IntelEDI

WWW.INTELEDI.AI

IMPLEMENTATION AND SUPPORT

What to expect, from kickoff to steady state.

IntelEDI implementations are modular and staged. You turn on the solutions you need, we prove them on your files before go-live, and nothing you run today is replaced.



THE PATH

Seven phases, each with a clear finish line.

PHASE	WHAT WE NEED FROM YOU	WHAT INTELEDI DOES	DONE WHEN
1 Kickoff and scope Agree what we are building, and for whom.	• Your goals • Solutions in scope • Named contacts • Critical dates	• Lead the kickoff • Scope in writing • Set the rhythm	Scope, owners and dates are agreed.
2 Discovery and data gathering The faster we get real files, the faster you go live.	• Sample files • Lists and rules • User list • Exception examples	• Review every file • Flag gaps quickly • Use what you have	We hold samples for every solution in scope.
3 Configuration and connectivity We build your environment and connect the files.	• Secure file transfer • File delivery • Rules and categories	• Entities, users, roles • Rules and statuses • Confirm delivery	Files flow into your environment and users can sign in.
4 Testing We prove it on your files before anything goes live.	• Review results • Flag surprises • Bring hard cases • Sign off	• Load your files • Test against known outcomes • Refine the rules	You sign off on the test results.
5 Training and readiness Your team learns the system before day one.	• Name attendees • Protect the time • Decision contacts	• Administrator training • User training • Written recap	The go-live checklist is complete.
6 Go-live We move to production carefully, in stages where that lowers risk.	• Confirm access • Work in the system • Report quickly	• Move to production • Go live in stages • Watch day one	Live files are flowing and your team is working in the system.
7 Hypercare and optimization We stay close while the new process settles.	• Join check-ins • Bring questions • Tell us what is next	• Review together • Tune from real use • Plan what is next	The process is stable and support moves to our standard service.

How we work, and how we support you

IntelEDI

HOW WE WORK

What you can expect from us.

Scope that fits
We start with your most urgent problem and turn on only the solutions needed for the first launch.

A steady rhythm
Regular check-ins from kickoff until the deployment is stable, with a written recap after each working session.

Proof before production
Your files, rules and reports are validated in a test environment before anything goes live.

Go-live in stages
Where it lowers risk, we activate one payer or one location at a time.

Training for every role
Separate sessions for administrators and daily users, built around your configured environment.

Hypercare after launch
Focused coverage in launch week, then tuning from real use before support moves to standard service.

WORLD-CLASS SUPPORT

Three levels, one team that knows you.

LEVEL 1

Day-to-day help
Your first call for questions about using the platform.

- Sign-in and access
- How-to questions
- Finding an item or a report

LEVEL 2

Platform support
The IntelEDI team that configured your environment.

- File delivery questions
- Matching rules and categories
- Reports and saved views

LEVEL 3

Engineering
Brought in by IntelEDI when a fix needs development.

- Suspected defects
- Connectivity questions
- Changes that need a build

Routine rule changes are included in ongoing service. Custom work is scoped and quoted separately.

HAVE THESE READY FOR KICKOFF

- An executive sponsor, an operational lead and an IT contact
- Sample files for each solution in scope: 835s, bank deposit files, posting files
- Provider, payer and user lists, and any rules you keep today
- Time on calendars for testing and training

Nothing you run today is replaced. IntelEDI works from files, alongside your EHR, clearinghouse, bank and lockbox.

One number for every question 844-81-INTEL (844-814-6835)