Onboarding

begins with

3 Important Emails

Order Received Confirmation

Contains your onboarding handbook which walks through the next steps and answers to some FAQ's

Login Information

Contains your username and password as well as instructions for accessing your Cloud account

Meet Your Coach

Contains contact information and a link to schedule a meeting with your onboarding coach

Discovery Call Let us get to know you! This call will give your onboarding coach an overview of how your practice will be using the system to ensure your training meets your needs.

System Set Up Get your system ready for use by setting up integrations and learning to build your libraries. You'll be able to choose one-on-one help via GoToMeeting or a Self-Serve Quick Start Guide if you'd like to get started on your own.

Program Customization Make the program YOURS with settings and options to make your workflows more efficient. We will cover areas of the program that are of interest to you.

Front End Functionality Learn what you need to know to get claims out the door - everything from creating a patient, checking your EDI reports, working front end rejections and confirming that your payers have received your claims.

Back End Functionality Everything you'll need to know about payment posting, payer denials and resubmissions and follow up related tasks.

Statements, Reports & Widgets Learn to create and send patient statements and get a basic understanding of Premier's reports and widgets to find the tools that are best for you.

Graduation You've done it! Once you've completed the onboarding process you'll have a final call with your onboarding coach to answer any outstanding questions and learn about our amazing support department!