



EDEN CARE

SERVICE PROVIDER MANUAL

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Introduction

We have found technology to be our biggest ally in ensuring the relationship we have with our providers is stress-free and data driven and hence the reason we have built this portal. This document will provide useful information on how to navigate the portal as well as related solution for Eden Care member identification.

This manual is effective (Insert date) However, it is subject to change and applies to covered services you provide to our members; the content is updated periodically to better support you.

Important Resources

Resource	Contact
Provider service and General information	(Insert email and phone number)
Eden Care website	(Insert live links)
Provider portal	(Insert live links)
Forms	(Insert live links)

Getting Started

Overview

Our team will send out a welcome email to you after onboarding you to our administration system. This email will have a web browser link to the Eden Care service provider portal and first login credentials log in credential. After a successful first-time login, the system will prompt you to change your password to allow you use a password you can easily remember.

Member Identification

Eden Care through a partnership with Smart Applications will provide a solution for member identification through a biometric contactless smart card. The solution guarantees member identification, real time electronic data capture and reporting of medical utilization information.

Member Verification

The Smart solution will be installed in all your locations to ensure that you are able to accurately identify an Eden Care member and verify the status of their cover.

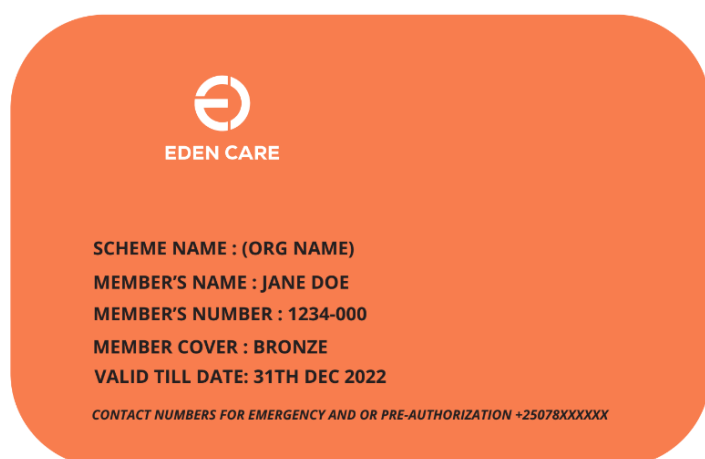
Eden Care Member Cards

All Eden Care members are provided with a medical card which they will present to you for Identification. Upon receipt of this card, place it on the Smart Application Card reader and register the member's Biometric data through the reader finger print scanning device. You will only register a member once on subsequent visits they will only need to provide the card to you and place their finger on the reader.

Card Details

Below information will be captured in the card;

1. The scheme Name
2. Member Full names
3. Member Number
4. Insurance cover
5. Emergency contact information
6. Smart application contact information and security notice.



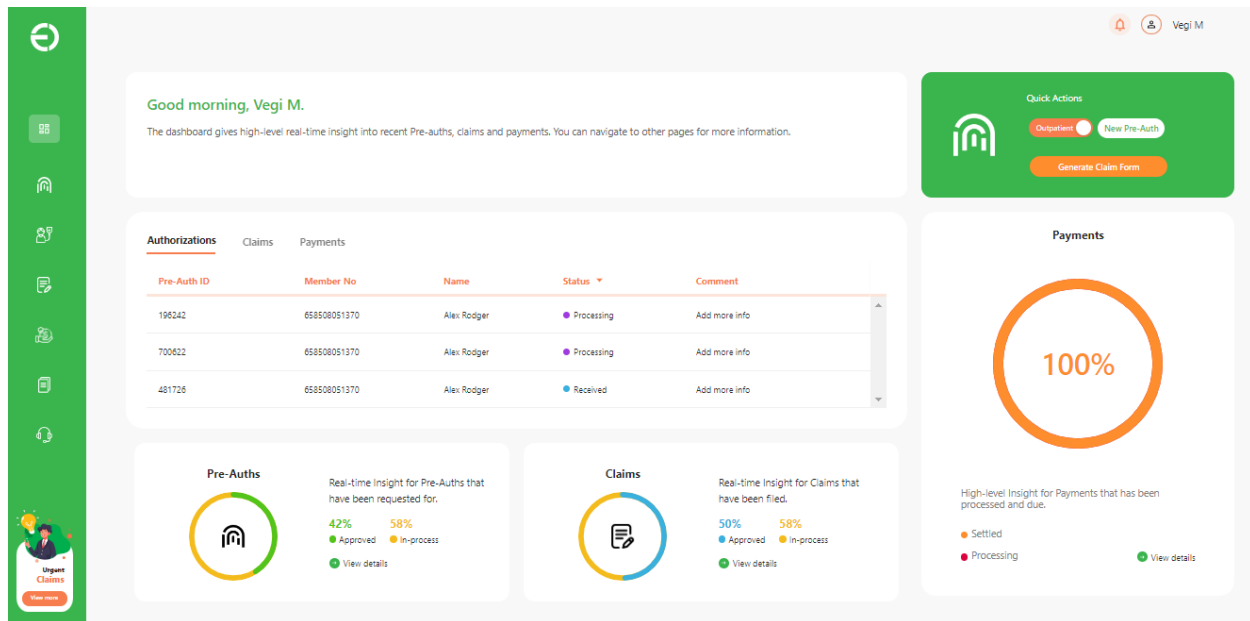
Benefits Verification

Smart application through the system installed on your devices will display the member information, cover status and Benefit details once the member card is placed on the card reader and the member has placed their finger on the scanner provided.

Eden Care service provider portal

Upon conclusion of the contractual process, you will receive an email providing you with the web address to the Eden Care Service provider portal and your initial log in credentials. The application will prompt you to change your password and once you do you will be directed to the Dashboard on the application on the landing page.

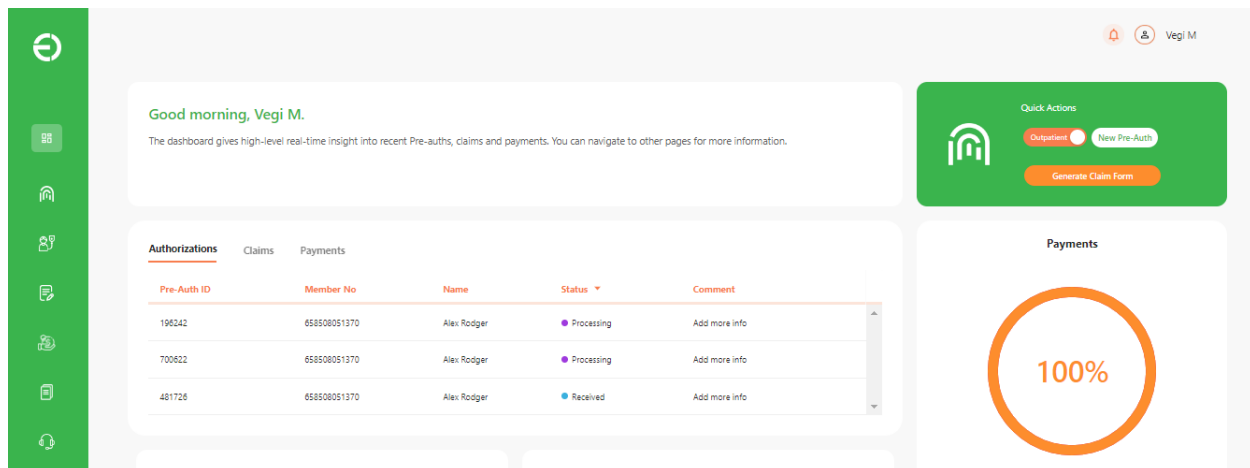
The Dashboard includes an action center to provide you with transaction that requires your attention for example new status changes from Eden Care team on various request and submission you have done through out the day. It provides quick access to the pre-auth and claim for generation functionalities as well as summary of Payment, pre-auth and claims done through the Portal.



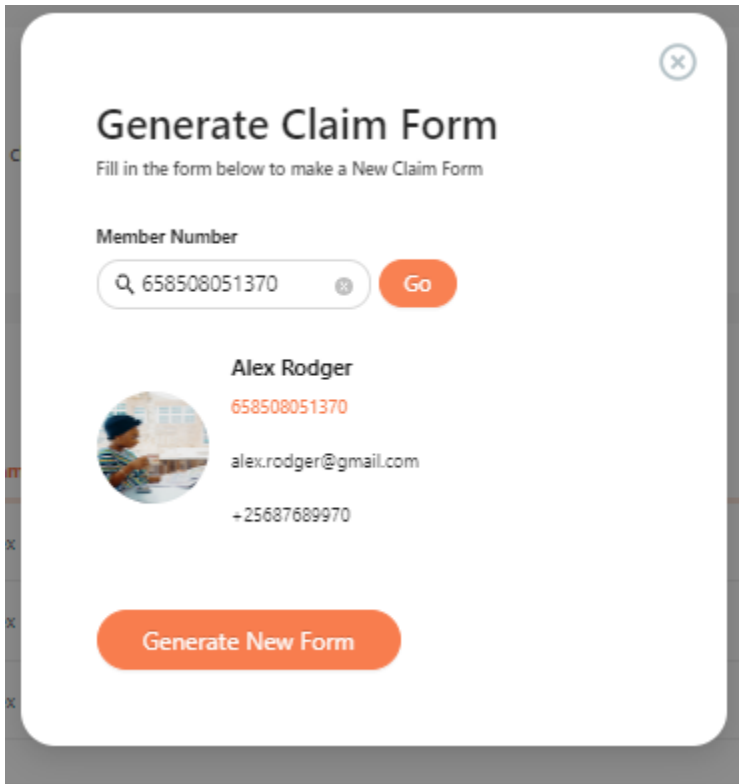
Claim Form

We have automated access to Eden Care Claim form, the claim form is available on the Eden Care service provider portal with the Patient information already filled in.

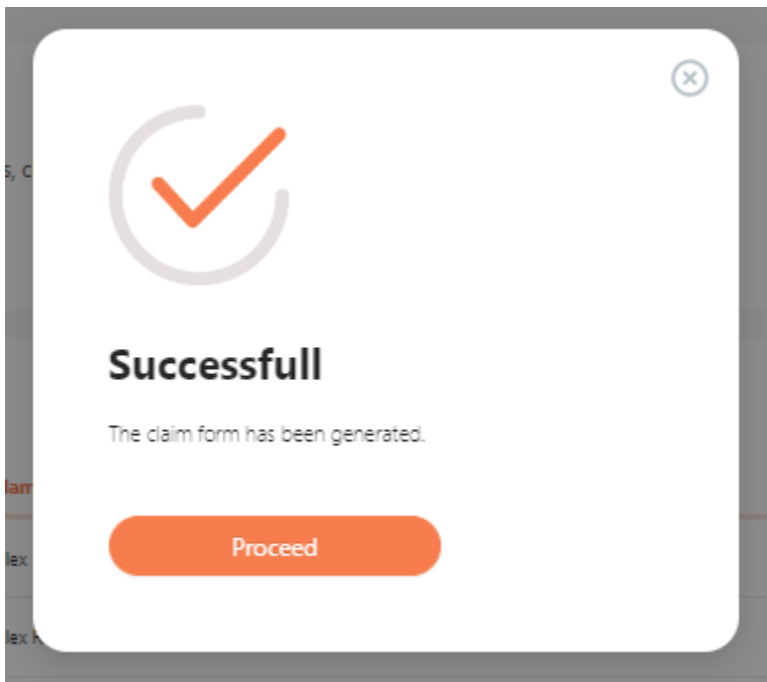
- Log into the service provider portal and on the dashboard left hand top corner click on Generate Claim form.



- Enter Member number provided on the Patients Smart medical Card and click on Go on the pop-up window displayed.
- The application will display Member detail and a field to generate a Claim form



- The application will generate claim form with the Member details which will be available in the Download folder of your computer.



- This form is ready for printing and signing by the Patient

Pre-Authorizations

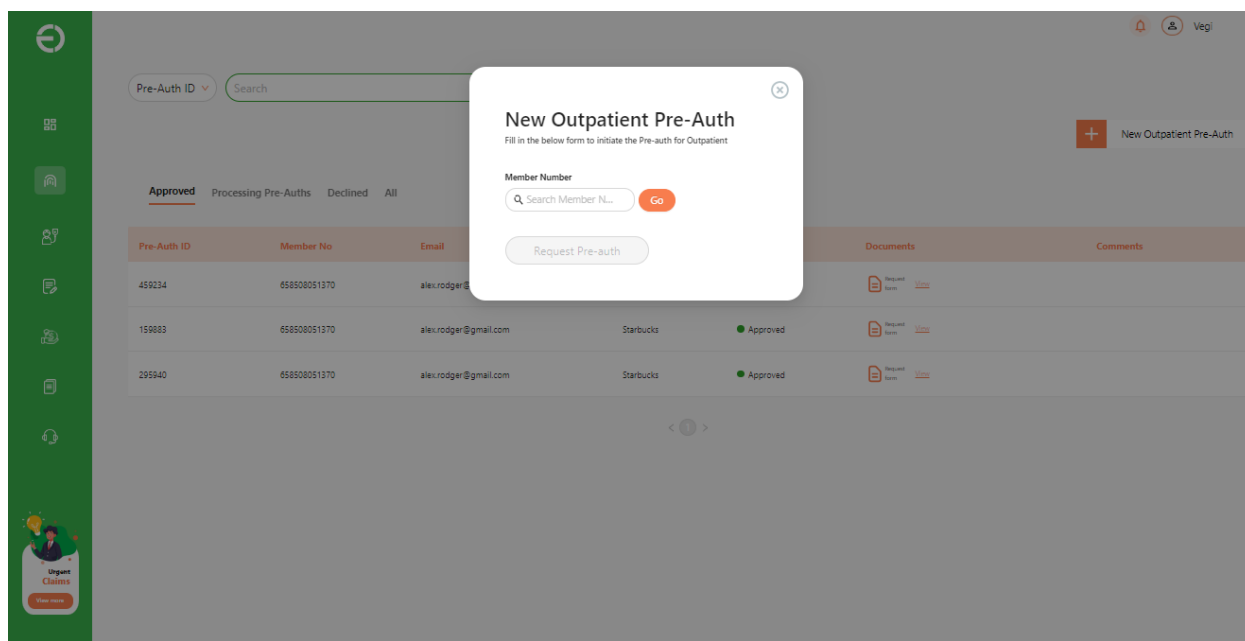
The service portal has been built with fields and functionalities to support prompt Pre authorization requests, without reliance on email or phone calls to Eden Care.

Services that require Pre-Authorization

The Smart application solution has been embedded with benefit structures relevant to the various plans provided to Eden Care members. By access the member benefits on the Smart application you will be able to view services that require Pre-authorization and those that do not.

Request for Pre-Authorization-Out Patient


Log into the service provider portal and on the dashboard left hand top corner click on New Pre-auth



The screenshot displays the Eden Care service provider portal interface. A modal window titled "New Outpatient Pre-Auth" is open, prompting the user to "Fill in the below form to initiate the Pre-auth for Outpatient". The modal contains a "Member Number" field with a search icon and a "Go" button, followed by a "Request Pre-auth" button. In the background, the portal dashboard is visible, featuring a sidebar with navigation icons, a top navigation bar with a "Pre-Auth ID" dropdown and a search bar, and a main content area with tabs for "Approved", "Processing Pre-Auths", "Declined", and "All". A table lists pre-authorization requests with columns for Pre-Auth ID, Member No, Email, Service, Status, Documents, and Comments. The table shows three entries, all with a status of "Approved".

Pre-Auth ID	Member No	Email	Service	Status	Documents	Comments
459234	658508051370	alex.rodger@gmail.com			Required form	
159883	658508051370	alex.rodger@gmail.com	Starbucks	Approved	Required form	
295940	658508051370	alex.rodger@gmail.com	Starbucks	Approved	Required form	


- Enter the Member number you wish to request pre-auth for and click on Go
- System will populate a window with guided field names to assist you fill it and upload the right documents.



New Outpatient Pre-Auth

Fill in the below form to initiate the Pre-auth for Outpatient

Member Number



Alex Rodger
658508051370

Amount

Currency

Disease Description

ICD-10 C0de

Doctor's Name

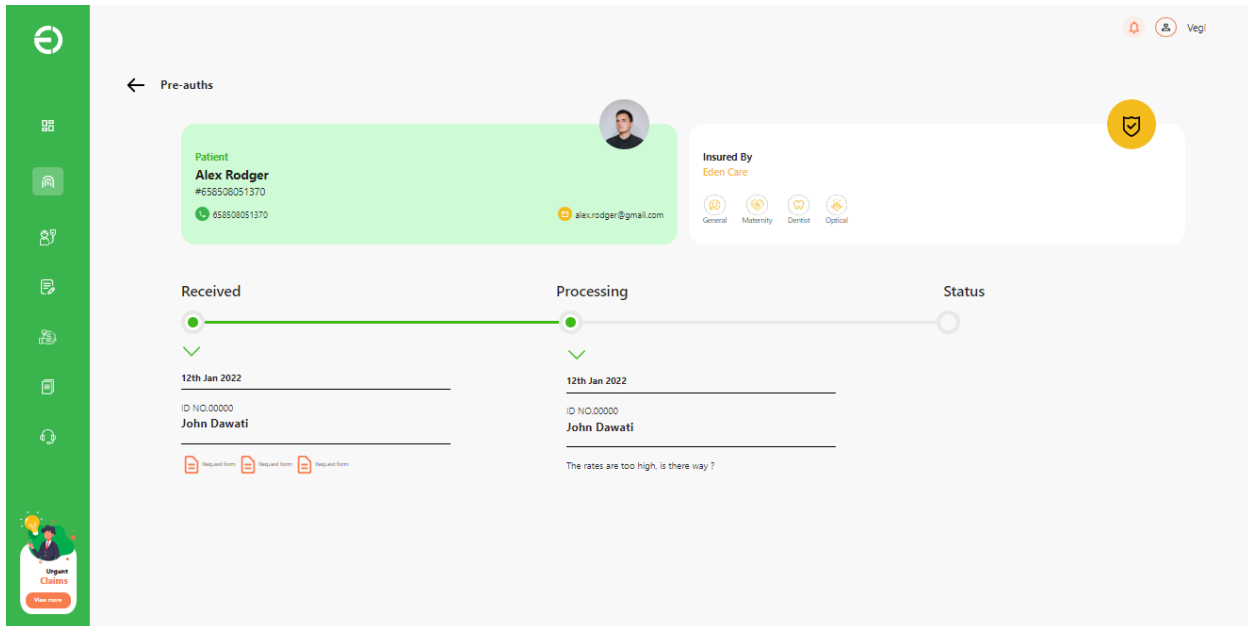
Doctor's Discipline

Treatment Date

Upload Documents

Claim Form	<input type="button" value="Browse to upload"/> <input checked="" type="checkbox"/> Or Drag and Drop Introduction.docx
Doctor's Request	<input type="button" value="Browse to upload"/> <input checked="" type="checkbox"/> Or Drag and Drop Introduction.docx
Quote	<input type="button" value="Browse to upload"/> <input checked="" type="checkbox"/> Or Drag and Drop Introduction.docx

- Click on Request Pre-auth, the system will display a pop-up message notifying you of the submission and will create a new entry with the data you have captured.
- The last Pre-Auth request captured is placed as the first one on the list displayed and is allocated a unique Pre-auth Number to allow you trace it.
- You can search for a pre-auth to review status on the search bar at the top of the page using a pre-auth number or a member number.
- To view details of the Request, click on any of the pre-auth entries and the application will display the details as below.



← Pre-auths

Patient
Alex Rodger
 #658508051370
 alex.rodger@gmail.com

Insured By
 Eden Care

General, Maternity, Dentist, Optical

Received **Processing** **Status**

12th Jan 2022
 ID NQ.00000
John Dawati

Request form, Request form, Request form

The rates are too high, is there way ?

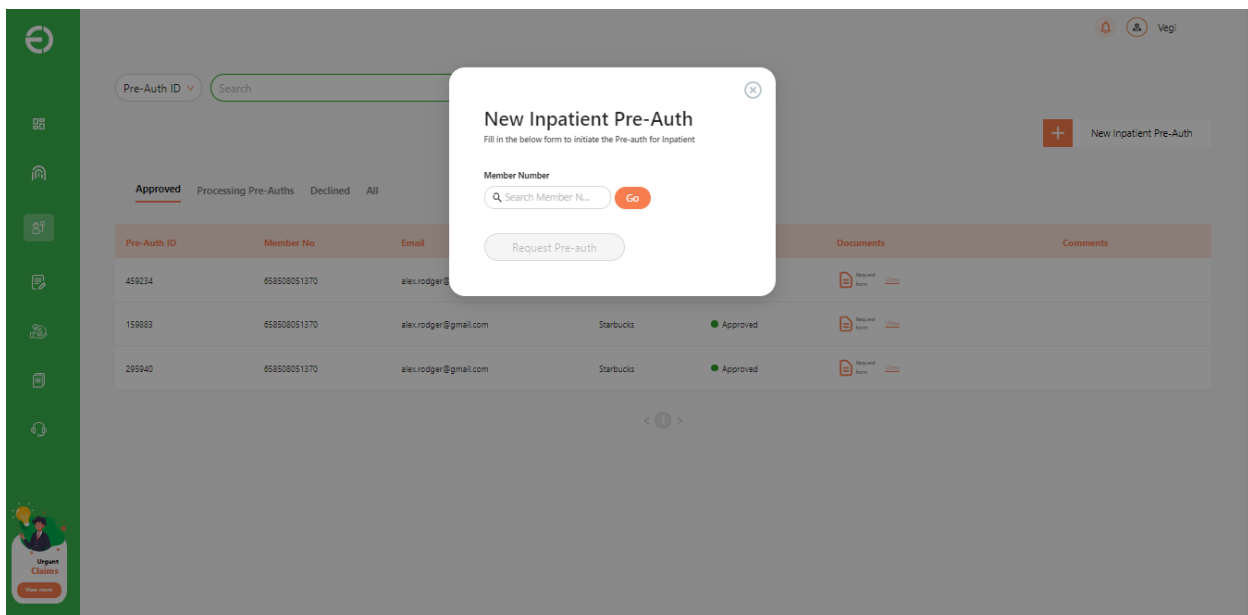
Urgent Claims
 View more

- This window will show you the progress of the request, Eden care comments on the request, documents uploaded during the request review process, staff handling the request and timelines.

Request for Pre-Authorization-In-patient

Log into the service provider portal and navigate to the main menu on the left-hand side, select Inpatient Pre-auth.

- Click on New Inpatient pre-auth and enter member number on the pop-up window that the application will display. Click Go to fill in required details



Pre-Auth ID Search

New Inpatient Pre-Auth
 Fill in the below form to initiate the Pre-auth for Inpatient

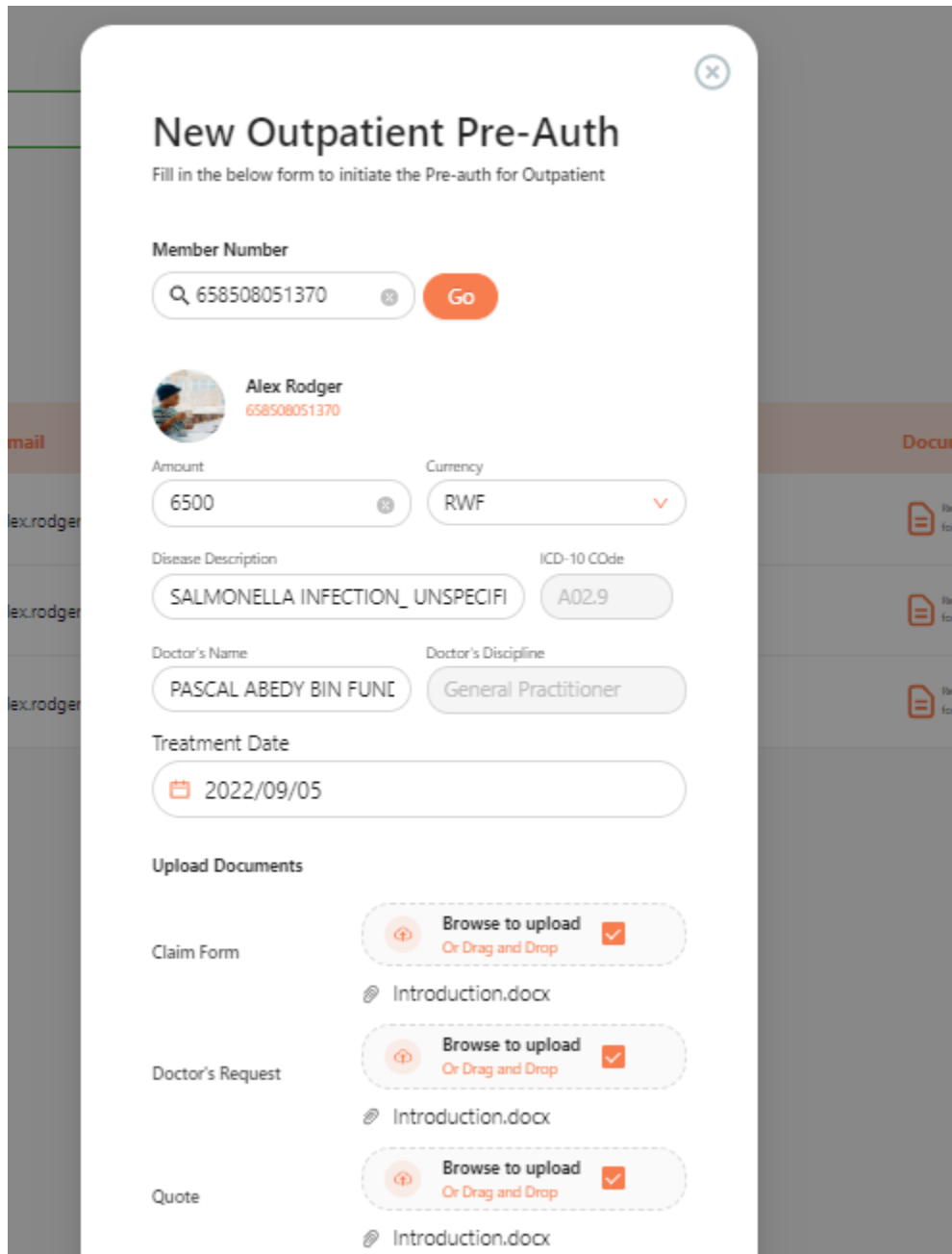
Member Number
 Search Member N... Go

Request Pre-auth

Pre-Auth ID	Member No	Email	Status	Documents	Comments
459234	658508051370	alex.rodger@gmail.com	Approved	Request form	
159883	658508051370	alex.rodger@gmail.com	Approved	Request form	
295940	658508051370	alex.rodger@gmail.com	Approved	Request form	


< 1 >

- System will populate a window with guided field names to assist you fill it and upload the right documents.



New Outpatient Pre-Auth
Fill in the below form to initiate the Pre-auth for Outpatient

Member Number
658508051370 Go

 **Alex Rodger**
658508051370

Amount: 6500 Currency: RWF

Disease Description: SALMONELLA INFECTION_UNSPECIFI ICD-10 C0de: A02.9

Doctor's Name: PASCAL ABEDY BIN FUNC Doctor's Discipline: General Practitioner

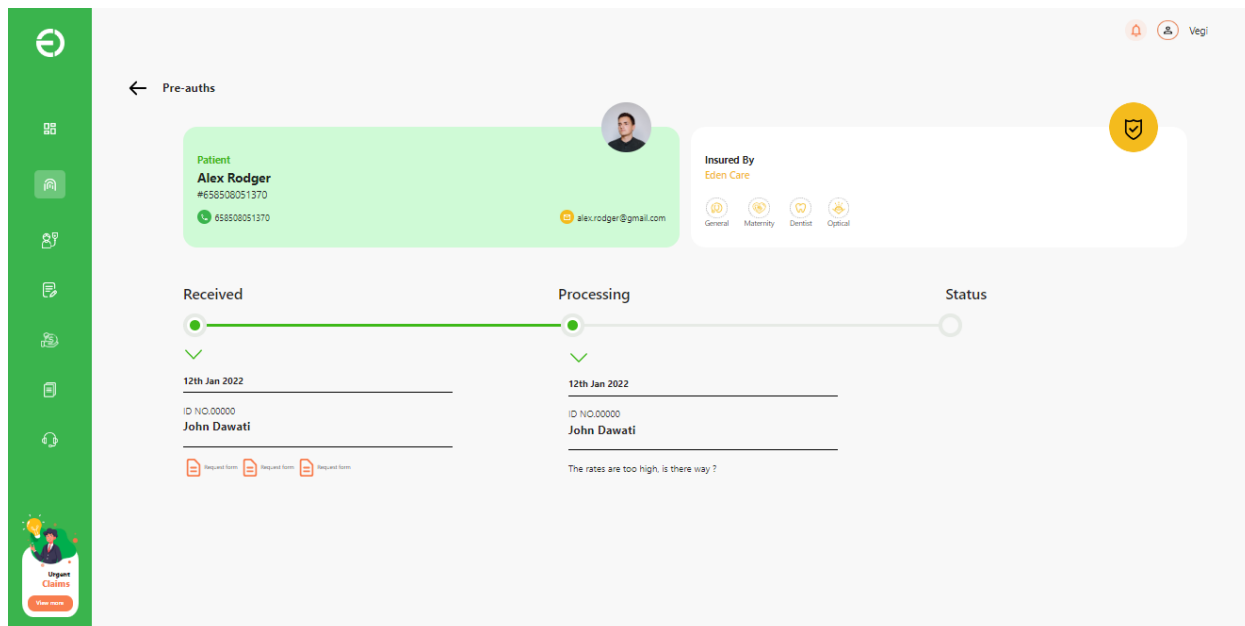
Treatment Date: 2022/09/05

Upload Documents

Claim Form	Browse to upload Or Drag and Drop ✓ Introduction.docx
Doctor's Request	Browse to upload Or Drag and Drop ✓ Introduction.docx
Quote	Browse to upload Or Drag and Drop ✓ Introduction.docx

- Click on Request Pre-auth, the system will display a pop-up message notifying you of the submission and will create a new entry with the data you have captured.
- The last Pre-Auth request captured is placed as the first one on the list displayed and is allocated a unique Pre-auth Number to allow you trace it.
- You can search for a pre-auth to review status on the search bar at the top of the page using a pre-auth number or a member number.

- To view details of the Request, click on any of the pre-auth entries and the application will display the details as below.



← Pre-auths

Patient
Alex Rodger
#658508051370
658508051370 alex.rodger@gmail.com

Insured By
Eden Care

General Maternity Geriatric Optical

Received **Processing** **Status**

✓

12th Jan 2022

ID N/Q.00000
John Dawati

Request form Request form Request form

The rates are too high, is there way ?

Urgent Claims
View more

- This window will show you the progress of the request, Eden care comments on the request, documents uploaded during the request review process, staff handling the request and timelines.

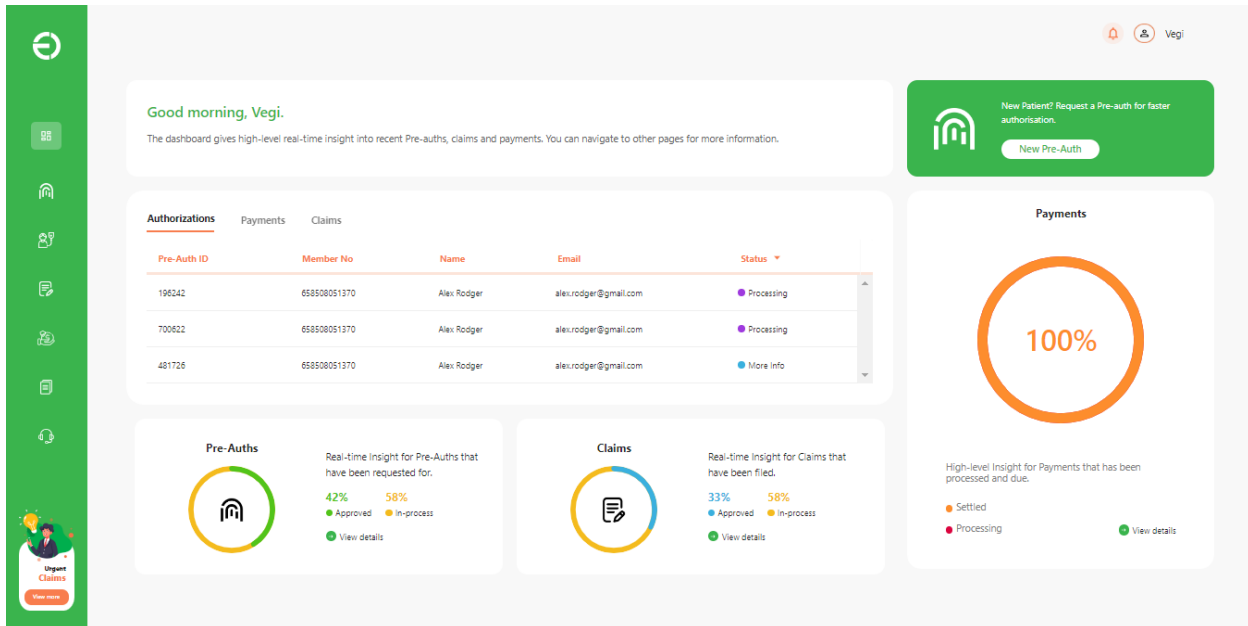
Claims

Claim Submission

The service provider portal is the most convenient and effective channel to submit claims to Eden Care. This ensures quick receipt of Claims and improved processing turnaround time.

You will be required to log into the service provider portal to access the Claims submission Module and its functionalities.

- On Logging in the system will populate the landing page with a Dashboard for ease of access to the different functionalities.



Good morning, Vegi.
The dashboard gives high-level real-time insight into recent Pre-auths, claims and payments. You can navigate to other pages for more information.

Authorizations | Payments | Claims

Pre-Auth ID	Member No	Name	Email	Status
196242	658508051370	Alex Rodger	alex.rodger@gmail.com	Processing
700622	658508051370	Alex Rodger	alex.rodger@gmail.com	Processing
481726	658508051370	Alex Rodger	alex.rodger@gmail.com	More info

Pre-Auths
Real-time insight for Pre-Auths that have been requested for.
42% Approved 58% In-process
[View details](#)

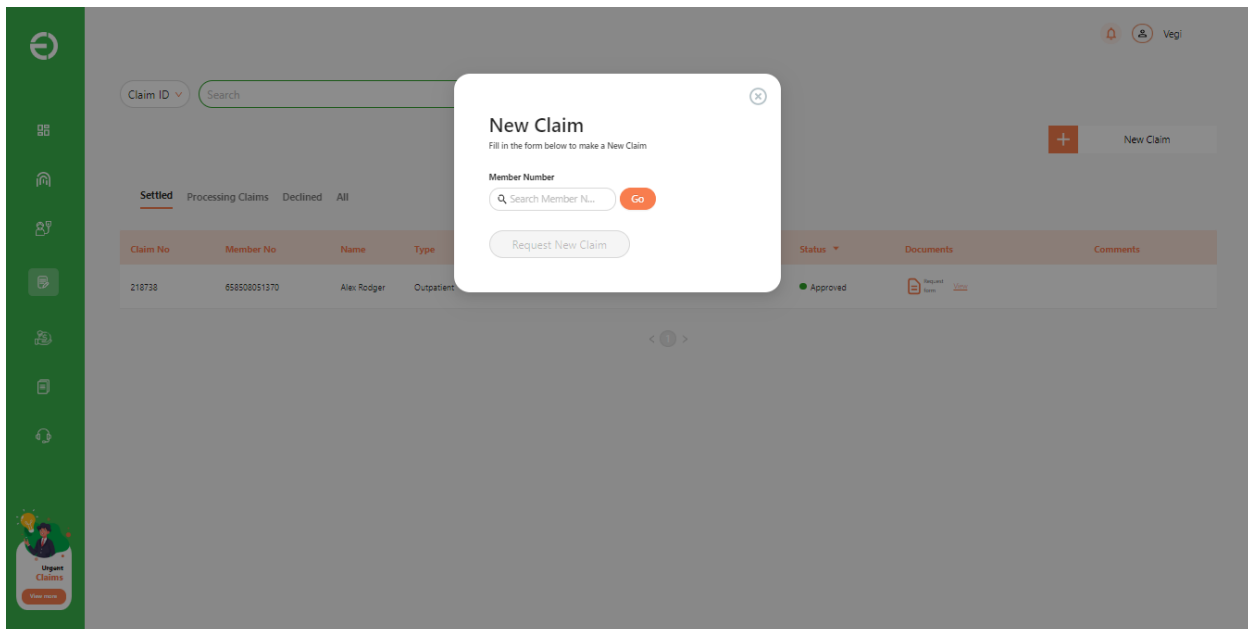
Claims
Real-time insight for Claims that have been filed.
33% Approved 58% In-process
[View details](#)

Payments
High-level insight for Payments that has been processed and due.
Settled Processing
[View details](#)

100%

Urgent Claims
[View more](#)

- Navigate to the main menu on the left side of the page and click on Claims
- Click on New Claim on the left top side of the Claims Page



New Claim
Fill in the form below to make a New Claim

Member Number
Search Member No. [Go](#)

[Request New Claim](#)


Claim ID

Settled | Processing Claims | Declined | All

Claim No	Member No	Name	Type	Status	Documents	Comments
218738	658508051370	Alex Rodger	Outpatient	Approved	View	

Urgent Claims
[View more](#)


- Enter a member number and click on Go
- System will populate a window with guided field names to assist you fill it and upload the right documents.



New Claim

Fill in the form below to make a New Claim

Member Number



Alex Rodger

658508051370

Pre-Auth ID

Amount **Currency**

Patient Type

☐ Outpatient
 ☐ Inpatient

Disease Description **ICD-10 Code**

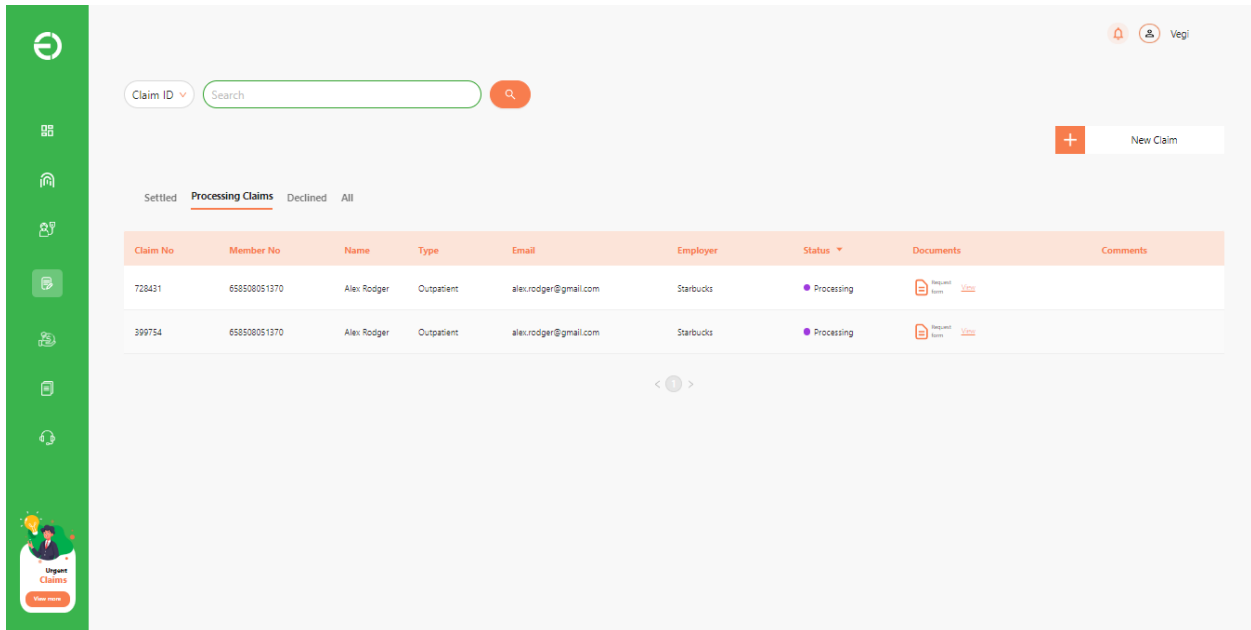
Doctor's Name **Doctor's Discipline**

Treatment Date

Upload Documents

Claim Form	<input type="button" value="Browse to upload"/> <input type="checkbox"/>
Smart Report	<input type="button" value="Browse to upload"/> <input type="checkbox"/>
Invoice	<input type="button" value="Browse to upload"/> <input type="checkbox"/>

- Click on Submit New claim, the system will display a pop-up message notifying you of the submission and will create a new entry with the data you have captured.

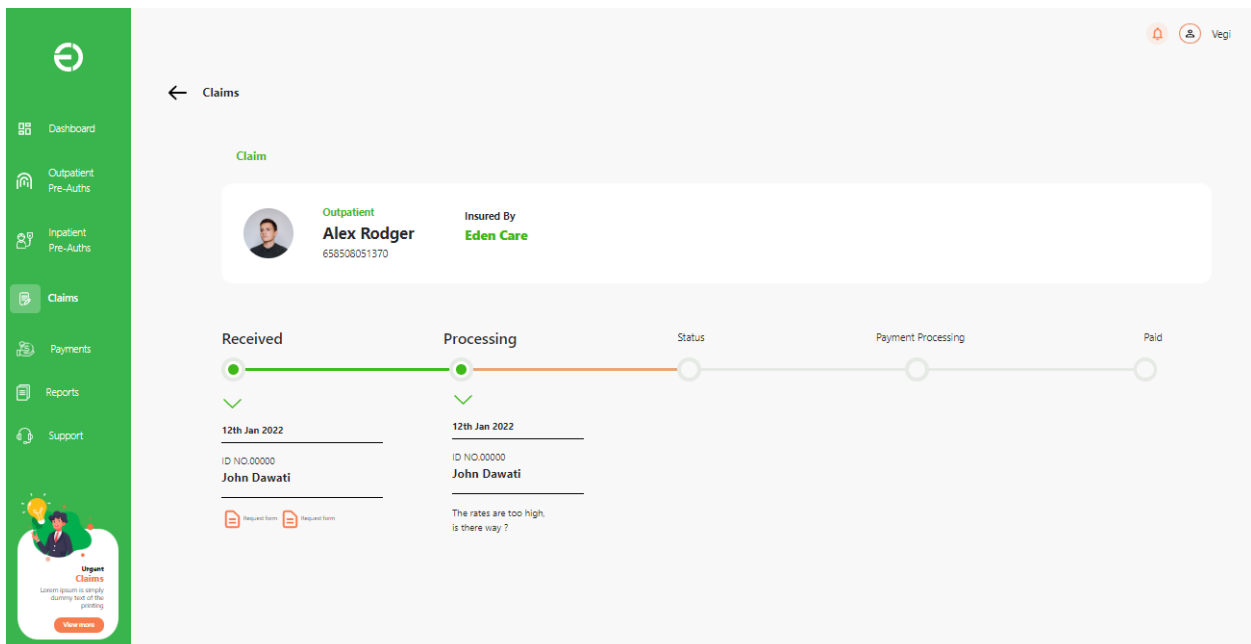


The dashboard features a green sidebar with navigation icons for Dashboard, Outpatient Pre-Auths, Inpatient Pre-Auths, Claims, Payments, Reports, and Support. The main content area includes a search bar for Claim ID, a 'New Claim' button, and tabs for Settled, Processing Claims, Declined, and All. A table displays the following data:

Claim No	Member No	Name	Type	Email	Employer	Status	Documents	Comments
728431	658508051370	Alex Rodger	Outpatient	alex.rodger@gmail.com	Starbucks	Processing	View	
399754	658508051370	Alex Rodger	Outpatient	alex.rodger@gmail.com	Starbucks	Processing	View	

At the bottom of the table, there is a pagination control showing '< 1 >'.

- The last claim submission captured is placed as the first one on the list displayed and is allocated a unique claims Number to allow you trace it.
- You can search for a claim to review status on the search bar at the top of the page using a claim number or a Member number.
- To view details of the Claim, click on any of the unique claim's entries and the application will display the details as below.



The 'Claims' page shows a back arrow and a 'Claims' header. The claim details for Alex Rodger (Member No: 658508051370) are displayed, including a profile picture and the text 'Outpatient', 'Insured By', and 'Eden Care'. A progress timeline shows the following stages:

- Received**: 12th Jan 2022. ID NO: 00000. John Dawati. [View](#)
- Processing**: 12th Jan 2022. ID NO: 00000. John Dawati. The rates are too high, is there way ?
- Status**
- Payment Processing**
- Paid**

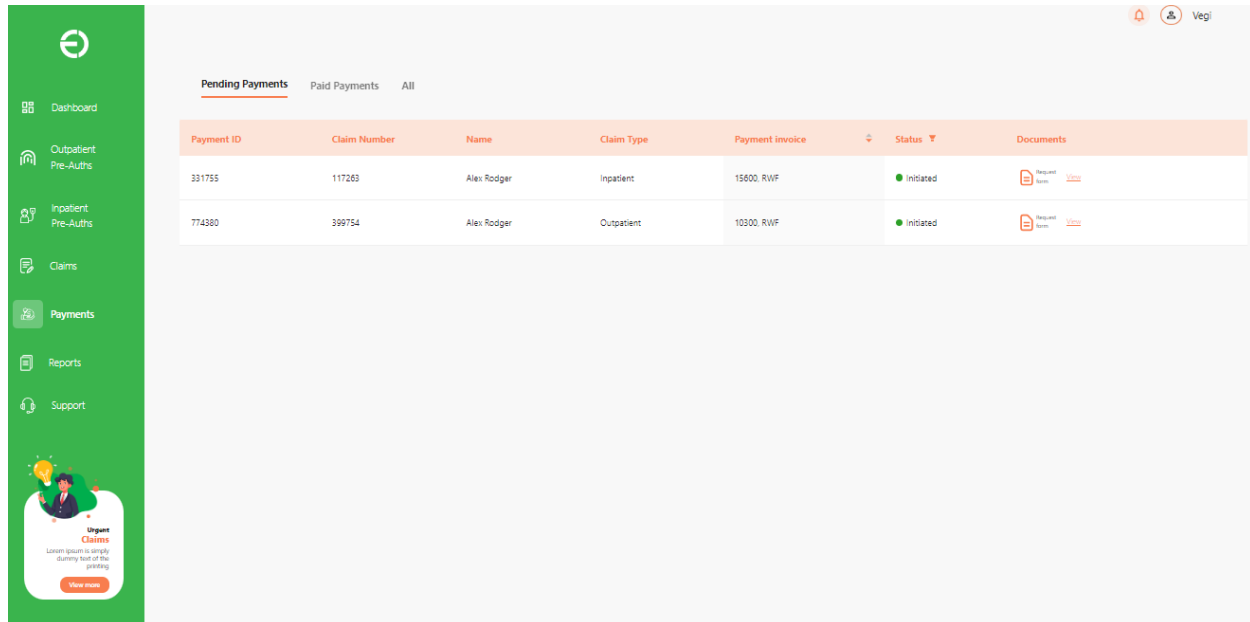
The timeline is represented by a horizontal line with circles at each stage, where the 'Received' and 'Processing' stages are currently active.

- This window will show you the progress of the claims, Eden care comments on the claim, documents uploaded during the claims review process, staff handling the claim and timelines.

Payments

The Eden Care Service provider portal provides a module to view Payment's process by Eden Care.

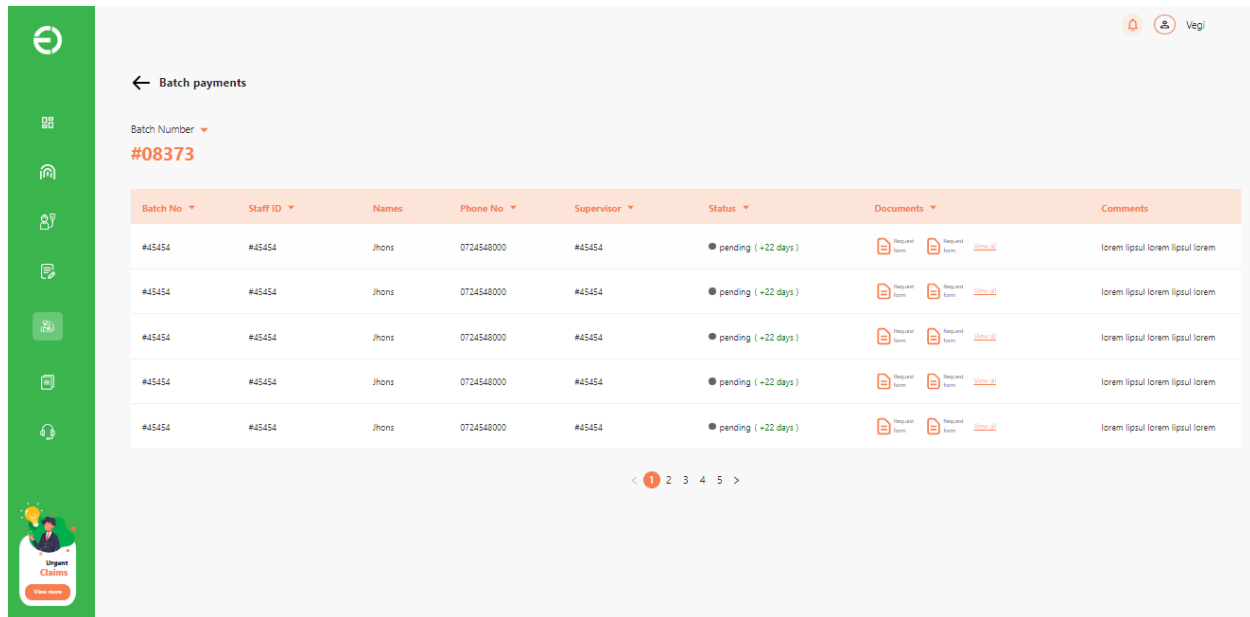
- Log into the service provider portal and navigate to the main menu on the left-hand side, select Payments.
- System will Populate a list of Payments indicating the different stages of processing.



The screenshot shows the 'Payments' module in the Eden Care Service provider portal. The left sidebar contains a navigation menu with options: Dashboard, Outpatient Pre-Auths, Inpatient Pre-Auths, Claims, Payments (selected), Reports, and Support. The main content area displays a table of pending payments. The table has columns: Payment ID, Claim Number, Name, Claim Type, Payment Invoice, Status, and Documents. There are two rows of data, both with a status of 'Initiated'.

Payment ID	Claim Number	Name	Claim Type	Payment Invoice	Status	Documents
331755	117263	Alex Rodger	Inpatient	15600, RWF	Initiated	Request form
774380	399754	Alex Rodger	Outpatient	10300, RWF	Initiated	Request form

- To view more details on a particular payment click on any of the summary entries and the system will populate below payment information window.



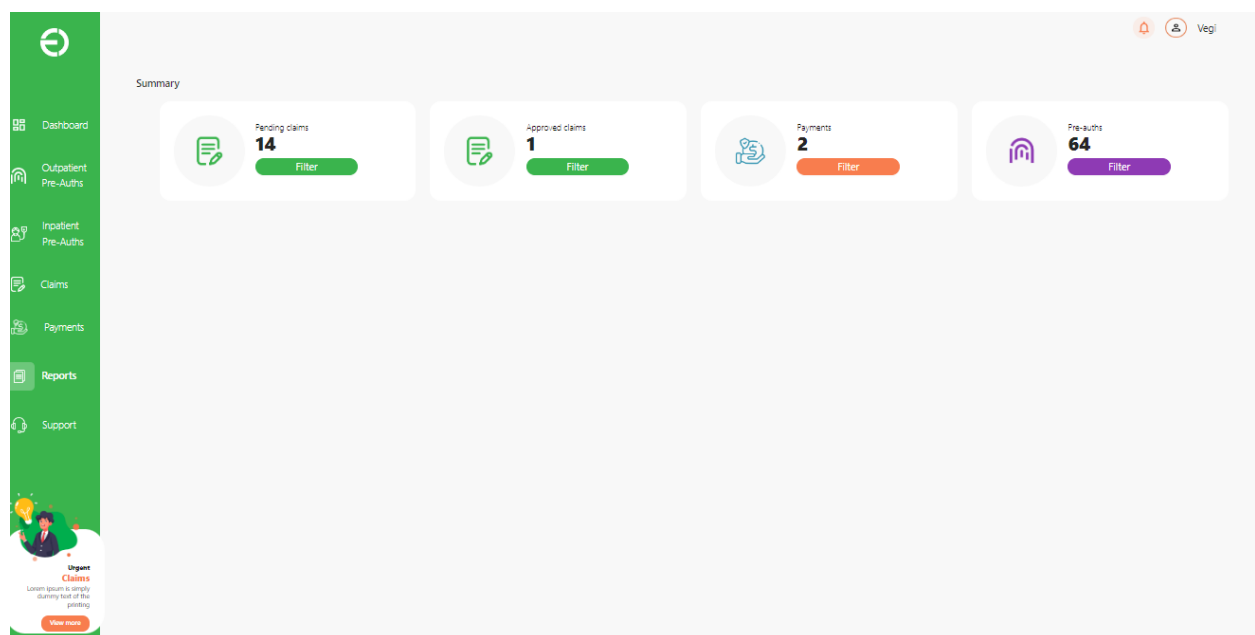
The screenshot shows the 'Batch payments' window in the Eden Care Service provider portal. The left sidebar contains a navigation menu with options: Dashboard, Outpatient Pre-Auths, Inpatient Pre-Auths, Claims, Payments (selected), Reports, and Support. The main content area displays a table of batch payments. The table has columns: Batch No, Staff ID, Names, Phone No, Supervisor, Status, Documents, and Comments. There are five rows of data, all with a status of 'pending (+22 days)'.

Batch No	Staff ID	Names	Phone No	Supervisor	Status	Documents	Comments
#45454	#45454	Jhons	0724548000	#45454	pending (+22 days)	Request form	lorem ipsul lorem ipsul lorem
#45454	#45454	Jhons	0724548000	#45454	pending (+22 days)	Request form	lorem ipsul lorem ipsul lorem
#45454	#45454	Jhons	0724548000	#45454	pending (+22 days)	Request form	lorem ipsul lorem ipsul lorem
#45454	#45454	Jhons	0724548000	#45454	pending (+22 days)	Request form	lorem ipsul lorem ipsul lorem
#45454	#45454	Jhons	0724548000	#45454	pending (+22 days)	Request form	lorem ipsul lorem ipsul lorem

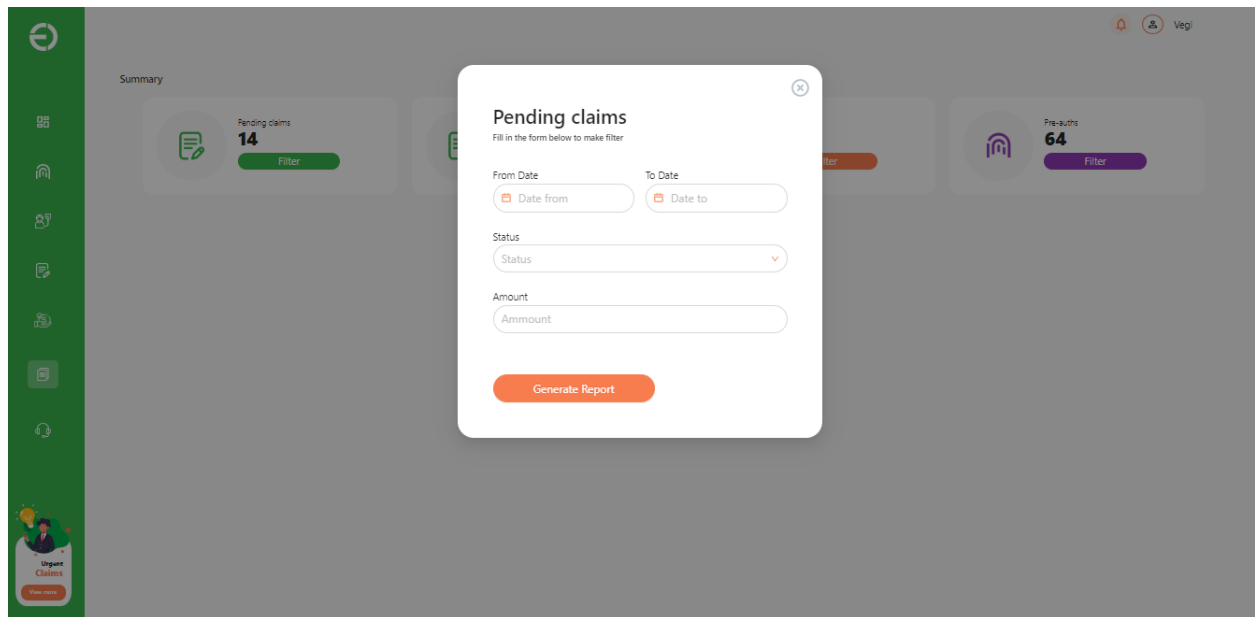
Reports

The Eden Care Service provider portal provides a module to view summary reports covering Pre-auth requests, claims and payments.

- Log into the service provider portal and navigate to the main menu on the left-hand side, select Reports.
- System will display a window with the available reports.



- Click on the desired report to input filters

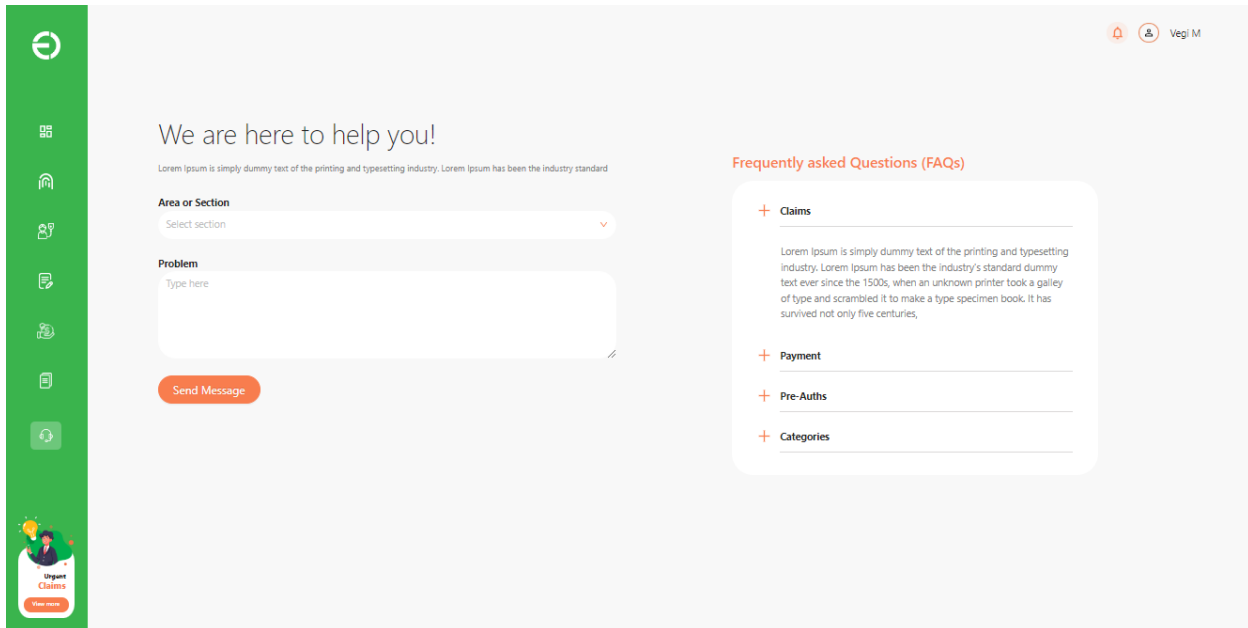


- Enter filter parameters and click on Generate report, to review the report and download in either PDF or excel formats.

Support

To share feedback or communicate areas of concern directly to the Eden Care team, the portal provides a module to share this in real time

- Log into the service provider portal and navigate to the main menu on the left-hand side, select Support.
- System will display a window with support window.
- Click on Area and select from the dropdown that populate the general area of the feedback
- Navigate to problem section and type in the description of the feedback and click send message.
- The system will display acknowledgment of receipt of the message.
- The Eden Care Team will get in touch with guidance based on the details provided on this section.



- The Frequently asked Questions section provide information about various processes within the Eden Care Service provider portal and those handled outside the portal by the Eden Care team.
- Click on the bold test areas and the application will expand the section to display information on the selected area.

Provider Training

Eden Care will provide appropriate training for service provider's employees who are responsible for the processes covered in this manual to ensure ease of use of Eden Care technical products.