in their approval turnaround time.
- Standard turnaround time is 3-5 weeks upon payor receipt.

## Checking Status on Submitted Payor Agreements

### **Go to the Payor Agreement Library**

- On the left side of the screen select **Search Existing**.
- There are several search fields that can be completed for searching agreements.

### **Contacting EDI Enrollment**

- EDI Enrollment can be contacted after the estimated payer approval turnaround time has been passed.

### **Approval Notifications**

- Will be sent to EDI Enrollment and emailed out to the contact email address listed for the provider or group.

**Note:** Failure to provide a valid email address to EDI Enrollment will result in a delay of receiving approval notification.