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ACS EDI Direct
Electronic Claims Acquisition Services
WINASAP5010 Quick Reference Guide
Gold Coast Health Plan

This document was developed for the Gold Cost Health Plan provider community. It is intended to provide download and setup instructions for WINASAP5010, a claim creation and submission software program.

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WINASAP5010 Minimum Requirements

To use WINASAP5010, your personal computer must meet the following minimum requirements:

- Windows 98 Second Edition, Windows, NT, Windows 2000 (Service pack 3 or higher) and Windows XP Professional Operating Systems. (Window XP Home may cause some issues with installing.)
- Pentium Processor
- CD-ROM Drive
- 25 megabytes of free disk space
- 128 megabytes of RAM
- Monitor resolutions of 800 x 600 pixels
- Hayes compatible 9600 baud asynchronous modem
- Telephone connectivity

Downloading WINASAP5010

- Go to http://www.acs-inc.com/edidirect/
- From the menu bar, Claims Gateway > WINASAP > Software and Manuals
- On the WINASAP5010 Software and Manuals page, click WINASAP5010 Version 1.01.
- A new window will open with a direct link to download the software. Please proceed to download.
- When the screen appears prompting you to 'Open this file from its current location' or 'Save this file to disk', choose 'Save this file to disk'. Then click 'OK'.
- A box will appear asking where you would like to save the file. In the 'Save In' box select Desktop from the drop down menu, click 'Save'.
- After the file has completed downloading, you may close your Internet connection.
- Double-click the file named Winasap5010_v101P.exe', located on your Windows Desktop, and follow the on-screen installation instructions.

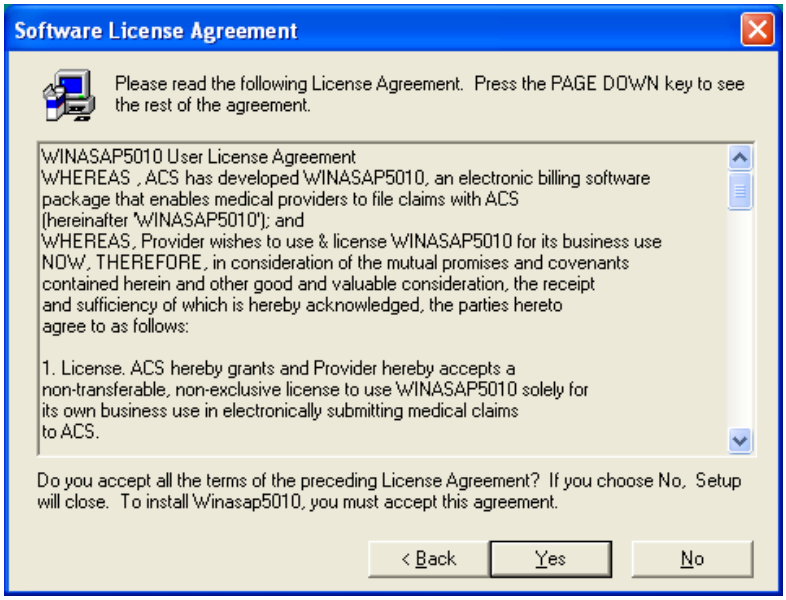
Installing WINASAP5010

The installation and setup of WINASAP5010 is an easy, two-step process:

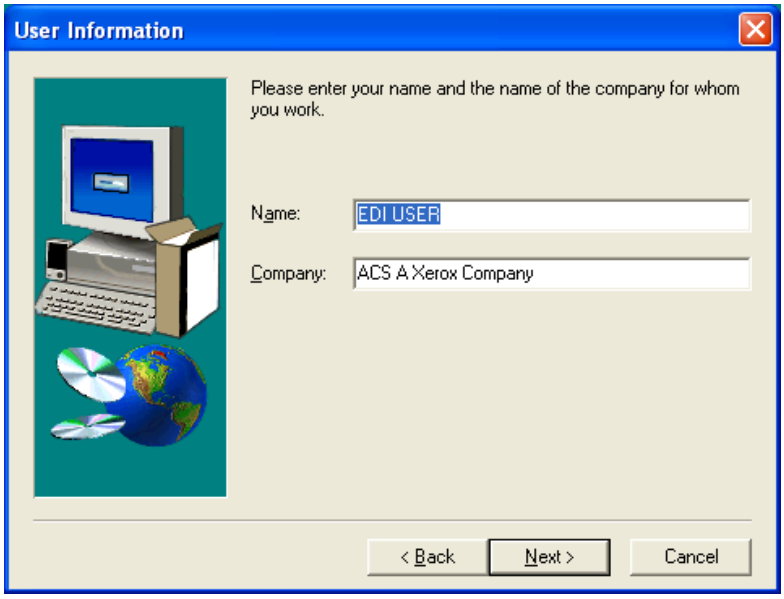
1. **Install** the WINASAP5010 software on your PC.
2. **Start** WINASAP5010 and set up your **Trading Partner** and **Reference** tables.
3. When the first Welcome Window displays, click the **Continue** button.

4. When the second Welcome Window displays, click the **Next** button.

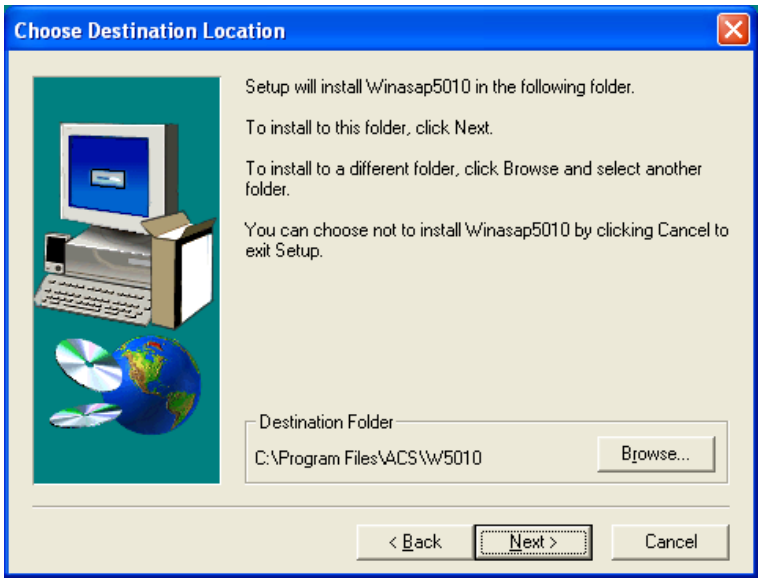
5. The Software License Agreement window displays next. Read through the agreement and click "yes" to accept the terms of the agreement and continue installing WINASAP5010. If "no" is clicked, the install program will terminate.



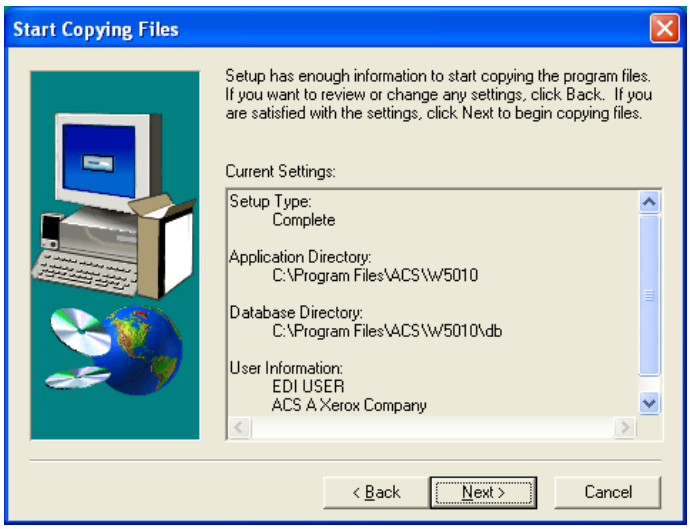
6. The User Information window will display next. Enter your name and the name of your company. Once this information is entered, click **Next**.



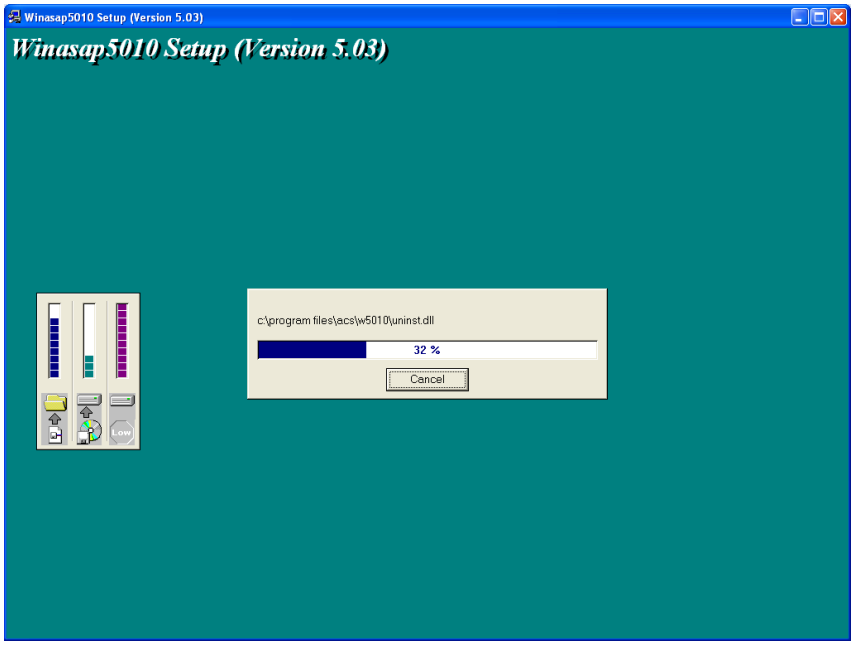
7. The “Choose Destination Location” window will display. WINASAP5010 indicates where its program files will be installed. Click the **Next** button.



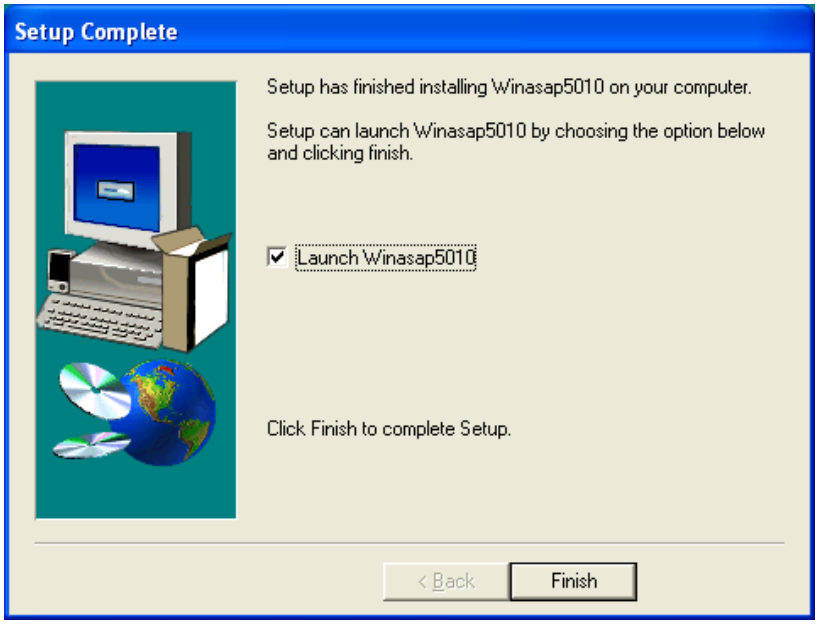
8. The “Start Copying Files” window follows, indicating the current settings you have chosen so far during the installation. Click the **Next** button.



9. WINASAP5010 will begin copying its files to your hard drive.



10. If you chose to restart your computer or you did not get the restart window, you will now see the option to **Launch** the program. If you place a checkmark in this box and click Finish, it will start WINASAP5010. If you chose to launch the program after you clicked Finish, go to Step 14, otherwise go to Step 13.



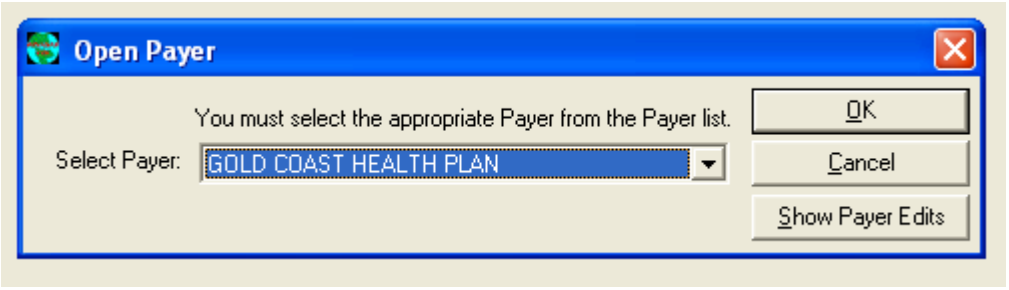
11. Click the **Finish** button.

12. When WINASAP5010 opens, enter “asap” as the password for the ADMIN user ID, click Ok and then select the payer you will be submitting claims to. This will become the default payer.

Note: If you did not select “Yes, Launch the program file," then follow these steps to open WINASAP5010.

13. Click on the Windows Start button and select Programs.
14. In the User ID field, select the user name from the drop-down list box. (“ADMIN” is the initial default.)

15. In the Password field, enter your password. (“asap” is the initial default for the “ADMIN” **USER ID**.
16. Click on the **OK** button.
17. The **Select Payer** drop-down box will appear. Select the payer you will be submitting claims to. Once you make this selection, it will become your default payer. You will not need to choose it each time. Click on the **OK** button.



18. The WINASAP5010 Desktop with the Main Menu Bar will display.

You are now ready to begin updating reference tables or entering claims.

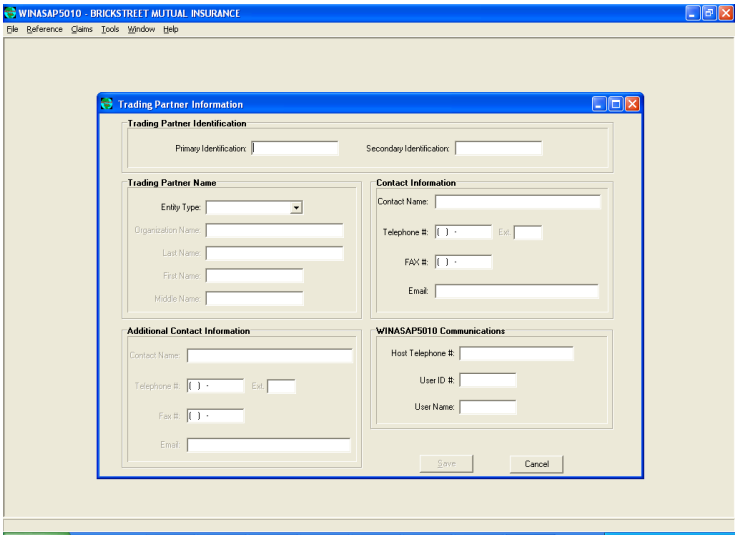
Note: WINASAP5010 has a default user ID of “ADMIN” and password of “asap”. If you want to use the default user ID, you may. However, if you want to establish different security levels for different users you may do so by following the procedures in the user manual.

Setting Up Trading Partner Information

WINASAP5010 uses the information you enter in the Trading Partner Information window to uniquely identify your claim data and to provide ACS' EDI Claims Clearinghouse with the information necessary to authorize and accept your claim transmissions.

Note: The Trading Partner Information screen must be completed **before** you can successfully submit claims – **This is a required step**! In the event that your name, address, telephone numbers, or identification numbers change, you can perform these procedures again to update your Trading Partner data.

1. From the WINASAP5010 Main Menu bar, select the **File** option.
2. Select the Trading Partner option. (This will open the Trading Partner window.)



3. In the **Trading Partner Identification** section, complete the following field:
   - **Primary Identification** field, enter your 5- or 6-digit Trading Partner ID number assigned to you by ACS and press <TAB>. (This is a required field.)
   - **Secondary Identification** field, enter your 5- or 6-digit Trading Partner ID number assigned to you by ACS and press <TAB>. (This is a required field.
4. In the **Trading Partner Name** section, complete the following fields:
   - Entity Type. Select the appropriate choice from the drop-down list box. (This is a required field)
   - Organization Name (if non-person entity selected) or Last Name/First Name (if person selected). (This is a required field.)
5. In the **Contact Information** section, complete the following fields:
   - Contact Name
   - Telephone #
   - Fax #
   - Email
6. In the **Additional Contact Information** section complete the following fields:
   - Contact Name
   - Telephone #
   - Fax #
   - Email

7. In the **WINASAP5010 Communications** section complete the following fields:
   - In the **Host Telephone #.** field, enter ACS' data telephone number as follows: 18003342832. If you must dial 9 to access an outside line, enter the telephone number as: 9,18003342832. (The comma causes a one-second pause.) You MUST enter the comma between the 9 and the first digit of the telephone number. If your phone line has the call-waiting feature, disable it. (Refer to your local telephone book for instructions.) The following is an example of a number with call-waiting disabled: *70,9,18003342832

NOTE: Please refer to your logon sheet for your specific submission phone number.

If your office has a long-distance access code and you are unsure where to enter that number in this field, please call the EDI Support Unit.

   - In the **User ID#** field, enter your 9-digit user ID and press <TAB>.
   - In the **User Name** field, enter your User Name exactly as it appears on your logon form.
8. Click on the **Save** button to record / update your Trading Partner data.

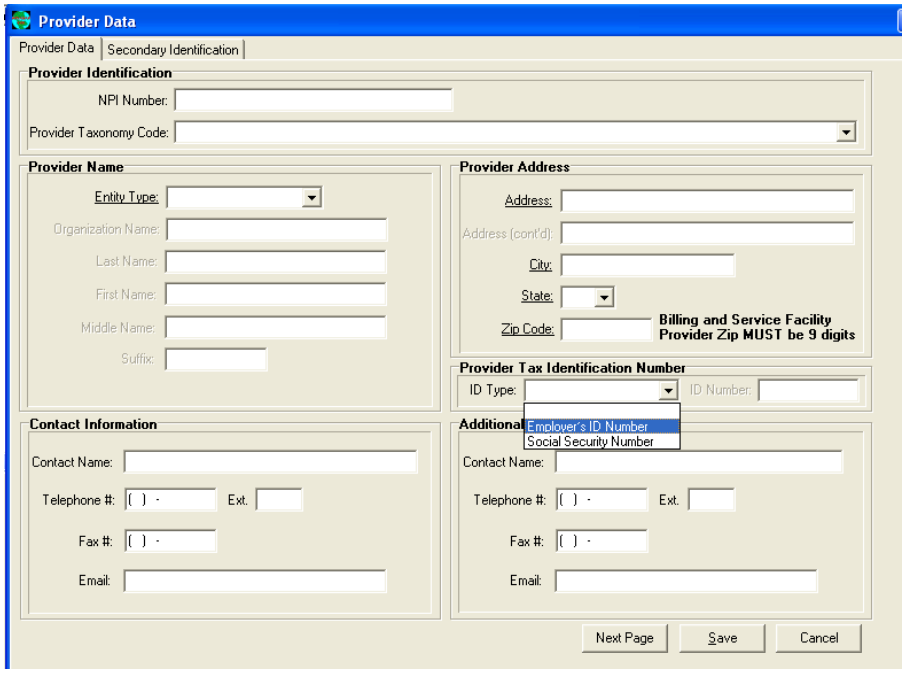
Setting up Reference Tables

Although some reference tables are optional, they allow you to key claims faster. Information from the reference tables is used by the system to automatically fill claim fields or to create drop-down list boxes to help you select data field values.

In the following section, you will find an example of setting up a reference table for **Provider Data and Patient Data, both of which are required**.

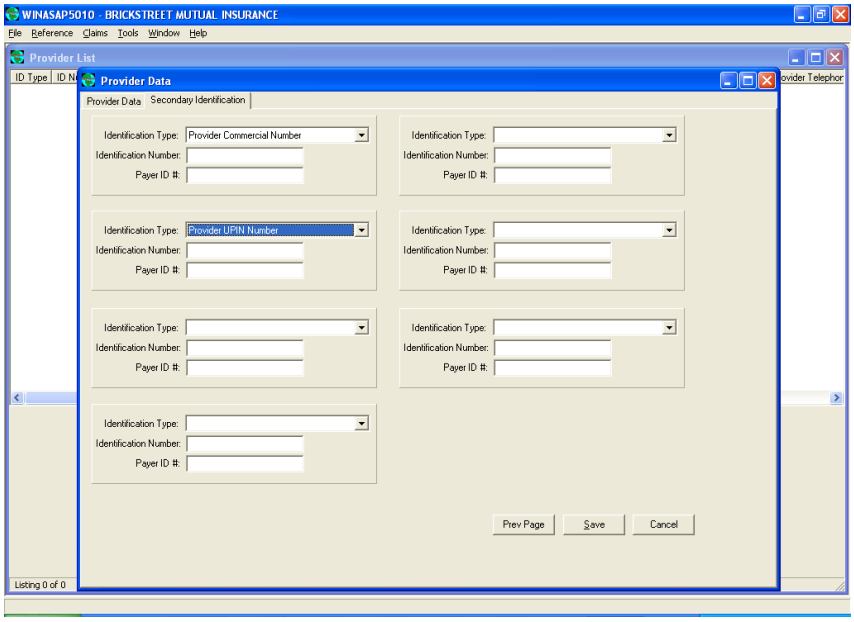
Setting up Provider Data

1. From the WINASAP5010 Main Menu bar, select the Reference option.
2. Select the Provider option. (This will open the Provider List window.)
3. Click on the **Add** button. (This will open the Provider Data window.) You must select the HCFA National Provider ID. **Note**: You will now enter your EIN or SSN on this tab.



4. In the **Provider Address** section complete the following fields:
   - Address. Enter the provider's physical address and press <TAB>
   - Address con't
   - City. Enter the name of the city in which the provider's practice is located and press <TAB>
   - State. Use the drop-down list box to select the state in which the provider is located and press <TAB
   - Zip Code. Enter the postal zip code for the provider's office address and press <TAB>
5. In the **Contact Information**, section complete the following fields:
   - Contact Name
   - Telephone #
   - Fax #
   - Email
6. In the **Additional Contact Information**, section complete the following fields:
   - Contact Name
   - Telephone #
   - Fax #
   - Email

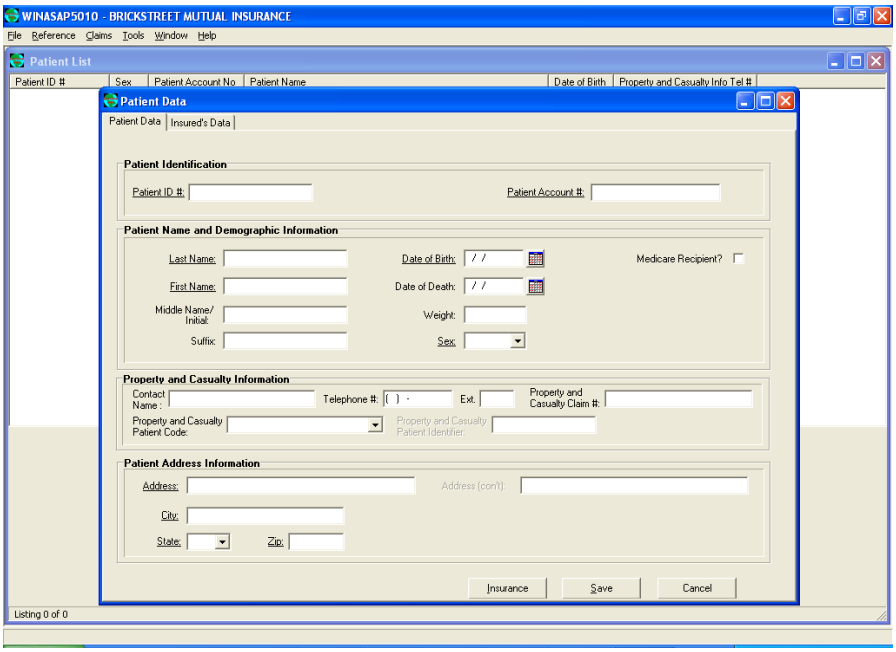
7. Click the **Next Page** button to enter Secondary Information.



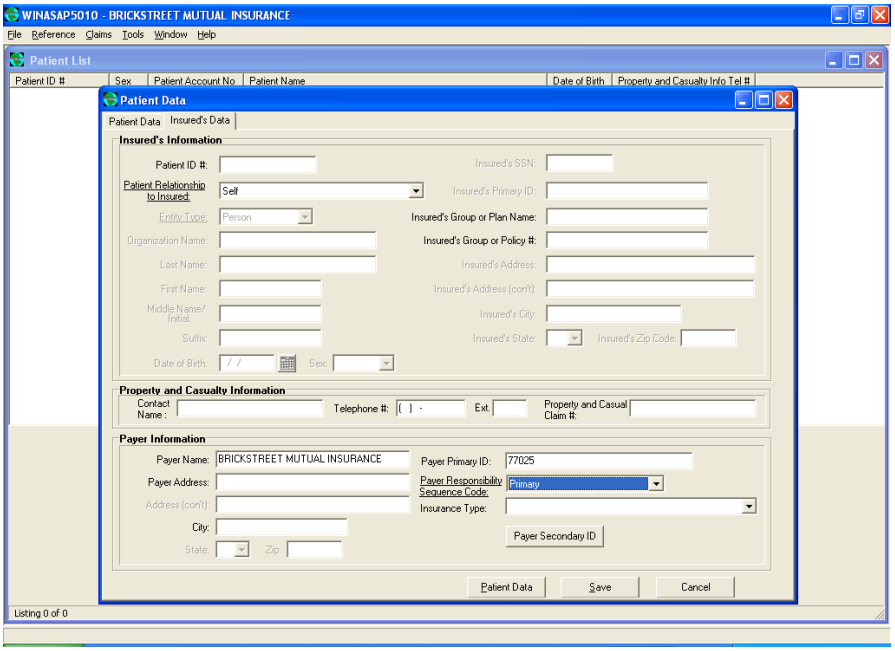
8. Click on the Save button.

Setting up Patient Data

1. From the WINASAP5010 Main Menu bar, select the **Reference** option.
2. Select the Patient option. (This will open the Patient List window.)
3. Click on the **Add** button. (This will open the Patient Data window.) Enter the 9 byte Recipient ID of the patient on the Patient ID field. **Note**: The GCHP ID is 8 numerics + 1 alpha character. This is required.



4. Click the **Next Page** button to enter Insurance Information. Choose Self under the Insured Information. Choose Primary under the Payer Responsibility Sequence Code.



5. Click on the Save button.

Quick Tips for Using WINASAP5010

- Make sure you enter all providers and patients that you are submitting claims for in the Reference Section of the software first, completing all the information (including the address).
- Use the Tab key or the Enter key to advance to the next field when you are filling in any screen (Reference or Claims).
- Do not use decimals or add extra zeros to procedure or diagnosis codes.
- The F5 key is a "quick key" for adding the current date in all date fields.
- For faster data entry, go to the Reference Menu first (located in the upper left corner) and fill out your applicable codes commonly used in your claims submission. Example:

  If you use the same group of procedure codes repeatedly, enter the codes into the Procedure Code Reference Screen and use the drop-down menu on the claim form to select the code instead of data keying. You can also use this process for other reference information, such as patient data, diagnosis codes, etc.

- Dates earlier than 1960 (1959 and before) must be entered in MMDDCCYY format (e.g., November 18, 1945 = 11181945). If not, WINASAP5010 will interpret the two-digit date as being 2045, vs. 1945.
- To quickly select the appropriate date in a date field, click the calendar button then double-click the appropriate date. If you no longer want to select a date press the spacebar to exit the calendar window pop-up.

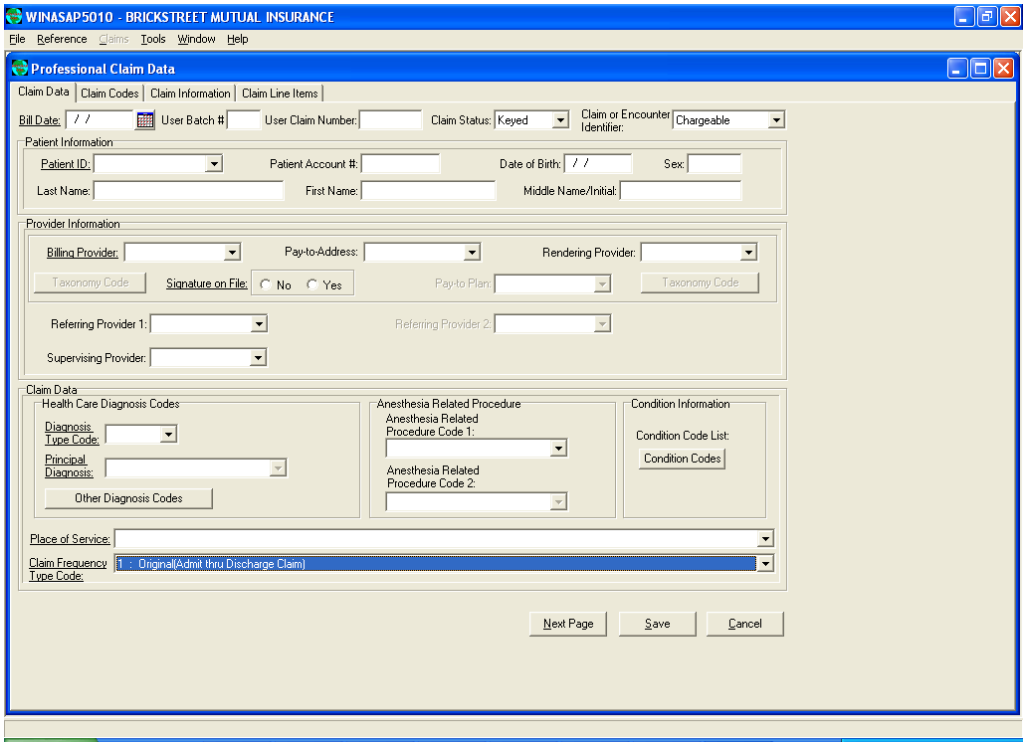
Free technical support is available from the EDI Support Unit at 1-800-952-0495.

Professional and Institutional Claim Types

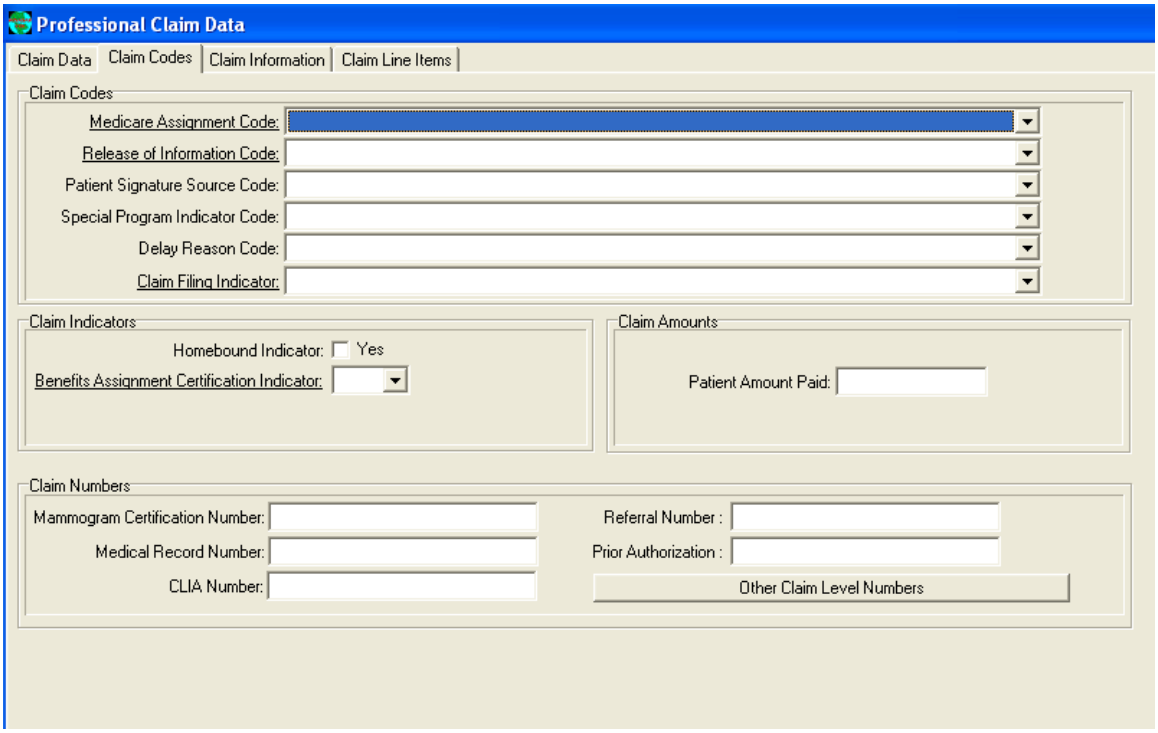
This section will identify specific screen shots by transaction type found in WINASAP5010. **Note:** All field names that are underlined are required at minimum.

Professional Claim (HCFA1500)

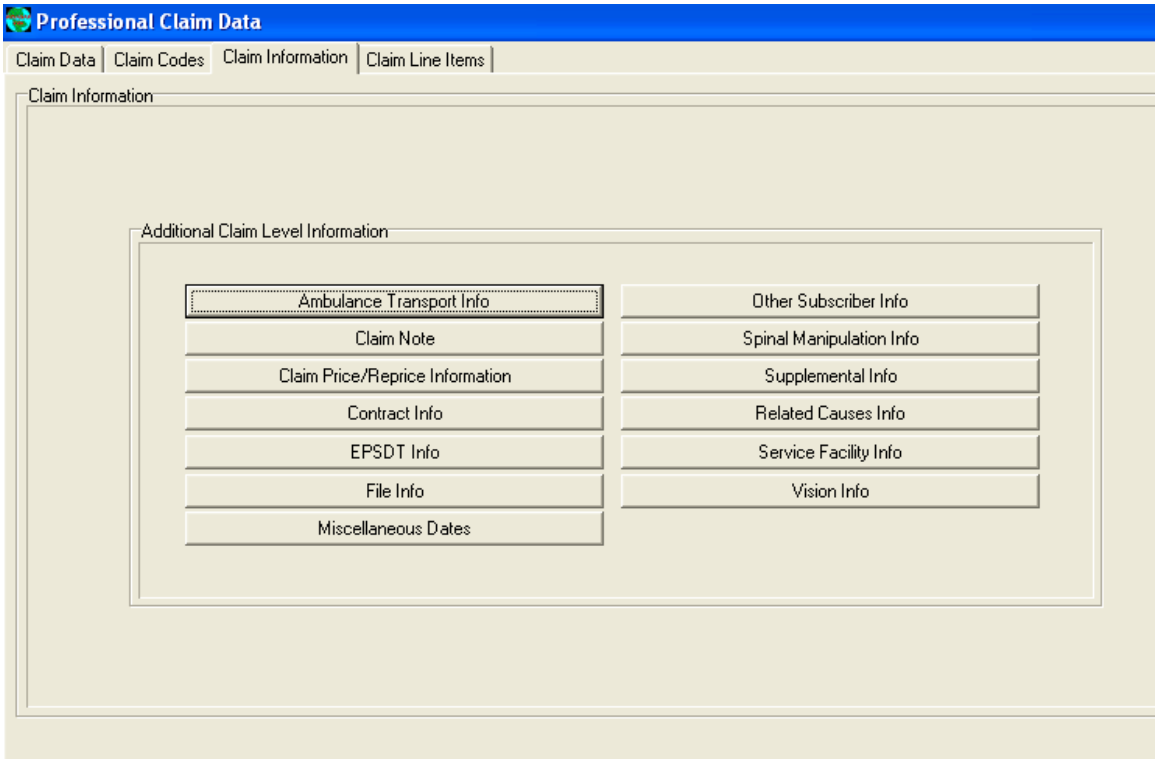
Professional Claim Data Tab 1



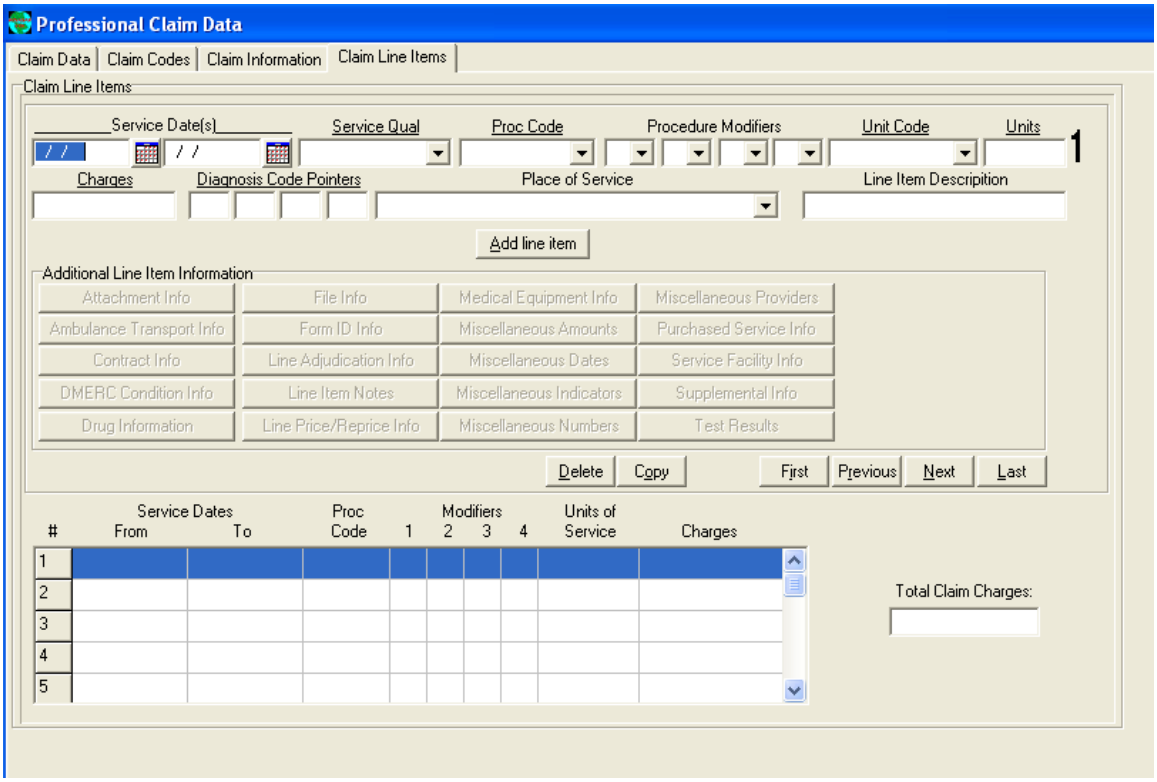
Professional Claim Codes Tab 2



Professional Claim Information Tab 3

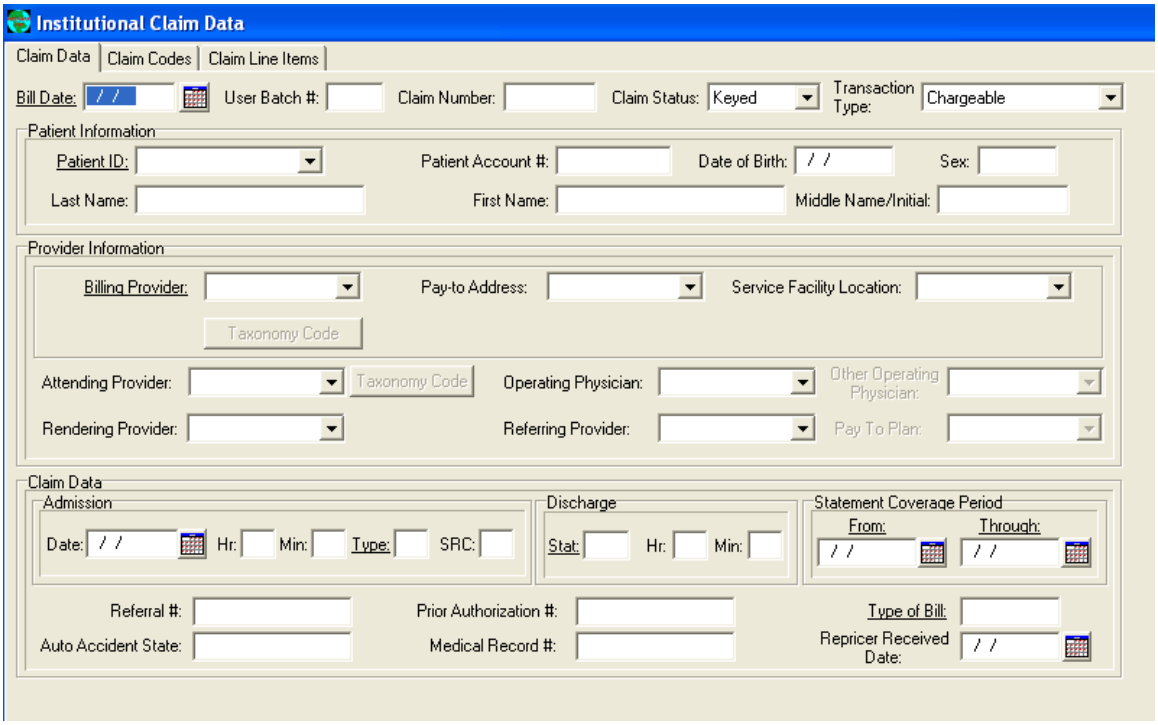


Professional Claim Line Items Tab 4

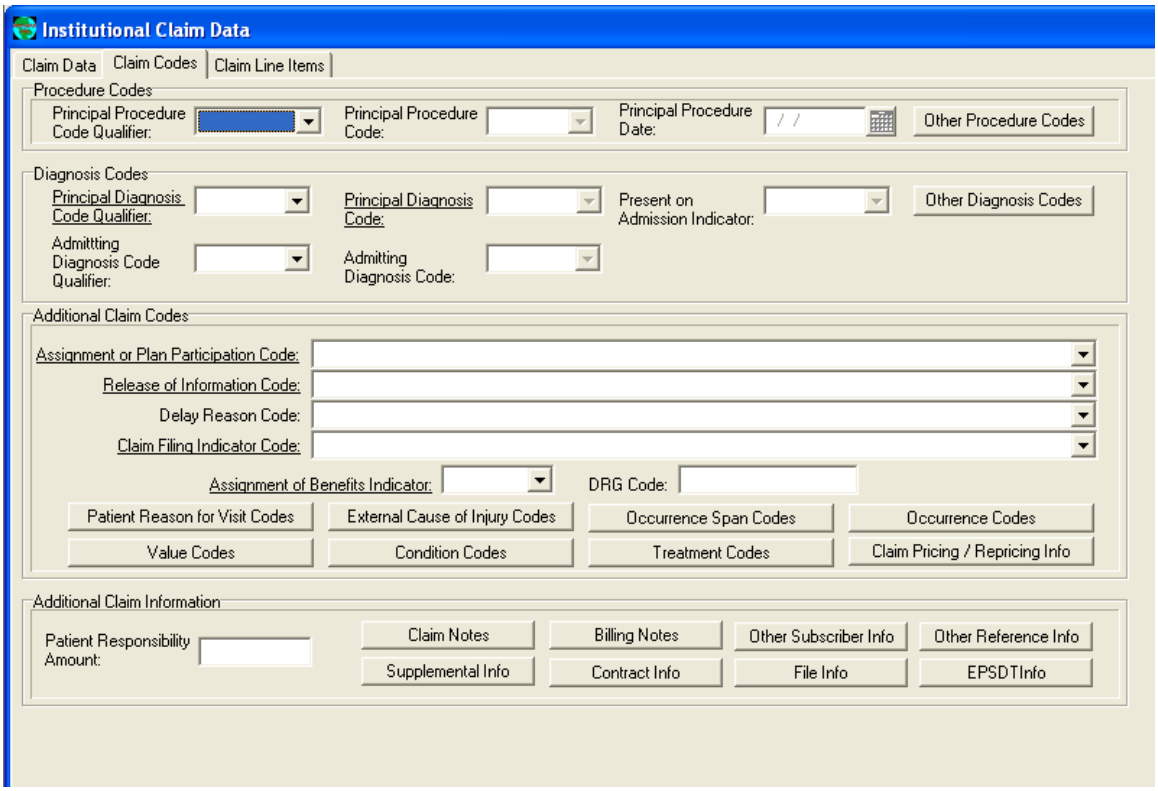


Institutional Claim (UB92)

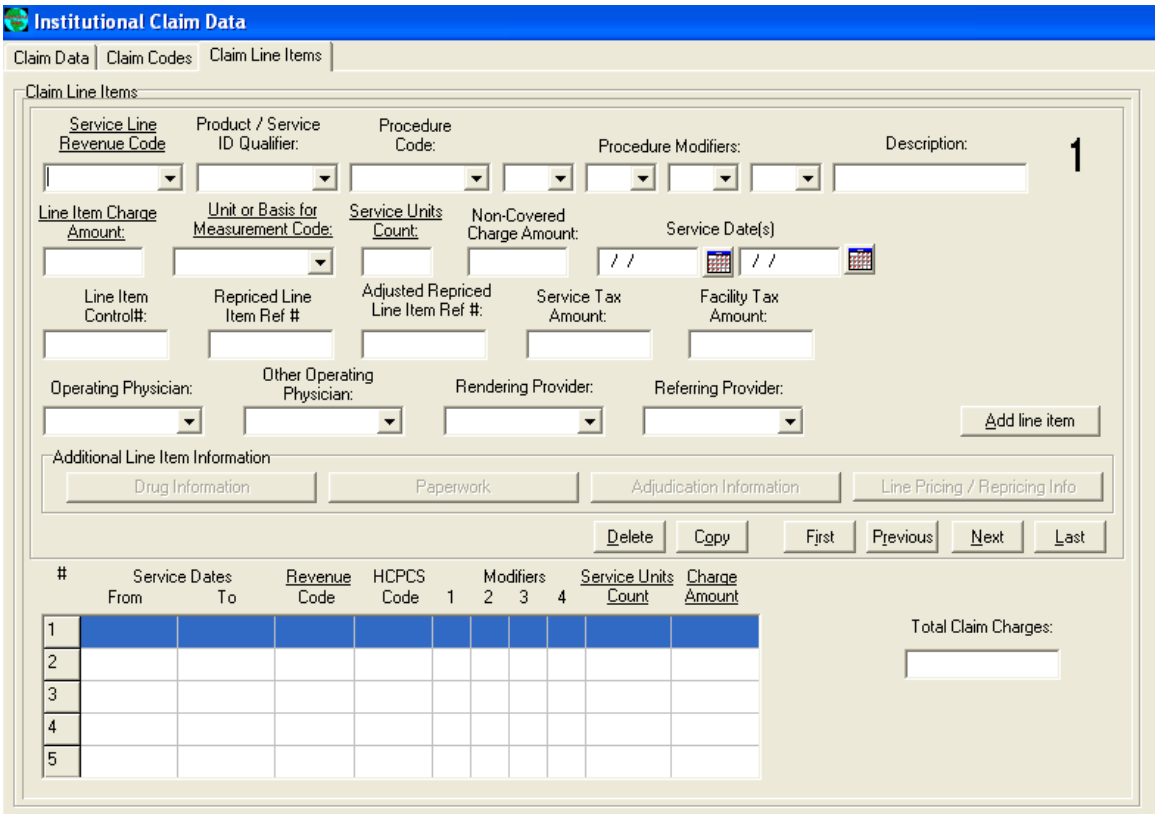
Institutional Claim Data Tab 1



Institutional Claim Codes Tab 2



Institutional Claim Line Items Tab 3



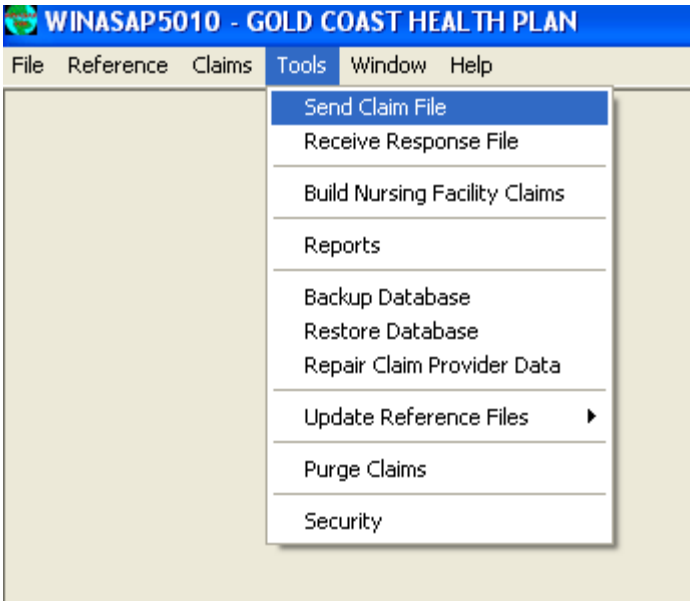
Transmitting Claims/Receiving Responses

This section details two options to send claims electronically once they have been keyed. The first option is to use WINASAP5010 to send your claims to ACS EDI using a asynchronous (dial-up) modem and the second option is submitting your batch claims file generated by WINASAP5010 to the EDI DIRECT website.

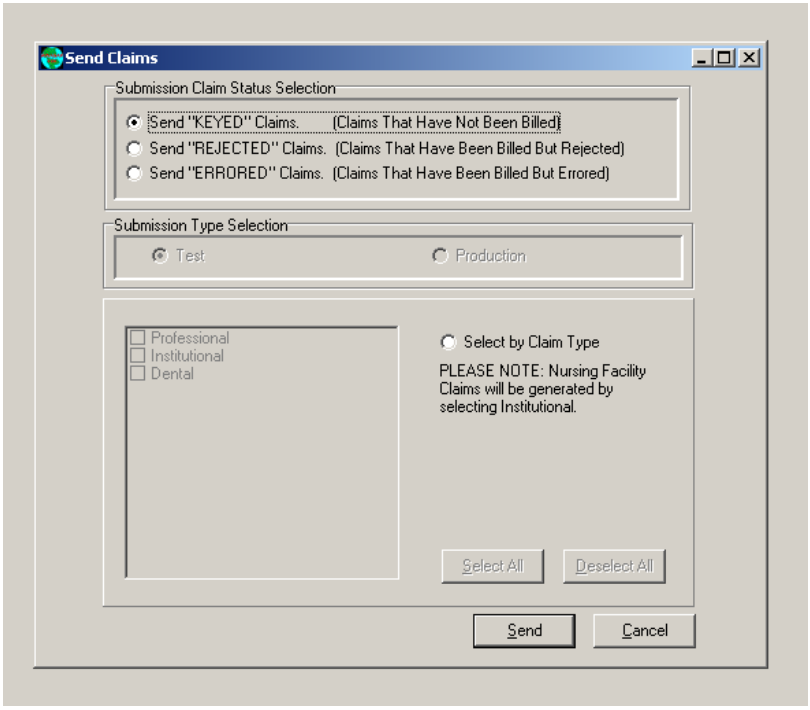
Option 1: WINASAP

This option provides instructions to submit your WINASAP claims via asynchronously (dial-up; requires a phone line and dial-up modem).

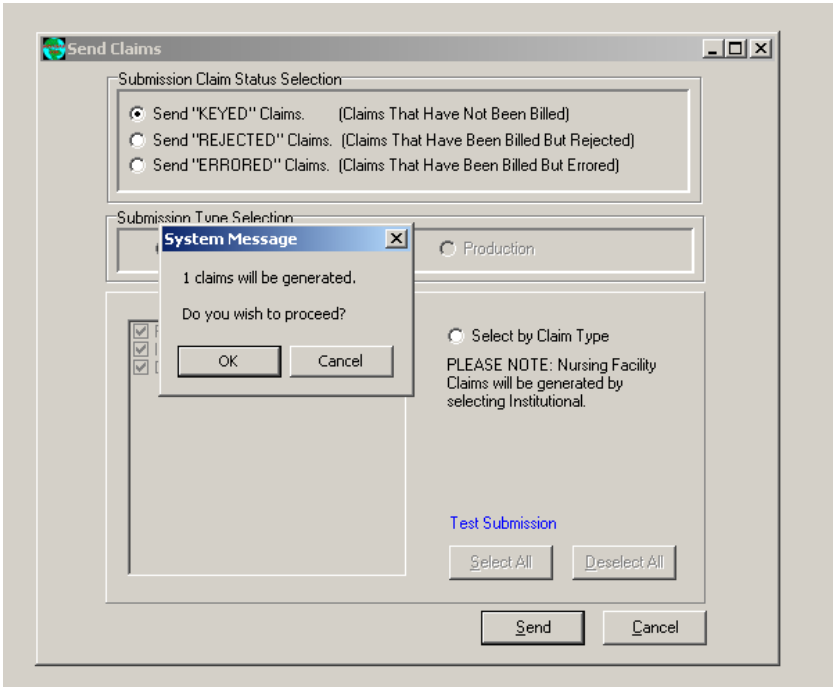
1. Select Tools/Send Claim File



2. Then select Send Keyed Claims, choose production and click Send.



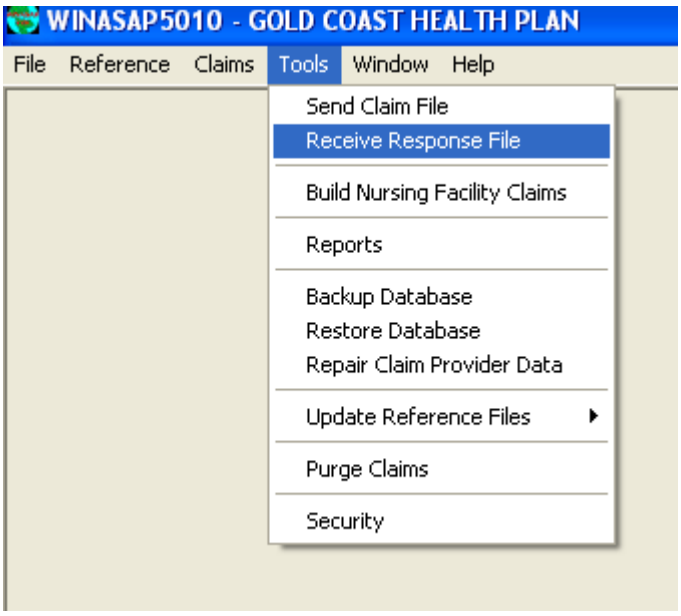
3. The following dialogue box "System Message" will appear. Click Ok, if the number of claims is correct.



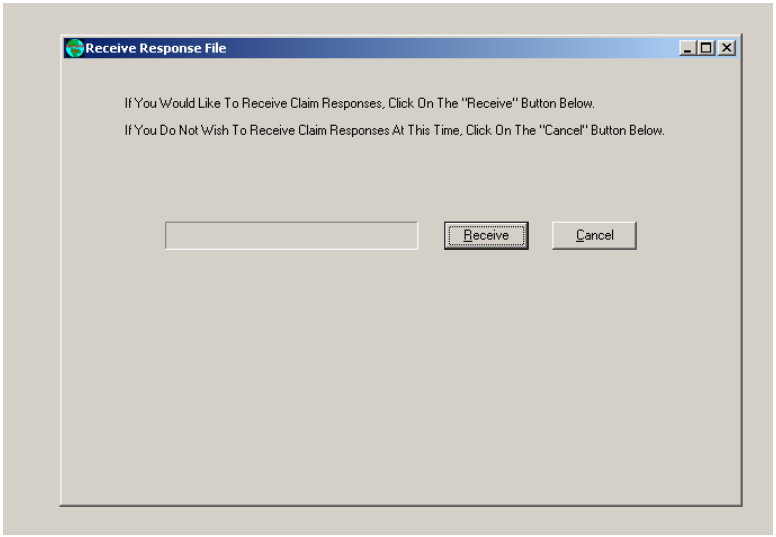
4. WINASAP5010 will generate the claims and then dial the modem to send them. You will see a confirmation report appear. NOTE: WINASAP5010 stores the last 50 confirmation reports in the reports section.

5. . After at least 2 hours go back into WINASAP5010 and receive your response file. This will let you know if the file was accepted or rejected.

6. Select Tools/Receive Response File



7. Click Receive



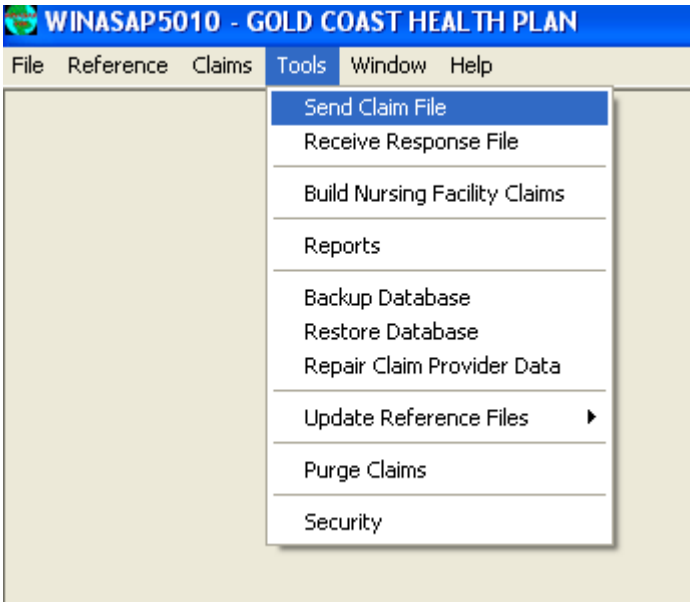
8. You will not actually see the file, but it will change the status of your claims to either accepted or rejected. If they are rejected, contact the EDI Support Unit for assistance.

Option 2: EDI Direct

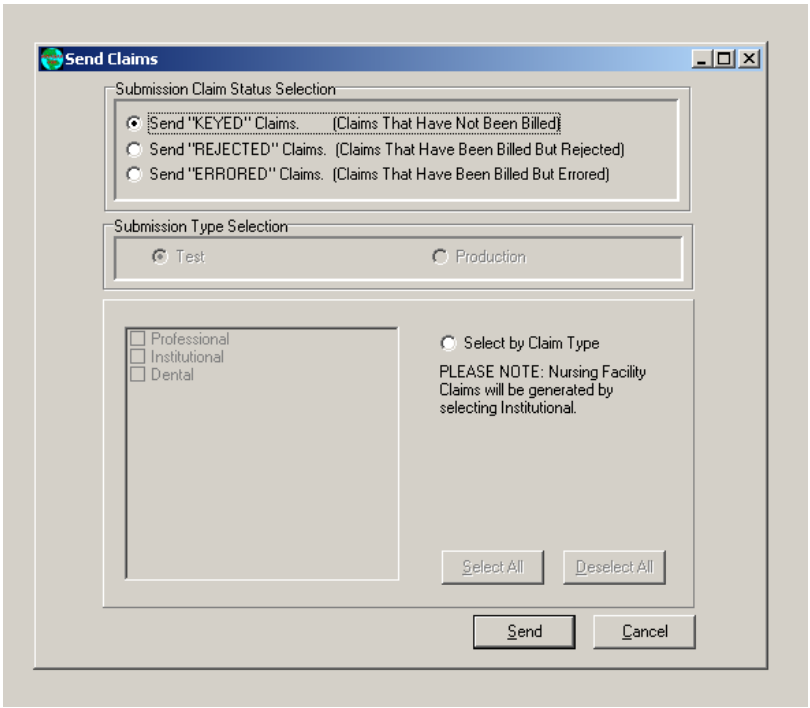
Requires Technical Knowledge to use option two

This option allows you to submit your WINASAP generated claims file (.bil) via the web using EDI Direct.

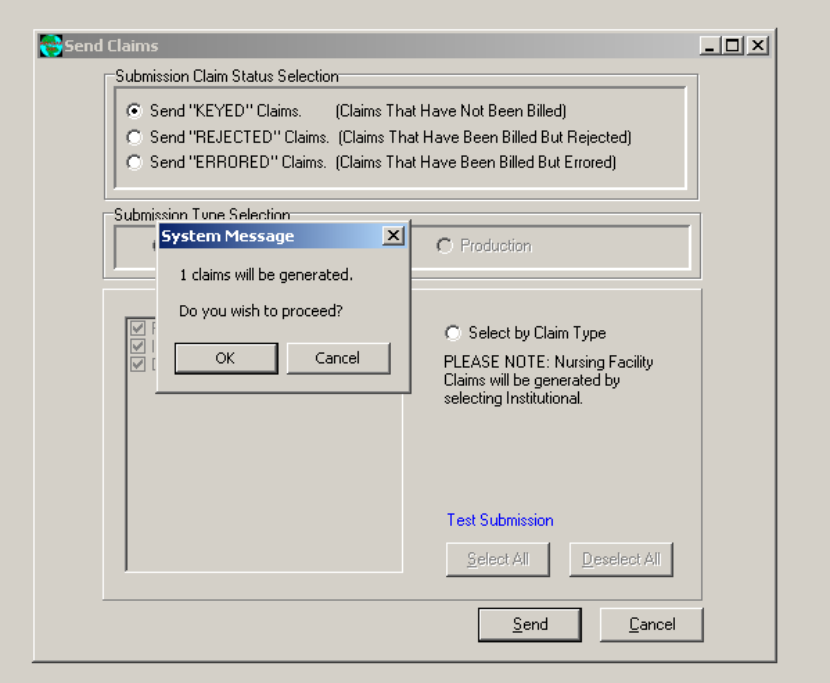
1. Select Tools/Send Claim File



2. Then select Send Keyed Claims, choose production and click Send.

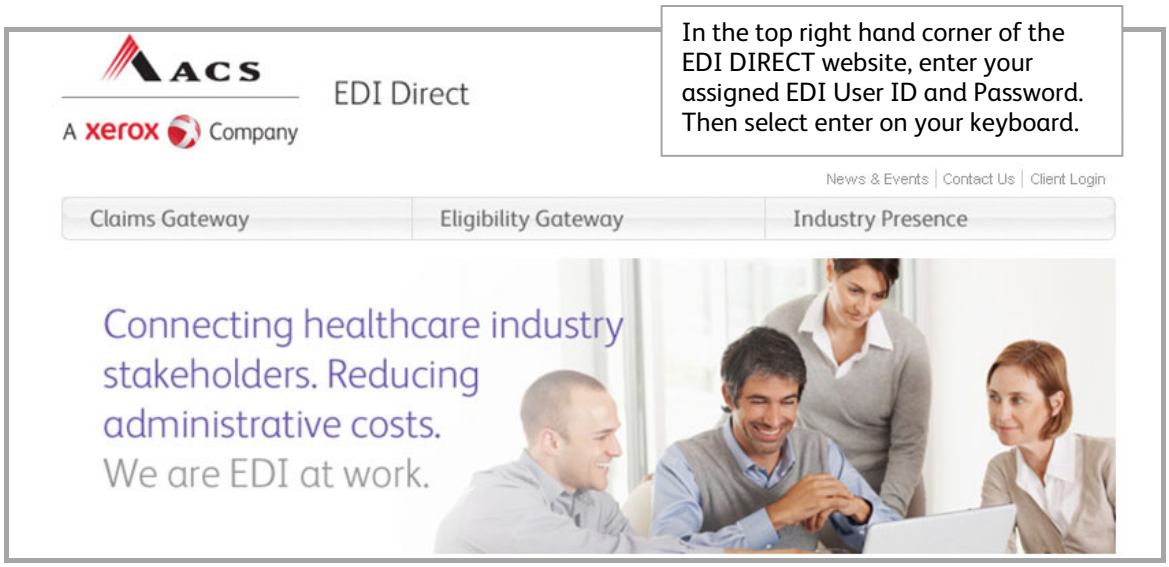


3. The following dialog box will appear, click Ok, if the number of claims is correct.

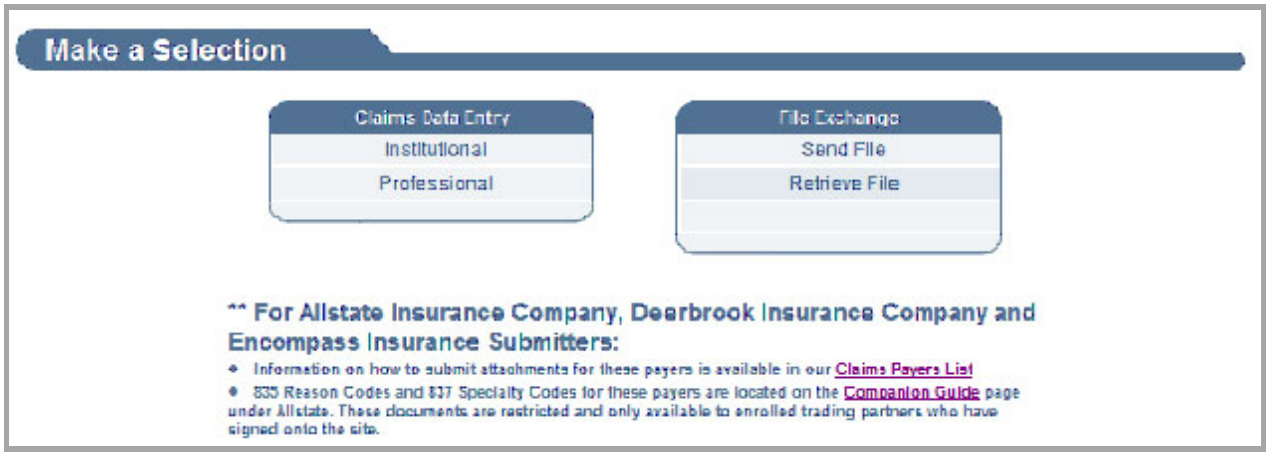


4. Next, WINASAP5010 will generate the claims file. After you have generated your file, go to C:\Program Files\ACS\WINASAP5010\db\77160 and save the .bil file to your desktop (NOTE: create a file name you will remember).

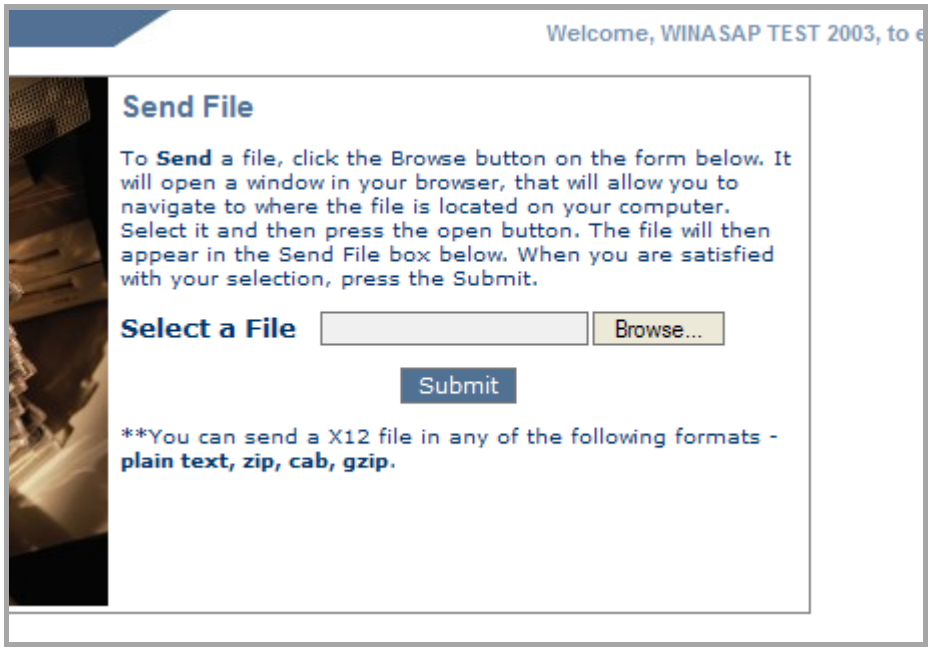
5. Then go to our EDI Direct website at http://www.acs-inc.com/edidirect/ and login using your assigned logon ID and password.



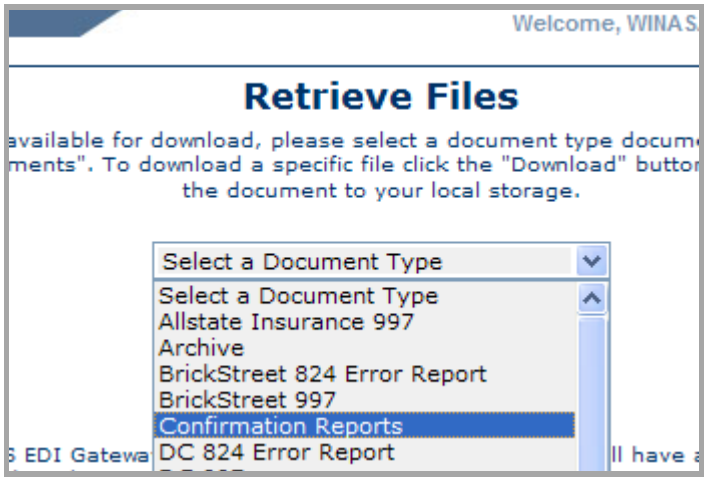
6. From “File Exchange” click “Send File”



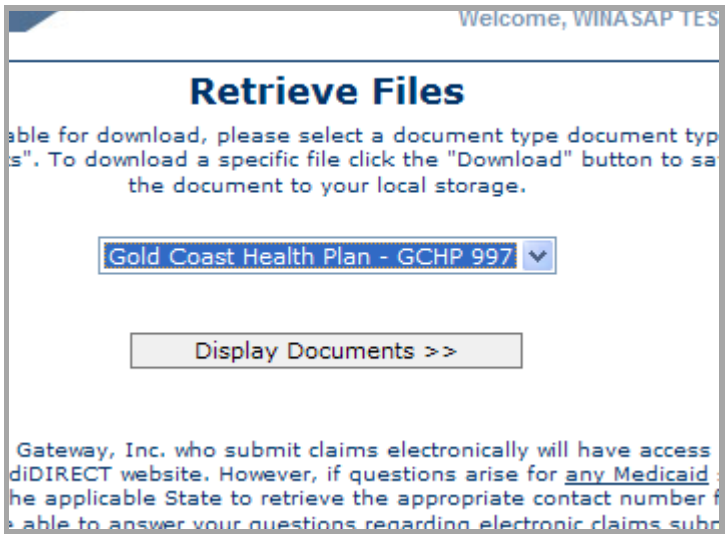
7. Select browse and upload file. Please note: This will be the .bil file you saved on your desk top.



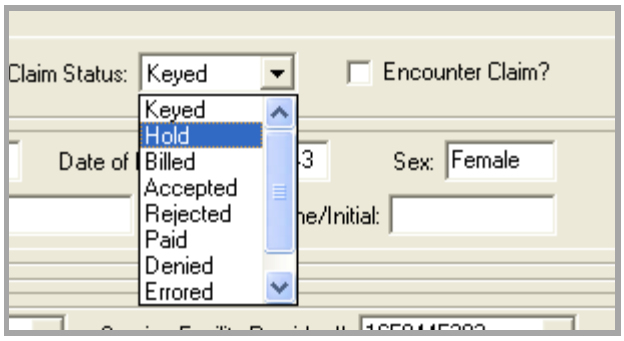
8. Wait at least 15 minutes and go back to the home screen and retrieve your Confirmation Report.



9. The next business day you will need to go back in and retrieve your Gold Coast Health Plan- GCHP 997.



10. After you have reviewed your 997 acknowledgment, go back into the WINASAP software and update the claim status from “Keyed” to “Hold”. Updating this information is important, or the next time claims are generated, claims previously submitted will be generated again.



11. Please note: When you are reviewing your acknowledgement report from the GCHP 997 folder. Look at the AK*5 for an “A” or “R”. If you receive an A, you may HOLD your claims in the WINASAP software, if you receive an “R”, contact us and we will assist you in reviewing your errors.