Patient Statement Services Enrollment Process

The Customer completes, signs, and delivers Etactics Enrollment Forms and applicable contracts to Etactics

Documents to Start the Enrollment Process:

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- ☑️ Business Associates Agreement
- ☑️ Customer Agreement
- ☑️ Exact Addendum(s)
- ☑️ Pricing Addendum(s)
- ☑️ Print/Mail Enrollment Form

The Enrollment Process

1: Within 3 business days, Etactics will communicate the following information:
- ▶ a. Who your personal Client Manager is
- ▶ b. Your secure user credentials to the Customer Portal
- ▶ c. Confirmation that Etactics is ready for your test file

2: Submit the test file to Etactics, then work with your Client Manager on business rules. Etactics will provide a PDF sample of the test file for approval (subject to software requirements) within 10 business days

3: Review the PDF sample and communicate approval or alteration requests to your Client Manager

4: Within 1 business day, Etactics moves your setup file into production status and advises that production files can be uploaded

5: Generate and upload live statement files within the Customer Portal

6: Statement processing begins upon receipt of the file. You'll receive an activity report once by the next business day. Files received by 1pm EST are processed that day and are mailed the following business day

Postage Deposit: A postage deposit based on your monthly statement volume will be required before you can go live (statements produced and sent).