



Reordering Brochures and Enrollment Forms

Need more brochures and enrollment forms? No problem! Login using the quick link on your desktop. Click the tab "Order Brochures" and fill out the web form to order. There is never any charge! Your order will be delivered in 7-10 business days. To print additional enrollment forms, click the tab "Enrollment Forms" and download the correct form for your state!



If the patient pays cash or check to the clinic for their membership fee

Simply deposit the funds into the clinic account and use a clinic credit card or check to process the payment online.



How to correct an error made while entering the patient's information

Login using the quick link on your desktop. Click on the "Resources" tab. Under the "CHANGES/UPDATES" section, click on "Patient Information Change/Update." Fill out the form with the patient's new information and click "Submit Changes."



What to do with the enrollment form when done processing the enrollment

Place the signed enrollment form in the patient's file or, if you are using electronic health records, scan the enrollment form and destroy the paper copy. The completed enrollment form should be considered a part of your patient's medical records and kept in accordance with your state laws.



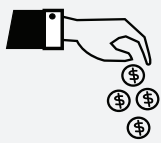
What to do with the check when done processing the enrollment

Keep the check on file for 7-10 business days. We recommend looking at your patient list online weekly to see which checks have been processed and can be destroyed. When you process a check for payment, it will have the status of "Payment Pending." If the payment has been processed, the status will change to "Active." In the event an error occurs during the payment process, you will be notified by fax and email. You will need to fax a copy of the check with the notification to (888) 685-2220, ATTN: CHECK PROCESSING ERROR. Please continue to keep the check on file for an additional 7-10 days until the status changes to "Active."



What to do if the card declines or says DO NOT HONOR

The patient will need to provide another form of payment and contact their credit card company. ChiroHealthUSA can not override or approve the transaction.



Can a clinic pay a patient's membership fee for them?

NO. We STRONGLY caution against this, particularly if the patient is Medicare or federally funded. Doing so could be considered an inducement and a violation of the OIG regulations. The patient must "elect" to join, agree to the contract, and sign the disclosure forms in order for ChiroHealthUSA to be in compliance with regulations. We are regulated by the Department of Insurance, and they have been known to SEVERELY punish companies that "auto-enroll" customers, car buyers etc. in "credit life" or other "services" without the express written consent of the buyer...in our case, patients.



How to search for patients without a membership # & verify membership

If the patient enrolled in YOUR clinic, you may look the patient up using their name. This is done by clicking the Patient Renew/ Search tab in your patient database. If the patient did not enroll in your clinic, you can not look them up by their name – you can only look them up using their membership number. Contact the ChiroHealthUSA office at (888) 719-9990 if the patient does not have their membership card. We will happily verify their membership and provide you with their membership number for your records.



Who is considered a dependent? Where do we list the dependents?

Dependents are defined as: spouses, registered domestic partners, dependent children up through age 25, parents in the household over 60, and any other IRS dependent. The dependents should be listed on the paper enrollment form and may also be entered into the appropriate fields on the online enrollment form, although this is not required.