



Real-Time Eligibility/Benefits Inquiries

In addition to directprovider.com, Mail Handlers Benefit Plan has partnered with Emdeon to provide Eligibility and Benefits information. Click any of the links below to find out more!

directprovider.com (dp.com) – Mail Handlers Benefit Plan/Coventry owned secure provider portal which allows users to connect directly to our payer data management system so that they can receive the most current information on real-time transactions and other Mail Handlers/Coventry specific provider healthcare transaction needs.

[Emdeon Office](#) – Mail Handlers has partnered with Emdeon to provide transactions to our providers through Emdeon's internet product

Overview

Eligibility and benefits inquiries can be performed online at your convenience and it is all HIPAA secure.

Why perform eligibility checks online?

- Verify current eligibility status
- Remove risk of un-reimbursed services to ineligible patients
- Expense of billing twice, once to the plan, then to the patient
- Long waits on the telephone and multiple calls to verify coverage
- Increased A/R due to services provided to patients who are not covered

Who Benefits?

- Registration/Admission departments
- Billing departments
- Accounts Receivable
- Patients

Features

- Online real-time patient eligibility checks
- Provides extensive benefits information
- Identifies co-pay amounts immediately
- Calculates deductibles and current accumulator balances