

FAQ's

Below you will find answers to the most common questions you may have about eBlu Solutions following your demo of our system. If you still can't find the answer you're looking for, contact us!

- **Is eBlu Solutions free for practices?**

YES! eBlu Solutions is a no-cost solution available to specialty medical practices nationwide. We want to provide the best tool possible to help support patients and their pathway to treatment.

- **What will the practice be responsible for managing?**

While eBlu Solutions will manage a large portion of the practice's BI and PA workflows, there are a few items that the practice staff will still be responsible for managing:

- The patient's Coordination of Benefits
- Whether they are out of network with a payer or plan
- What tier level the patient is on for their plan
- If the prior authorization is still valid each month

- **What is a sponsored workflow in eBlu Solutions?**

Providers receive instant patient coverage insights, with support like automated prior authorization form fills and active monitoring. Integrated co-pay enrollment automation ensures quicker patient access and fewer adherence obstacles. These features are exclusive to sponsored products on the platform.

- **Will eBlu Solutions notify me when a Benefit Investigation is completed?**

At this time, eBlu Solutions will not notify you when a patient's BI has been completed. Your practice user will need to login and use the active screen to track BI's.

- **How do I register for eBlu Solutions?**

Getting started with eBlu Solutions is easy! Simply visit portal.eblusolutions.com and click the green button to sign up. You will be prompted to enter in your practice information and sign the Business Associate Agreement. Additional steps will be emailed to you about adding users and how to get started in the portal.

- **Who do I contact with questions?**

Still can't find what you're looking for? As always, we are happy to help! Contact our Support Team via email at support@eblusolutions.com.

Ready to get started?
Register your practice today at
portal.eblusolutions.com