

Emdeon POS™ VeriFone®

Vx570 User's Guide

11.15.2011

Pub # 61999

Fax-on-Demand Ordering Information:
Call 800.760.2804

<i>For these chapters:</i>	<i>Order:</i>
Title Page, Contents, Chapter 1	6995
Chapter 2	6996
Chapter 3	6997
Chapter 4	6998
Chapter 5 through 7	6999



This publication is the proprietary property of Emdeon and is furnished solely for use pursuant to a license agreement giving the user the right to use the Emdeon product(s) referenced in this document. All uses of this document are subject to the terms of such license agreement. This document may not be used except as permitted by such license agreement or changed, copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine readable form without the prior consent of Emdeon. Copyright is held by Emdeon Business Services, LLC.

Emdeon is not liable for any losses or damages that result from the use of this material, including loss of profit or indirect, special, or consequential damages.

Contents

Chapter 1: Install Your Equipment.....	1
Unpack the Box	1
Connect to the Power Source	1
Insert Paper in the Printer	2
Connect a Communication Line.....	3
Dial-Up Connection (Phone Line)	3
Network Connection	3
Connect a Keyboard	5
Welcome Letter	5
Documentation	5
Supplies	6
Customer Service.....	6
Chapter 2: Get To Know Your Terminal	7
Your Vx570 Terminal	7
Vx570 Key Quick-Reference	9
Keyboard 100.....	10
Terminal Displays.....	11
Terminal Main Menu	11
Emdeon Flash Screen	11
Emdeon Welcome Screen	12
Emdeon Menu	12
Terminal Security.....	12
Chapter 3: Customize Your Terminal Setup.....	13
Overview	13
Manage Users.....	13
Add a User	13
Remove a User.....	14
Change a Passcode	15
Manage Providers.....	16
Provider ID Error Messages	16
Add a Provider	16
Edit or Delete a Provider	17
View the Provider Name List.....	18
Manage Hotkeys	19
Change the Administrator Passcode.....	20
Change the Date and Time	21
Set a Card Swipe Default.....	22
Set a Default State.....	23
State Abbreviations.....	25
Print Reports	26
Report Samples.....	27
Chapter 4: Run Emdeon Transactions	29
Submitting a Transaction.....	29
Using Hotkeys	30
Using the Card Swipe.....	31
Data Entry Tips.....	33
Response Printout	34
Chapter 5: Switch to Credit Card.....	37
Chapter 6: Program Updates	37

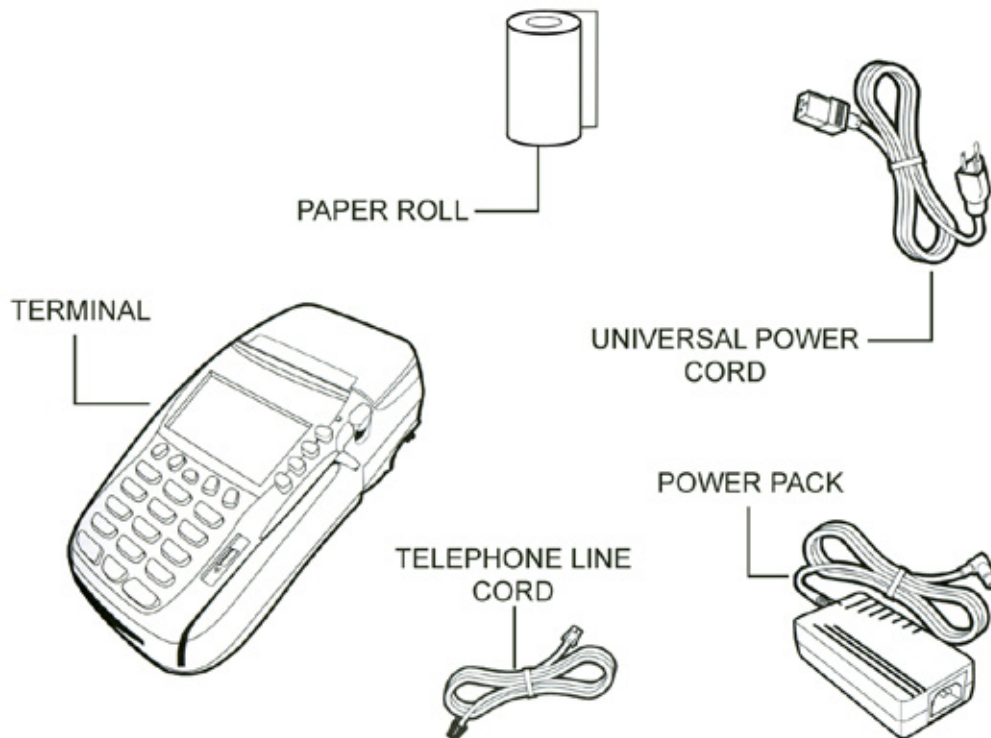
Chapter 7: Terminal Error Messages	38
--	----

Chapter 1: Install Your Equipment

Unpack the Box

Your VeriFone® Vx570 terminal from Emdeon Business Services will contain the following components¹:

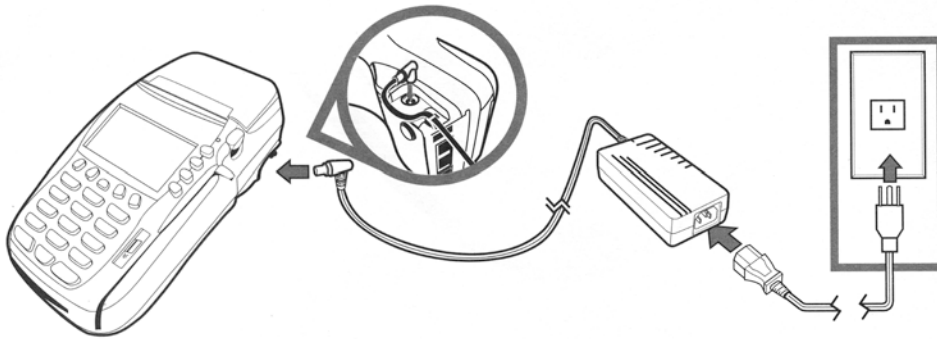
- Vx570 terminal and printer (affixed to terminal body)
- Roll of thermal printer paper
- Power pack
- Power cord
- Phone cord
- Welcome letter
- Installation guide
- Quick-Reference Guide
- CD containing all user documentation



Connect to the Power Source

1. Connect the power pack to the connector at the side of the terminal. For stability, you can anchor the cord between the retaining slot directly beside the connector.
2. Attach the power pack to the power cord by sliding the female end of the power cord over the three prongs on the end of the power pack.
3. Plug the power cord into a standard 120-volt electrical outlet.

¹ Illustrations courtesy of VeriFone, Inc.

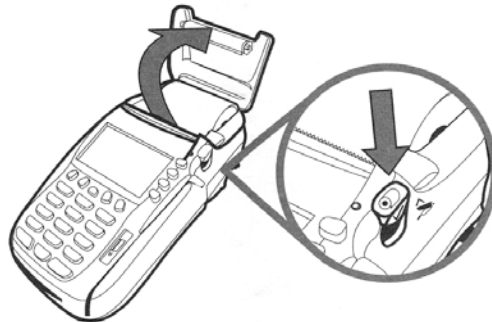


Warnings!

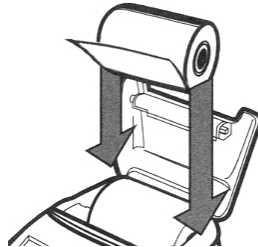
- The Vx570 should be on an electrical protective device such as a UPS (uninterruptible power supply) or a surge protection strip. Do not plug a Vx570 into a PoE (Power over Ethernet) switch.
- Refrain from frequently disconnecting and reconnecting the Vx570 from/to the power source.
- Keep the Vx570 away from anything that could damage the device, such as heavy unstable objects, liquids (plants, coffeemakers, and so on), small children, etc.
- Do not place the Vx570 where it could easily fall, such as near the edge of a desk.

Insert Paper in the Printer

1. To open the printer, press down on the lever located on the side of the terminal to unlatch the paper roll cover, then lift the cover up and back.



2. If necessary, loosen the glued leading edge of the paper or remove the protective strip from the new roll of paper. Unwind the paper roll past any glue residue.
3. Drop the paper roll into the printer cavity such that the paper rolls under and up nearest to the serrated tearing edge. This positioning ensures that the printable side is facing outward.



4. Close the paper cover, allowing a small bit of paper to extend outside of the printer cover.

Notes:

- You can press **3** from the Emdeon Welcome screen (see page 12) to advance the paper.
- A pink out-of-paper indicator line appears on the edge of the paper approximately 18 inches before the end of the roll.

Connect a Communication Line

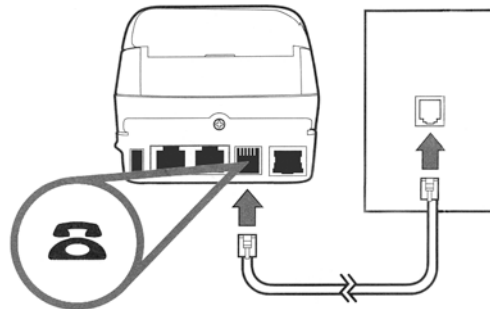
Your terminal will send and receive transactions using one of the following methods:

- Dial-up (standard telephone line)
- Network (Ethernet)

Your terminal will be pre-configured to use one of these two communication methods, based on the specifications of your order.

Dial-Up Connection (Phone Line)

1. Connect one end of the phone line to the connector on the back terminal that is identified by a telephone icon.
2. Connect the other end of the phone line to the phone jack wall outlet



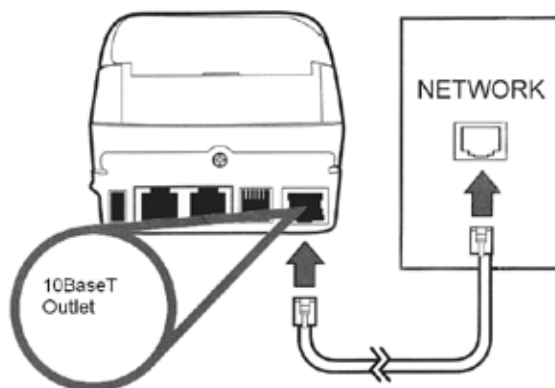
3. Connect the other end of the phone line to the to the phone jack wall outlet.
4. To test the connection, run a transaction (see Submitting a Transaction on page 29). If you have verified that a dial tone is present on the line, but the transaction fails to process, contact Emdeon Customer Service at 800.333.0263.

Network Connection

Wall Outlet Network Connection

If you have a wall outlet network connection or router, you will need an RJ45 network cable (not included with your terminal).

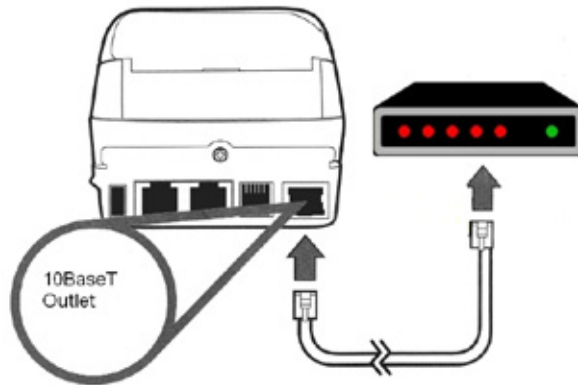
1. Attach one end of the cable to the network outlet in the wall or router.
2. Connect the other end of the cable to the terminal 10BaseT outlet, as illustrated below.
3. Have someone from your IT department make sure that port 443 is open.




Modem Network Connection

If you use a high-speed modem or router to connect to a network, you will need an RJ45 network cable (not included with your terminal).

1. Attach one end of the cable to your high-speed modem or router.
2. Connect the other end of the cable to the terminal 10BaseT outlet, as illustrated below.



Testing the Connection

1. Press the asterisk key (*) until the Terminal Main Menu displays:
2. Press **<F2>** to select **CommServer**.
3. If **Connected** indicates *YES*, press * to return to the Main Menu. Your network connection has been successfully established.
4. If **Connected** indicates *NO*, disconnect and reconnect the power cable, and press **<F2>** from the Main Menu to return to CommServer.
5. If **Connected** still indicates *NO*, press **<Scroll Line h>** to select **Diag**.
6. Press **<F2>** to select **Ping**.
7. At the **Enter Ping Address** prompt, just press . The PING address is pre-configured.
8. If **No Response** or other error message is displayed, call Emdeon Customer Service at 800-333-0263.

Connect a Keyboard

You can connect the optional VeriFone Keyboard 100 to the Vx570 terminal. The keyboard makes it easier to enter alphanumeric characters, such as names.



To connect the Keyboard 100:

1. Unplug the power pack from the connector at the side of the terminal.
2. Plug the keyboard's connector into the connector labeled RS232 on the back of the terminal.
3. Plug the power pack back into the terminal (see **Connect to the Power Source** on page 1).

Welcome Letter

The Welcome letter contained in your shipping carton contains a default user ID and passcode for running transactions and the default Administrator passcode for customizing the terminal setup.

It is recommended, for HIPAA security compliance, that the Administrator change the default user ID/passcode and the default Administrator passcode. See Chapter 3: Customize Your Terminal Setup, beginning on page 13, for instructions.

Documentation

Emdeon provides a suite of documentation to assist you. The following documents are available, in addition to this publication:

- **Vx570 Quick-Reference** – this guide ships in the carton with your terminal. It provides quick, general guidelines for operating the Vx570 terminal.
- **Emdeon POS Vx570 Transaction Guides** – these guides provide specific instructions for running each transaction and for interpreting transaction responses. A transaction guide exists for each Emdeon transaction available on your Vx570 terminal.
- **Error Dictionary** – this guide is a compilation of all transaction-related error messages that can be returned from payers and from the Emdeon switch. Transaction-related error messages are those which print on the transaction response. They are identified by a code beginning with two letters, (such as RH, CL, HT) followed by a brief text message.
- **Codes and Abbreviations** – these reference documents provide a listing of the most common codes and abbreviations used in HIPAA-compliant payer responses, such as service types, eligibility/benefit descriptions, coverage types, and insurance types.

Obtaining Documentation

The documentation described above is available in Adobe® Portable Document Format (PDF) on the CD included in your shipping carton. It is also available over the Web at:

<http://www.emdeon.com/resourcelibrary/#84>

Look under **User Manuals**.

To view these documents, you must have access to a personal computer running Adobe® Acrobat® Reader version 6 or later. The Reader is available free of charge from www.Adobe.com.

Fax-on-Demand

Documentation is also available using Emdeon Business Services' free Fax-on-Demand service. This service allows you to request documents over a toll-free automated telephone call. Requested documents are faxed to your fax machine.

To use Fax-on-Demand:

1. Call 800.760.2804.
2. Follow the prompts to enter the catalog number of the document you wish to receive.
3. You can obtain a catalog from the Fax-on-Demand service. The catalog is also available on your CD or over the Web at <http://www.emdeon.com/resourcelibrary/#84>.
4. You will be prompted to enter your fax number, including the area code. Note: *If you are in the 615 area code, do not enter your area code.*
5. Hang up. The requested document will be faxed to the number you specified.

Supplies

Paper for your Vx570 can be ordered through Control-o-Fax:

<http://www.controlofax.com/>

800.553.0070

Customer Service

To speak to an Emdeon Business Services customer service representative, please call:

800.333.0263

Chapter 2: Get To Know Your Terminal

Your Vx570 Terminal



Printer

The Vx570 printer is attached to the terminal. The paper feeds through the slot above the display. The serrated edge allows you to tear off your printouts.

- To open the printer to add paper, press the lever that displays the printer roll.
- To advance the paper, press **3** from the Emdeon Menu.

See **The Vx570** should be on an electrical protective device such as a UPS (uninterruptible power supply) or a surge protection strip. Do not plug a Vx570 into a PoE (Power over Ethernet) switch.

- Refrain from frequently disconnecting and reconnecting the Vx570 from/to the power source.
- Keep the Vx570 away from anything that could damage the device, such as heavy unstable objects, liquids (plants, coffeemakers, and so on), small children, etc.
- Do not place the Vx570 where it could easily fall, such as near the edge of a desk.

Insert Paper on page 2 for information on installing paper.

Function Keys

The function keys allow you to select menu options, similar to the way in which you select options on your bank's ATM. To select a menu option, press the function key to the right of the option you wish to select.

Function keys also perform these actions:

- For some input prompts (where indicated on the display), you can choose your input from a selection list. Press **<F2>** to display the selection list.
- You can press **<F1>** from any transaction's input prompt to display help about the information for which you are prompted.

Scroll Page and Scroll Line Keys

The **Scroll Page** and **Scroll Line** keys are used to move the highlight up or down through a list. These keys are unmarked, but they are identified on your keypad overlay:

To use these keys:

- Press **<Scroll Line l >** to move the highlight down to the next line.
- Press **<Scroll Line h >** to move the highlight up to the previous line.
- Press **<Scroll Page l >** to move the highlight down to the next screen (page) of list items.
- Press **<Scroll Page h >** to move the highlight up to the previous screen (page) of list items.

The Numeric Keypad and Hotkeys

Unless you have an optional keyboard attachment, you will use the numeric keypad, in combination with the **<Alpha>** key, to enter your transaction input data.

Also, each digit on the numeric keypad can be set up as a hotkey, so that you can press the key from the Emdeon Menu to quickly select the payer assigned to the key.

The Alpha Key

The **<Alpha>** key allows you to convert the number on a numeric key to one of the letters or characters displayed on that key. For complete instructions, see **Entering Letters and Symbols** on page 33.

Cancel, Backspace, and Enter



Red = Stop. The red Cancel key allows you to exit the function you are currently performing, back out of a menu, or exit an error message.



Yellow = Attention. The yellow Backspace key allows you to erase characters when you are entering data, similar to the Backspace key on a computer keyboard.



Green = Go. The green Enter key will:

- accept the data you are entering and proceed to the next prompt
- select the highlighted item on a list.

Card Swipe Slot





The card swipe slot, to the right of the keypad, is used for healthcare hard cards with a magnetic card swipe. See

Using the Card Swipe on page 31 for details about using the card swipe.

Gift Card Slot

At the time of this publication, Emdeon transactions do not support use of the gift card slot.

Vx570 Key Quick-Reference

Key	Action
<Scroll Page h >	When a list is displayed, moves the highlight up one screen (page).
<Scroll Page l >	When a list is displayed, moves the highlight down one screen (page).
<Scroll Line h >	When a list is displayed, moves the highlight up one line on a list. From the Emdeon Menu, and immediately following the first printing of a transaction's response, reprints the response.
<Scroll Line l >	When a list is displayed, moves the highlight down one line on a list. From the terminal's Main Menu, displays a menu of operating system reports. Press  to exit.
Numeric Keys (0 - 9)	When entering data, results in numeric entry. If a list is displayed, pressing a numeric key jumps to the first item beginning with the letter displayed on the key. For example, pressing 2 once jumps to the first item on the list beginning with A ; pressing 2 again jumps to the first item beginning with B , and so on.
<Alpha>	During data entry, converts a numeric entry to one of the characters displayed on the key, depending on the number of times it is pressed. For example, pressing <Alpha> once after pressing the number 2 enters the letter A ; pressing <Alpha> twice enters the letter B , and pressing <Alpha> three times enters the letter C .
<F1> through <F4>	When a menu is displayed, selects the option displayed to the left of the function key.
<F1>	For a transaction's input prompts, displays a screen of information about the prompt.
<F2>	Where indicated for certain input prompts, displays a selection list.
<F4>	Prints a response or message displayed on the terminal screen.
	From lists, selects highlighted item. During data entry, accepts the entry or proceeds to the next prompt.
	Exits the current function or menu; exits error messages; cancels transaction processing.
	During data entry, erases numbers or characters you have entered.
* (asterisk)	From a menu or the Welcome screen, displays the terminal's Main Menu.
3	From the Welcome screen, advances the paper.

Keyboard 100

If you have attached the optional VeriFone® Keyboard 100, use the following table to determine which Keyboard 100 keystroke matches that of the terminal keypad:

Vx570	Keyboard	Action
<Scroll Page h >	<Page Up> or <F5>	When a list is displayed, moves the highlight up one screen (page) of a list.
<Scroll Page l >	<Page Down> or <F6>	When a list is displayed, moves the highlight down one screen (page) of a list.
<Scroll Line h >	<h> or <F7 >	When a list is displayed, moves the highlight up one line.
<Scroll Line l >	<l > or <F8>	When a list is displayed, moves the highlight down one line.
<F4>	<F4>	Prints a response or message displayed on the terminal screen.
N/A	<Home>	When a list is displayed, moves the highlight to the beginning (first page).
N/A	<End>	When a list is displayed, moves the highlight to the end (last page).
Numeric Keys (0 – 9)	Numeric Keys (0 – 9)	When entering data, results in numeric entry. When a list is displayed, pressing a numeric key behaves exactly as it would if the same terminal key were pressed. For example, pressing <2> once jumps to the first item beginning with A ; pressing <2> again jumps to the first item beginning with B , and so on.
N/A	Alphabetic Keys	When entering data, results in the entry of a letter. When a list is displayed, pressing a letter key jumps to the first list item beginning with that letter. For example, pressing the A key jumps to the first item in the list beginning with the letter A .

Terminal Displays

Terminal Main Menu



From this menu:

- Press **<F2>** to test your Ethernet connection, if your terminal is communicating by Ethernet. See **Network Connection** on page 3 for details.
- Press **<F3>** to go to the Emdeon Menu.
- If you have a Credit Card program on your terminal, it will be listed on this menu. Press **<F4>** to start the Credit Card program.
- Press * (asterisk) from the Emdeon menu to return to the terminal Main Menu.

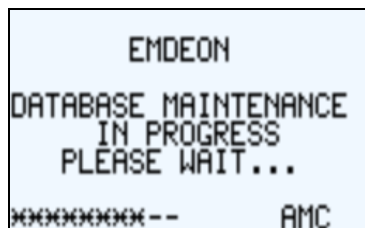
Emdeon Flash Screen




The Emdeon Logo and customer message flash screens appear if the terminal sits idle from the Main Menu. To exit this screen, press any key (except **<Scroll Line i >**). The terminal Main Menu displays.

Notes:

- After the device sits idle for a preset amount of time, the message below may display. Do not press any buttons while database maintenance is in progress.



- If you press **<Scroll Line i >** from this screen, the terminal displays a menu of operating system (VMAC) reports. It is not a problem if you decide to print these reports, but they will not be meaningful to you. Press  to exit this menu.

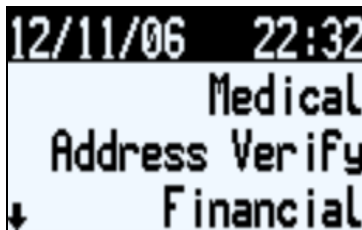
Emdeon Welcome Screen



The Emdeon™ Welcome screen appears when the terminal returns to an idle state from the Emdeon Menu.

- Press any key (except **3**) to go to the Emdeon Menu.
- Press **3** to advance the paper.
- If the system administrator has set up a default card swipe, you can swipe a hard card from this screen to run an ID Card search for the designated payer.

Emdeon Menu



From this menu.

- Press **<F2>** to run Medical eligibility, claim status, referral, and other healthcare-related transactions.
- Press **<F3>** to run the Address Verification transaction through your credit source.
- Press **<F4>** to run Financial transactions (Charity Care, Medicaid Predictor, and Payment Predictor) through your credit source.
- If you are the terminal Administrator, press **<Scroll Page 1>**, then **<F1>** to display the Setup Menu.
- Press ***** to display the terminal Main Menu.

Terminal Security

Your terminal has security features that prevent unauthorized individuals from accessing healthcare transactions.

- All users who choose to run Emdeon Medical, Address Verification, or Financial transactions must enter a User ID and PassCode, set up by the terminal Administrator.
- Unsuccessful login attempts will be logged. The Administrator can print a log of unsuccessful login attempts from the Setup menu. See **Print Reports** on page 26.
- The terminal Administrator has a separate passcode.

Important! Your terminal ships with a default user ID/passcode and Administrator passcode. It is imperative that you change these defaults, in order to comply with HIPAA security regulations. See **Chapter 3: Customize Your Terminal Setup** beginning on page 13 for instructions.

Chapter 3: Customize Your Terminal Setup

Overview

The Administrator can maintain terminal security and set defaults using the following options from the Setup Menu:

- **Manage Users** – add, change, or remove user IDs and passcodes for terminal users.
- **Manage Providers** – add, change, or remove provider names and their provider IDs and taxpayer IDs from a Provider QuickCodes list.
- **Manage Hotkeys** – set up as many as 10 hotkeys. The user can press a hotkey from the Emdeon Application Menu to quickly select the payer associated with the hotkey.
- **Reports** – print system usage logs; hotkey lists; user lists; and Provider QuickCodes lists.
- **Terminal** – reset the Administrator password.
- **Date/Time** – reset the date and time displayed by the terminal.
- **Swipe Defaults** – set the transaction that will read the card swipe from the Emdeon Idle State.
- **Default State** – set the default state for transactions that prompt for a state.

The **Communications** option, also on the Setup Menu, should not be used except as directed by your Emdeon Business Services representative.

Manage Users


Your Emdeon™ Vx570 terminal allows the Administrator to maintain user IDs and passcodes for each of your Vx570 users. A *user* is anyone who will run transactions. This capability allows you to:





- restrict access to transactions and functions on the Vx570.
- track system usage at the individual user level via the Security Log (see **Security Log** on page 27).

A user ID and its associated passcode can each be from one to four characters.




To print a list of existing user IDs, see **User List** on page 28.

Add a User







Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11.</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial i Setup	Press <Scroll Page I > to page down.
3	h	Press <F1> to select Setup .
4	Config Enter Admin Passcode:	Enter your Administrator passcode, and press  . Your password will display as asterisks as you type.
5	Setup Manage Users Manage Providers Communications I	Press <F2> to select Manage Users .
6	Manage Users Add User Remove User Change Passcode	Press <F2> to select Add User .

Step	Terminal Display	Action
7	Add User Enter User ID:	Type a unique one- to four-character user ID for the user you wish to add. Press  .
8	Add User: Enter PassCode:	Type the one- to four-character passcode for the user ID. Press  The passcode will display as asterisks as you type.
9	Add User: Verify PassCode:	Retype the passcode. Press  The passcode will display as asterisks as you type.
10	User ID nnnn Successfully Added	(displays briefly...)
11	Manage Users Add User Remove User Change Passcode	Do one of the following: <ul style="list-style-type: none"> Add, change, or remove another user. Press  to exit the Manage Users menu.

Remove a User

Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11.</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial Setup	Press <Scroll Page I > to page down.
3	Config Enter Admin Passcode:	Press <F1> to select Setup .
4	Setup Manage Users Manage Providers Communications	Enter your Administrator passcode, and press  Your password will display as asterisks as you type.
5	Manage Users Add User Remove User Change Passcode	Press <F2> to select Manage Users .
6	Remove User Enter User ID:	Press <F3> to select Remove User .
7	Remove User: Yes Are You Sure? No	Type the one- to four-character user ID of the user you wish to remove. Press  .
8	User ID nnnn Successfully Removed	Do one of the following <ul style="list-style-type: none"> To remove the user, press <F1>.; continue to the next step. To keep the user, press <F2>. You are returned to the Manage Users menu (step 2).
9	Manage Users Add User Remove User Change Passcode	(displays briefly...)
10	Manage Users Add User Remove User Change Passcode	Do one of the following: <ul style="list-style-type: none"> Add, change, or remove another user. Press  to exit the Manage Users menu.





Change a Passcode

Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial	Press <Scroll Page I > to page down.
3	h Setup	Press <F1> to select Setup .
4	Config Enter Admin Passcode:	Enter your Administrator passcode, and press  . Your password will display as asterisks as you type.
5	Setup Manage Users Manage Providers Communications	Press <F2> to select Manage Users .
6	Manage Users Add User Remove User Change Passcode	Press <F4> to select Change Passcode .
7	Change Passcode Enter User ID:	Type the one- to four-character user ID of the user whose passcode you wish to change. Press  .
8	Change Passcode: Enter Current PassCode:	Type the user's current one- to four-character passcode (the passcode you wish to change). Press  . The passcode will display as asterisks as you type.
9	Change Passcode: Enter New PassCode:	Type the new one- to four-character passcode. Press  . The passcode will display as asterisks as you type.
10	Change Passcode: Verify New PassCode:	Retype the new passcode. Press  . The passcode will display as asterisks as you type.
11	Change Passcode: PassCode Changed	(displays briefly...)
12	Manage Users Add User Remove User Change Passcode	Do one of the following: <ul style="list-style-type: none"> Add, change, or remove another user. Press  to exit the Manage Users menu.

Manage Providers

Your Emdeon Vx570 terminal allows the Administrator to set up a Provider QuickCodes list for payers who require that a provider ID and a provider first and last names are sent with their transactions. The list can include both inquiring (requesting) provider IDs and servicing provider IDs. The Administrator can add, edit, or delete from one to 99 provider names, their associated provider IDs (including National Provider Identifiers [NPIs] and taxpayer IDs), and their QuickCode numbers from the list. A list of provider names that are entered can be viewed. Also, the Provider QuickCodes list with the provider names, provider IDs, and QuickCodes can be printed.






When entering a transaction, the user can choose to:





- press **<F2>** to display a list of provider names, select a provider (*you see the provider's provider ID*), then press .
- type the provider's one- or two-digit QuickCode number and press  (*you see the provider's provider ID*), press  again.
- type the provider's provider ID, then press .

Provider ID Error Messages







You may receive a terminal error message when adding or editing providers on the QuickCode list or when selecting a provider ID to enter for a transaction. See Chapter 7: Terminal Error Messages on page 38 for a list of error messages and their explanations.





Add a Provider

Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11.</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial Setup	Press <Scroll Page I > to page down.
3	Config Enter Admin Passcode:	Press <F1> to select Setup .
4	Setup Manage Users Manage Providers Communications	Enter your Administrator passcode, and press  . Your password will display as asterisks as you type.
5	QuickCode Setup: Add Provider Edit Provider View Providers	Press <F3> to select Manage Providers .
6	Add Provider Enter QuickCode (0 - 99):	Assign a QuickCode number for the provider from 1 to 99. Press  . (If you select a QuickCode number that is already taken, you will receive the message "QuickCode Assigned" ; press  to clear the message, press the Backspace key  to delete the number[s], then enter another number.)
7	Add Provider Enter Provider Last Name:	Type the provider's last name. Press  .





Step	Terminal Display	Action
9	Add Provider Enter Provider First Name:	Type the provider's first name. Press 
10	Add Provider Enter Provider ID:	Type the provider's provider ID. Press 
11	Add Provider Provider QuickCode Stored Successfully	(displays briefly...)
12	QuickCode Setup: Add Provider Edit Provider View Providers	Do one of the following: <ul style="list-style-type: none"> Return to step 6 to add another provider. Press <F3> to edit or delete provider information. Press <F4> to view a list of provider names. Press  to exit the QuickCode Setup menu.
13	Setup Manage Users Manage Providers Communications	Do one of the following: <ul style="list-style-type: none"> Press <Scroll Page > to navigate the Setup menu Press  to exit the Setup menu.

Edit or Delete a Provider

Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11.</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial Setup	Press <Scroll Page > to page down.
3	h	Press <F1> to select Setup .
4	Config Enter Admin PassCode:	Enter your Administrator passcode, and press  . <i>Your password will display as asterisks as you type.</i>
5	Setup Manage Users Manage Providers Communications	Press <F3> to select Manage Providers .
6	QuickCode Setup: Add Provider Edit Provider View Providers	Press <F3> to select Edit Provider .
7	SELECT PROVIDER: JOHN SMITH CARL JONES THOMAS WILLIAMS	Press <Scroll Line > or <Scroll Line h > to scroll line by line. Press  to select the provider name.
8	QuickCode # Edit Delete Cancel	Do one of the following: <ul style="list-style-type: none"> Press <F1> to edit the provider's information; go to the next step. Press <F2> to delete the provider's information. Provider QuickCode Deleted displays briefly, then you are returned to the QuickCode Setup menu. Return to step 6. Press <F3> to cancel. You are returned to the QuickCode Setup menu. Return to step 6.
9	Edit Provider Enter Provider Last Name: SMITH	Do one of the following: <ul style="list-style-type: none"> Type the new provider last name, then press ; go to the next step. Press  to skip to the next step.
10	Edit Provider Enter Provider First Name: JOHN	Do one of the following: <ul style="list-style-type: none"> Type the new provider first name, then press ; go to the next step. Press  to skip to the next step.

Step	Terminal Display	Action
11	Edit Provider Enter Provider ID: 1234567890	Do one of the following: <ul style="list-style-type: none"> Type the new provider ID, then press ; go to the next step. Press  to skip to the next step.
12	Edit Provider Provider QuickCode Stored Successfully	(displays briefly...)
13	QuickCode Setup: Add Provider Edit Provider View Providers	Do one of the following: <ul style="list-style-type: none"> Return to step 6 to edit or delete another provider. Press <F2> to add another provider. Press <F4> to view a list of provider names. Press  to exit the QuickCode Setup menu.
14	Setup Manage Users Manage Providers Communications	Do one of the following: <ul style="list-style-type: none"> Press <Scroll Page I > to navigate the Setup menu Press  to exit the Setup menu.




View the Provider Name List

Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11.</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial	Press <Scroll Page I > to page down.
3	h Setup	Press <F1> to select Setup .
4	Config Enter Admin Passcode:	Enter your Administrator passcode, and press  . Your password will display as asterisks as you type.
5	Setup Manage Users Manage Providers Communications	Press <F3> to select Manage Providers .
6	QuickCode Setup: Add Provider Edit Provider View Providers	Press <F4> to select View Providers .
7	PROVIDERS ENTERED: JOHN SMITH CARL JONES THOMAS WILLIAMS	Press <Scroll Line I > or <Scroll Line h > to scroll line by line. Press  . You are returned to the QuickCode Setup menu.
8	QuickCode Setup: Add Provider Edit Provider View Providers	Do one of the following: <ul style="list-style-type: none"> Press <F2> to add another provider. Press <F3> to edit or delete provider information. Press <F4> to view a list of provider names. Press  to exit the QuickCode Setup menu.
9	Setup Manage Users Manage Providers Communications	Do one of the following: <ul style="list-style-type: none"> Press <Scroll Page I > to navigate the Setup menu Press  to exit the Setup menu.

Manage Hotkeys

Your Vx570 terminal allows you to set up as many as ten hotkeys, each of which corresponds to a numeric key on the Vx570 keypad. When pressed from the Emdeon Menu, the hotkey allows the user to quickly select the payer assigned to the hotkey.

To add or modify a hotkey assignment:




Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11.</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial	Press <Scroll Page l > to page down.
3	h Setup	Press <F1> to select Setup .
4	Config Enter Admin Passcode:	Enter your Administrator passcode, and press  . <i>Your password will display as asterisks as you type.</i>
5	Setup Manage Users Manage Providers Communications	Press <Scroll Page l > to page down.
6	h Manage Hot Keys Reports Terminal Date/Time	Press <F1> to select Manage Hot Keys .
7	SELECT HOTKEY: 1 : <UNASSIGNED> 2 : <UNASSIGNED> 3 : <UNASSIGNED> 4 : <UNASSIGNED> 5 : <UNASSIGNED> l 6 : <UNASSIGNED>	The first six existing hotkey assignments display. Highlight the listing for the key to which you want to assign a payer. <ul style="list-style-type: none"> Press <Scroll Page l > or <Scroll Page h > to page down to the next screen or back to this screen. Press <Scroll Line l > or <Scroll Line h > to scroll line by line. Press  to select the hot key.
8	Hot Key # AMC AVMED Acordia National Aetna l Aetna Long Term Car <i>Note: your actual payer list may vary.</i>	Highlight the name of the payer you wish to assign to the key: <ul style="list-style-type: none"> Press <Scroll Page l > or <Scroll Page h > to scroll screen by screen. Press <Scroll Line l > or <Scroll Line h > to scroll line by line. To move to the first payer beginning with a specific letter, press the number key which displays the letter. Press one, two, or three times depending on the letter's position on the key. Press  to select the payer.
9	Hot Key # Payer Yes Payer Name No Please Confirm?	Do one of the following: <ul style="list-style-type: none"> Press <F1> to save the key assignment; go to the next step. Press <F2> to cancel the key assignment. You are returned to the Setup menu.
10	Modify Hot Keys Hot Key Setup Stored Successfully	If <F1> is pressed, the success message (left) displays briefly.
11	Hot Key Setup Yes No Do you have any more hot keys to set?	Do one of the following: <ul style="list-style-type: none"> Press <F1> to select Yes and return to step 7. Press <F2> to select No and go to the next step.

Step	Terminal Display	Action
12	<p>EMDEON</p> <p>DATABASE MAINTENANCE IN PROGRESS PLEASE WAIT ...</p> <p>***** - -</p> <p>AMTAS</p>	<p>The database maintenance message (left) is briefly preceded by the message "The terminal will restart after processing the current changes." After the database is updated, the terminal will automatically restart.</p>

Change the Administrator Passcode







The Administrator password allows access to setup functions. A default Administrator passcode ships with your terminal. If you do not know this password, refer to the Welcome letter in your shipping carton, or call Emdeon Customer Service at 800.333.0263. It is recommended that you change the passcode.

To change the Administrator passcode:

Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11</i>		
1	<p>WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY</p>	Press any key (except 3).
2	<p>MM/DD/YY HH/MM Medical Address Verify Financial</p>	Press <Scroll Page I > to page down.
3	<p> h Setup</p>	Press <F1> to select Setup .
4	<p>Config Enter Admin Passcode:</p>	Enter your Administrator passcode, and press  . Your password will display as asterisks as you type.
5	<p> Setup Manage Users Manage Providers Communications</p>	Press <Scroll Page I > to page down.
6	<p> h Manage Hot Keys Reports Terminal i Date/Time</p>	Press <F3> to select Terminal .
7	<p>SETUP Prev ADMIN PASSWORD Next **** Edit Exit</p>	Press <F3> to select Edit .
8	<p>SETUP ADMIN PASSWORD **** New:</p>	Type the new one-to six-character passcode, and press  . Your password will display as asterisks as you type.
9	<p>SETUP Prev ADMIN PASSWORD Next **** Edit Exit</p>	Press <F4> to select Exit
10	<p>SETUP Cncl Save Changes? OK</p>	Do one of the following: <ul style="list-style-type: none"> To save the new password, press <F2>. To cancel the change, press <F1>.
11	<p> h Manage Hot Keys Reports Terminal i Date/Time</p>	Do one of the following: <ul style="list-style-type: none"> Press <Scroll Page I > or <Scroll Page h > to navigate the Setup menu Press  to exit the Setup menu.

Change the Date and Time

To change the date and time displayed on your terminal:

Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial	Press <Scroll Page I > to page down.
3	h Setup	Press <F1> to select Setup .
4	Config Enter Admin Passcode:	Enter your Administrator passcode, and press  . Your password will display as asterisks as you type.
5	Setup Manage Users Manage Providers Communications	Press <Scroll Page I > to page down.
6	h Manage Hot Keys Reports Terminal Date/Time	Press <F4> to select Date/Time .
7	Date/Time Enter Date: <i>current date setting</i>	Type the new date, in MMDDCCYY format. (The terminal provides the dashes.) Press  or Just press  to accept the displayed date.
8	Date/Time Enter Time: <i>current time setting</i>	Type the new time, in military time, HH:MM format. (The terminal provides the colon.) Press  or Just press  to accept the displayed time.
9	Date/Time Date/Time Successfully Changed	(displays briefly...)
10	h Manage Hot Keys Reports Terminal Date/Time	Do one of the following: · Press <Scroll Page I > or <Scroll Page h > to navigate the Setup menu · Press  to exit the Setup menu.




Set a Card Swipe Default



The Administrator can designate a default card swipe transaction. Doing so allows the user to swipe the card from the Welcome screen to run an ID card swipe search for that transaction. You would want to designate your most frequently-run card swipe transaction as your card swipe default.

Note: To run an ID card swipe search for a transaction not designated as the default, you will select the **ID Card #** search type from the transaction's Search Type menu, then swipe the card at the **ID Card #** prompt. See Card Swipe (not configured for idle swipe) on page 32 for more information.


Only those transactions that support an ID card swipe search can be set as the card swipe default.

To set a card swipe default:


Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11.</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial	Press <Scroll Page I > to page down.
3	h Setup	Press <F1> to select Setup .
4	Config Enter Admin Passcode:	Enter your Administrator passcode, and press  . Your password will display as asterisks as you type.
5	Setup Manage Users Manage Providers Communications	Press <Scroll Page I > to page down.
6	h Manage Hot Keys Reports Terminal Date/Time	Press <Scroll Page I > to page down.
7	h Swipe Defaults About	Press <F1> to select Swipe Defaults .
8	SELECT SWIPE PAYER: FLORIDA GEORGIA ILLINOIS INDIANA I IOWA <i>Note: your actual payer list may vary.</i>	The list that displays lists all of the payers that support an ID Card # search type. Highlight the name of the payer you wish to set as the card swipe default: <ul style="list-style-type: none"> Press <Scroll Page I > or <Scroll Page h > to scroll screen by screen. Press <Scroll Line I > or <Scroll Line h > to scroll line by line. To move to the first payer beginning with a specific letter, press the number key which displays the letter. Press one, two, or three times depending on the letter's position on the key. Press  to select the payer.
9	Swipe Defaults Setting Swipe Payer to <i>payer name</i>	(displays briefly...)
<i>If the payer supports more than one type of transaction, go to step 8; otherwise, go to step 9.</i>		
10	SELECT SWIPE TRANS: ELIGIBILITY CLAIM STATUS <i>Note: your actual transaction list may vary.</i>	Press <Scroll Line I > or <Scroll Line h > to highlight the name of the transaction which you wish to set for a default swipe. You must select a transaction type that supports an ID Card # search as a search type; typically, this will be the Eligibility transaction. Press  to select the payer.


Step	Terminal Display	Action
11	Swipe Defaults Setting Swipe Trans to <i>transaction name</i>	(displays briefly...)
12	SELECT SWIPE SEARCH: ID Card # Medicaid # SSN/Date Of Birth SSN/Name Name/Date of Birth <i>Note: your actual search type list may vary.</i>	Highlight ID Card # , and press 
13	Swipe Defaults Setting Swipe Search to ID Card #	(displays briefly...)
14	Swipe Defaults About	Do one of the following: <ul style="list-style-type: none"> Press <Scroll Page h> to navigate the Setup menu Press  to exit the Setup menu.

Set a Default State

Some transactions prompt for a state. You can set a default state that will display in response to the State prompt. The user can then just press  to accept the state, or can type a new state, if necessary.

To change the default state:

Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11.</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial Setup	Press <Scroll Page l> to page down.
3		Press <F1> to select Setup .
4	Config Enter Admin Passcode:	Enter your Administrator passcode, and press  . Your password will display as asterisks as you type.
5	Setup Manage Users Manage Providers Communications Manage Hot Keys Reports Terminal Date/Time	Press <Scroll Page l> to page down.
6		Press <F3> to select Terminal .
7	SETUP Prev ADMIN PASSWORD Next **** Edit Exit	Press <F2> (i.e., Next) <i>four times</i>
8	SETUP Prev DEFAULT STATE Next TN Edit Exit	Press <F3> to select Edit .

Step	Terminal Display	Action	
9	SETUP DEFAULT STATE New:	Prev Next Edit Exit	Type the two-letter postal code for the desired default state (see table below), and press  . Use the <Alpha> key to convert numbers to letters, as described under Entering Letters and Symbols on page 33.
10	SETUP DEFAULT STATE VA	Prev Next Edit Exit	Press <F4> to select Exit .
11	SETUP Save Changes?	Cncl OK	Do one of the following: <ul style="list-style-type: none">• To save the new default state, press <F2>.• To cancel the change, press <F1>.

State Abbreviations

State/Possession	Abbreviation
ALABAMA	AL
ALASKA	AK
AMERICAN SAMOA	AS
ARIZONA	AZ
ARKANSAS	AR
CALIFORNIA	CA
COLORADO	CO
CONNECTICUT	CT
DELAWARE	DE
DISTRICT OF COLUMBIA	DC
FEDERATED STATES OF MICRONESIA	FM
FLORIDA	FL
GEORGIA	GA
GUAM	GU
HAWAII	HI
IDAHO	ID
ILLINOIS	IL
INDIANA	IN
IOWA	IA
KANSAS	KS
KENTUCKY	KY
LOUISIANA	LA
MAINE	ME
MARSHALL ISLANDS	MH
MARYLAND	MD
MASSACHUSETTS	MA
MICHIGAN	MI
MINNESOTA	MN
MISSISSIPPI	MS
MISSOURI	MO
MONTANA	MT
NEBRASKA	NE
NEVADA	NV
NEW HAMPSHIRE	NH
NEW JERSEY	NJ
NEW MEXICO	NM
NEW YORK	NY
NORTH CAROLINA	NC
NORTH DAKOTA	ND
NORTHERN MARIANA ISLANDS	MP
OHIO	OH
OKLAHOMA	OK
OREGON	OR
PALAU	PW
PENNSYLVANIA	PA
PUERTO RICO	PR
RHODE ISLAND	RI
SOUTH CAROLINA	SC
SOUTH DAKOTA	SD
TENNESSEE	TN
TEXAS	TX
UTAH	UT
VERMONT	VT
VIRGIN ISLANDS	VI
VIRGINIA	VA
WASHINGTON	WA
WEST VIRGINIA	WV
WISCONSIN	WI
WYOMING	WY



Military "State"	Abbreviation
ARMED FORCES AFRICA	AE
ARMED FORCES AMERICAS	
(except CANADA)	AA
ARMED FORCES CANADA	AE
ARMED FORCES EUROPE	AE
ARMED FORCES MIDDLE EAST	AE
ARMED FORCES PACIFIC	AP
table courtesy of the US Postal Service.	

Print Reports

The Administrator can print the following reports:

- **Security Log** – a log of all invalid terminal login attempts.
- **Provider List** – lists all of the provider names, provider IDs, and their QuickCodes set up using the **Manage Providers** function.
- **Hot Key list** – lists all of the hotkey assignments set up using the **Manage Hot Keys** function.
- **User List** – a list of all user IDs set up using the **Manage Users** function.

To print sample reports:

Step	Terminal Display	Action
<i>This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Displays on page 11.</i>		
1	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	Press any key (except 3).
2	MM/DD/YY HH/MM Medical Address Verify Financial h Setup	Press <Scroll Page I > to page down.
3		Press <F1> to select Setup .
4	Config Enter Admin Passcode:	Enter your Administrator passcode, and press  . Your password will display as asterisks as you type.
5	Setup Manage Users Manage Providers Communications h Manage Hot Keys Reports Terminal Date/Time	Press <Scroll Page I > to page down.
6		Press <F2> to select Reports .
7	Reports Security Log Provider List Hot Key List 	Do one of the following: <ul style="list-style-type: none"> • To print the Security Log, press <F2>; go to step 9. • To print the Provider List, press <F3>; go to step 9. • To print the Hot Keys List, press <F4>; go to step 9. • To print the User List, press <Scroll Page I >; go to step 8.
8	h User List	To print the user list, press <F1>.
9	<i>The Reports menu remains on the display</i>	After the report has printed: <ul style="list-style-type: none"> • Press <Scroll Page I > or <Scroll Page h > to navigate the Reports menu. • Press  to exit the Setup menu.

Report Samples

Security Log

Security Log		
11/15/06		11:59:36
Date	Time	Event

09/19/2006	12:49	User: 1234 Invalid Logon
10/31/2006	15:48	User: Admn Invalid Logon
11/15/2006	09:15	User: 3213 Invalid Logon

Provider List

Provider QuickCodes		
08/15/08		11:59:36
#	Provider Name	Provider ID

1	SMITH	1234567890
2	JONES	9876543212
3	WILLIAMS	1111111111

Hot Keys

Emdeon Hot Keys	
11/15/06	11:59:36
Key	Payer

1:	Florida
2:	Georgia
3:	Aetna
4:	Cigna
5:	<UNASSIGNED>
6:	<UNASSIGNED>
7:	<UNASSIGNED>
8:	<UNASSIGNED>
9:	<UNASSIGNED>
0:	<UNASSIGNED>

User List

User List	
11/15/06	11:59:36
User ID	

12	
545	
4444	
9999	

Chapter 4: Run Emdeon Transactions






Emdeon Business Services offers three types of transactions:





- **Medical** transactions allow you to verify eligibility, inquire on the status of claims, submit referrals and service authorizations, and perform other functions related to medical care.
- **Address Verify** transactions allow you to verify a patient's address through your credit source.
- **Financial** transactions allow you to acquire reports through your credit source to check the patient's healthcare payment predictability and the guarantor's or patient's potential eligibility for Medicaid and charity programs. Financial transactions include Charity Care, Medicaid Predictor, and Payment Predictor.

Note: Your Vx570 terminal may also provide a Credit/Debit card program. This program is separate from your Emdeon programs. To access your Credit Card program, see **Chapter 5: Switch to Credit Card** on page 37.

Submitting a Transaction



The following steps describe generally how to run an Emdeon transaction. For instructions specific to the transaction you are running, see the Transaction Guide for that transaction. See **Documentation** on page 5 for instructions on obtaining copies of Transaction Guides.

Step	Terminal Display	Action
<i>You will start from one of these screens:</i>		
1	 Emdeon®	If the <i>Logo</i> screen is displayed, press any key <i>except</i> <Scroll Line I >. The Main Menu displays (see below).
2	11/17/06 13:30 CommServer Emdeon	If the Main Menu is displayed, press <F3> to select Emdeon. The Welcome screen displays (see below).
3	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY	If the <i>Welcome</i> screen is displayed, press any key <i>except</i> 3 .
<i>The Emdeon Menu appears:</i>		
4	MM/DD/YY HH/MM Medical Address Verify Financial	<ul style="list-style-type: none"> • For Medical transactions, press <F2 > to select Medical. • For Address Verify transactions, press <F3>. • For Financial transactions, press <F4>.
<i>Log on, if prompted:</i>		
5	Emdeon Logon: Enter User ID:	Enter your User ID, and press 
6	Emdeon Logon Enter PassCode:	Enter your passcode, and press  . Asterisks will display as you type.
<i>For Medical transactions, go to step 9. For Financial transactions, select the transaction type:</i>		
7	FINANCIAL SOLUTION: Emdeon Charity Care Medicaid Predictor Payment Predictor	Press <Scroll Line I > or <Scroll Line h > to highlight the type of transaction you wish to perform. Press  to select the transaction. An hourglass and a brief message may display: "LOADING DATABASES. PLEASE WAIT..."
<i>If you selected Payment Predictor, select the search type:</i>		
8	SELECT SEARCH TYPE: Name/Address SSN/Name/Address SSN/House #	Press <Scroll Line I > or <Scroll Line h > to highlight the search type you wish to use. Press  .
<i>For Address Verify and Financial transactions, go to step 12. For Medical transactions, select the payer to query:</i>		

Step	Terminal Display	Action
9	SELECT PAYER: FLORIDA GEORGIA ILLINOIS INDIANA IOWA <i>Note: your actual payer list may vary.</i>	Highlight the name of the payer you wish to query: <ul style="list-style-type: none"> Press <Scroll Page l > or <Scroll Page h > to scroll screen by screen. Press <Scroll Line l > or <Scroll Line h > to scroll line by line. To move to the first payer beginning with a specific letter, press the number key which displays the letter. Press one, two, or three times depending on the letter's position on the key. Press  to select the payer. An hourglass and a brief message may display: "LOADING DATABASES. PLEASE WAIT..."
<i>If your payer supports more than one transaction type:</i>		
10	SELECT TRANSACTION: Sub Eligibility Dep Eligibility Sub Claim Status Dep Claim Status <i>Note: the transaction types vary per payer.</i>	Press <Scroll Line l > or <Scroll Line h > to highlight the type of transaction you wish to perform. Press  .
<i>If your payer supports more than one search type:</i>		
11	SELECT SEARCH TYPE: ID Card # Medicaid # SSN/Date Of Birth SSN/Name Name/Date of Birth <i>Note: search types vary per payer.</i>	Press <Scroll Line l > or <Scroll Line h > to highlight the search type you wish to use. Press  .
<i>Follow the prompts to enter data:</i>		
12	Aetna Please Enter: (Press F2 For List) Provider ID	You will see prompts similar to the one shown on the left. Use your keypad or optional keyboard to enter the information for which you are being prompted. Press  to save your input and move to the next prompt. See Data Entry Tips on page 33.
<i>After you have entered data for the last prompt:</i>		
13	RUNNING TRANSACTION CONNECTING PLEASE WAIT...	You will see a message that the Vx570 is running the transaction, connecting, transmitting, and receiving the response. The Vx570 will print the response once it has been received.

Using Hotkeys




To perform a transaction for which a hotkey has been assigned:

Step	Terminal Display	Action
1	Follow steps 1 through 3 under Submitting a Transaction on page 29 to display the Emdeon Menu.	
2	MM/DD/YY HH/MM Medical Address Verify Financial	Press the hotkey (keypad or keyboard key 1 through 0) assigned to the payer you wish to query.
<i>Log on, if prompted:</i>		
3	Emdeon Logon: Enter User ID:	Enter your User ID, and press  .
4	Emdeon Logon Enter PassCode:	Enter your passcode, and press  . Asterisks will display as you type.
<i>Depending on the transactions the payer supports, you will see one of these:</i> <ul style="list-style-type: none"> The payer's TRANSACTION menu. The transaction's SEARCH TYPE menu. The first input prompt. 		






Using the Card Swipe

At the time of this publication, you must use the card swipe slot on the right of the keypad. The one on the end of the terminal, below the keypad, is designed for gift cards and currently does not support medical identification cards.

Payer Configured for Idle Swipe

Step	Terminal Display	Action
1	 Emdeon®	If the <i>Logo</i> screen is displayed, press any key <i>except</i> <Scroll Line I > . The Main Menu displays (see below).
2	11/17/06 13:30 CommServer Emdeon	If the <i>Main Menu</i> is displayed, press <F3> to select Emdeon . The Welcome screen displays (see below).
3	WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY <i>-or-</i> MM/DD/YY HH/MM Medical Address Verify Financial	From either of these screens, swipe the hardcard. The magnetic stripe should be facing the keypad and at the bottom of the card (see the icon on the terminal beside the card slot).
<i>Log on, if prompted:</i>		
4	Emdeon Logon: Enter User ID:	Enter your User ID, and press 
5	Emdeon Logon: Enter Passcode:	Enter your passcode, and press  . Asterisks will display as you type.
6	<i>additional data entry prompts, such as Provider ID and dates of service</i>	Enter the remaining data for which you are prompted.


Card Swipe (not configured for idle swipe)

Step	Terminal Display	Action
1	Follow steps 1 through 3 under Submitting a Transaction on page 29 to display the Emdeon Menu.	
The Emdeon Menu appears:		
2	<div>MM/DD/YY</div> <div>HH/MM</div> <div>Medical</div> <div>Address Verify</div> <div>Financial</div>	Press <F2> to select Medical .
Log on, if prompted:		
3	<div>Emdeon Logon:</div> <div>Enter User ID:</div>	Enter your User ID, and press  .
4	<div>Emdeon Logon</div> <div>Enter PassCode:</div>	Enter your passcode, and press  . Asterisks will display as you type.
Select the payer to query:		
5	<div>SELECT PAYER:</div> <div>FLORIDA</div> <div>GEORGIA</div> <div>ILLINOIS</div> <div>INDIANA</div> <div>IOWA</div> <div>Note: your actual payer list may vary.</div>	<div>Highlight the name of the payer you wish to query:</div> <ul style="list-style-type: none">Press <Scroll Page l> or <Scroll Page h> to scroll screen by screen.Press <Scroll Line l> or <Scroll Line h> to scroll line by line.To move to the first payer beginning with a specific letter, press the number key which displays the letter. Press one, two, or three times depending on the letter's position on the key. <div>Press  to select the payer. An hourglass and a brief message may display: "LOADING DATABASES. PLEASE WAIT..."</div>
If your payer supports more than one transaction type:		
6	<div>SELECT TRANSACTION:</div> <div>Sub Eligibility</div> <div>Dep Eligibility</div> <div>Sub Claim Status</div> <div>Dep Claim Status</div> <div>Note: the transaction types vary per payer.</div>	<div>Press <Scroll Line l> or <Scroll Line h> to highlight the type of transaction you wish to perform.</div> <div>Press .</div>
7	<div>SELECT SEARCH TYPE:</div> <div>ID Card #</div> <div>Medicaid #</div> <div>SSN/Date Of Birth</div> <div>SSN/Name</div> <div>Name/Date of Birth</div> <div>Note: search types vary per payer.</div>	Highlight ID Card # , and press  .
8	input prompts, such as Provider ID	Enter the data for input prompts that are displayed prior to the ID Card # search.
9	<div>Florida</div> <div>Please Enter:</div> <div>ID Card #</div>	Swipe the hardcard. The magnetic stripe should be facing the keypad and at the bottom of the card (see the icon on the terminal).
10	additional input prompts, such as dates of service	Enter the remaining data for which you are prompted.

Data Entry Tips

Accepting Displayed Values

When an input prompt is displayed, the terminal screen may display a default value (such as a default provider ID), or it may display the last value you entered in response to the same prompt the last time you ran the transaction.

If you want to accept that value, just press .

To enter a different value, just type the new value. The previously-displayed value disappears.

Entering Letters and Symbols

To enter letters on the Vx570 keypad:

1. Press the key that displays the letter or symbol you wish to enter.
2. Press the **<Alpha>** key once, twice, three, or four times until the desired character displays.

Use the following chart as a quick-reference to entering letters.

Key	Alpha x 1	Alpha x 2	Alpha x 3	Alpha x 4
1	Q	Z	.	\
2	A	B	C	~
3	D	E	F	%
4	G	H	I	@
5	J	K	L	/
6	M	N	O	?
7	P	R	S	[
8	T	U	V]
9	W	X	Y	{
*	,	'	"	}
0	-	SPACE	+	&
#	=	:	\$	^



Note: For dates of service and Social Security number entries, do not enter the dashes between numbers. The terminal will supply the dashes for you as you type.

Choosing from a Selection List



Some prompts, such as for service types, allow you to pick a value from a selection list. When a selection list is available, you will see this message:

(Press F2 For List)

To choose from the list:

1. Press **<F2>**. The selection list displays.
2. Highlight the desired value:
 - o Press **<Scroll Page i>** or **<Scroll Page h>** to scroll screen by screen.
 - o Press **<Scroll Line i>** or **<Scroll Line h>** to scroll line by line.
3. Press  to select the value. You are returned to the input prompt. Your selected data is displayed.
4. Press  to accept the chosen value and proceed to the next step.

Prompts for Optional Data

Some prompts do not require that you make an entry. In this case, just press  to skip to the next prompt. Make sure the data entry line is blank; if it is displaying a prior value, press  to backspace over the existing entry.

Note: to determine whether data is required or optional, press F1 at the input prompt to display the Help screen.

Getting Help

You can display a screen of help on any input prompt, as follows:

Press **<F1>**.




The User Help screen displays information such as the minimum and maximum field length, the requirement (required or optional), and any other special information about the field (for example, **Selection List** indicates that a choice list is available).

Press any key to return to the input prompt.

Data Entry Error Messages

If your input is invalid (for example, you entered the wrong number of characters or you tried to skip a prompt for required data), the terminal will beep and display a message below your input line indicating the nature of your error.

To correct your entry:

1. Press  or  to exit the error message.
2. Press  to backspace over the existing entry.
3. Re-enter the data.

The Cancel Key


Use the Cancel Key () to:

- Exit error messages.
- Exit data entry for a transaction.
- Cancel processing of the transaction once it has been submitted
- Exit to the Emdeon Menu.

Response Printout

Your response displays on your terminal screen. You can scroll through the response using the scroll keys (press **<Scroll Page i >** or **<Scroll Page h >** to scroll screen by screen or press **<Scroll Line i >** or **<Scroll Line h >** to scroll line by line). To print a response, press **<F4>**. To reprint a response that just printed, press **<Scroll Line h >** (*before* you enter another transaction).

The following illustration shows a sample response printout. Responses vary depending on the payer or credit source you have queried. For a response description specific to the payer you have queried, see the Transaction Guide for that payer. See **Documentation** on page 5 for instructions on obtaining copies of Transaction Guides.

 **Emdeon®**

----- Emdeon Point Of Service -----

TEST.800
11/15/06 - 11:59:36

----- Input Information -----

Provider ID
123456789
Member ID
87654321
Begin DOS
11-15-06
End DOS
11-15-06

----- ABC Insurance Eligibility -----

Submit ID
Time
Benefit Ind
Medicare Ind
Other Payer Ind

Primary ID
12345
Name
Insurance

ABC

----- Information Receiver -----

Primary ID
123456789
Name
Dr. Smith

----- Subscriber -----

Trce1
123456789

ABCIns
Trce2
555666777889

9EMDEONMFX
Primary ID
87654321
Last
PATIENT
First
JANE
Middle
S
DOB
01/01/1080
Gender
Female
Cnge
N

Elig:

Program ID
Transaction date and time

Information you entered in the
request

Response details

End of response

05/05/2005

----- Actv Cvg -----

Plan Cvg
MS

----- Limitations -----

Plan Cvg
MS

----- End of Receipt -----

Chapter 5: Switch to Credit Card

Your Vx570 may contain a third party Credit Card payment program.

- To access this program, press the asterisk key (*) to return to the Main Menu.
- Press the function key to the right of the Credit Card menu item.

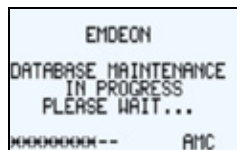
Operation of the Credit Card program is outside of the scope of this manual. Contact your Credit Card program vendor for details.

Chapter 6: Program Updates


Updates to the programs on your terminal will occur automatically.

When updates are available, the following will occur:

1. You will run a transaction.
2. After the transaction transmits, you will see this message on the terminal display:



Do not unplug your terminal or press any keys while this message displays.

3. Your transaction response will print.
4. You will usually receive a message, either on the terminal display or on your printout, from Emdeon, describing the nature of the update.
5. If the message is on the screen, press **<Scroll Page l >** or **<Scroll Page h >** to scroll through the message. When you have finished viewing the message, press .

Large Program Updates

Your Vx570 device is set to dial in to download large program on an as-needed basis, when triggered by the Emdeon data center. The dial-in will occur after your terminal has been idle for a period of time.

While the terminal is downloading updates, the terminal will display the message "Automatic Download in Progress...Please Wait." Dashes, followed by asterisks will advance across the screen as the download progresses.

Updates may take a few minutes (but usually under five minutes). Pressing a key during the download will cancel the download. This will not harm your terminal, but it is recommended that you allow the terminal to continue until the download has been completed.










When the download has completed, your terminal will restart and return to the Main Menu. Changes are installed when you choose **Emdeon** from the Main Menu.

If you cancel an update in progress, the terminal will dial in for the program update following the next idle period.

Chapter 7: Terminal Error Messages

This section describes error messages that can be displayed on your terminal during data entry and data transmission.

Note: You may also see error messages displayed on your response printout. These messages – which appear in the body of the response and which typically begin with CL, HT, RH, or other letters – are considered *EDI Error Messages*, and are returned by the Emdeon data center or the payer to alert you of certain conditions related to your transactions. They are not generated by the Vx570 terminal. For a complete description of these error messages, see the document entitled **Dictionary of Transaction Error Messages**. Refer to **Documentation** on page 5 for more information on obtaining this document.

Message	Description
Database Error	The database is incomplete or corrupt, and the terminal cannot process the transaction. Call Emdeon Customer Support.
Card Read Error	The terminal was unable to read the card swipe data. Press  , then reswipe the card. If this message continues to occur, there may be a problem with the card.
COMM ERROR	The Vx570 could not establish phone or Ethernet connectivity. Check to make sure your phone or Ethernet cable is securely plugged in. It is also possible that the terminal is set up with the wrong communication method (for example, modem versus Ethernet). If you suspect this is the problem, call Emdeon Customer Service.
Invalid – description of requirement	Your input is invalid; for example, it is not the correct length. The data entry requirement appears following the message.
Invalid Amount	You entered a monetary amount in such a way that it does not represent a valid amount.
Invalid Date	You entered a date that was in the wrong format, or that did not represent a real date (for example, 11-11-1111).
Invalid PassCode	Can appear during modification of a user's passcode. The passcode you entered does not match the user's current passcode.
Invalid User ID	Can appear during the removal of a user ID or modification of a user's passcode. You entered a user ID that does not exist.
No Providers Have Stored Provider IDs That Satisfy The Transaction Rules	None of the stored provider IDs are valid for the current transaction (for example, this payer requires a nine-character provider ID and there are no nine-character provider IDs in your Provider QuickCodes list). Press  to return to the Provider ID prompt. Check to make sure you have the correct provider IDs for the payer.
No Response	Displays when you ping the network connection, if there is no response from the network. This indicates that there is a problem with the network connection.
Only Provider Dr. XXX Has A Stored Provider ID That Satisfies The Transaction Rules	Only one provider ID in your Provider QuickCodes list is valid according to the payer's rules (the provider's name appears in the message). Press  to clear the message and return to the Provider ID prompt. The valid provider ID displays. Press  to accept the provider ID.
Only Providers With Stored Provider IDs That Satisfy The Transaction Rules Are Displayed	Multiple provider IDs in your Provider QuickCodes list are valid for this payer with the exception of one provider ID. Press  to display only the list of provider names with valid provider IDs.
Passcode Mismatch Please Try Again	Can appear during the addition of a user ID or modification of a user's passcode. You were prompted to re-enter the user's passcode. The passcode you re-entered did not match the first entry of the user's new passcode.
QuickCode Assigned	Can appear during the addition of a provider to the Provider QuickCodes list. You entered a QuickCode number that is already assigned to another provider. Press  to clear the message, press the Backspace key  to delete the number(s), then re-enter another QuickCode number from 1 to 99.
TAMPER	Your terminal may have been tampered with (for example, it was dropped or an object fell on it). This message appears when the Vx570 is first turned on. Press  to clear the message, then continue normal use of the terminal. To reset the date and time, see "Change the Date and Time" on page 21.
The Requested Provider ID For Dr. XXX Does Not Satisfy The Transaction Rules And Cannot Be Displayed	You entered a one- or two-digit QuickCode in the Provider ID prompt that corresponds to a provider ID that is not valid according to the payer's rules (the provider's name appears in the message). Press  to return to the Provider ID prompt (the invalid provider ID is not displayed, but the QuickCode number reappears). Check to make sure you have the correct provider IDs for the payer.
UserID Already Exists...	Can appear during the addition of a user ID. You attempted to add a user ID that already exists.

Emdeon is a leading provider of revenue and payment cycle solutions that connect payers, providers, and patients to improve the healthcare business processes.

To learn more about our company, our services, and our commitment to improving healthcare, visit our website at www.emdeon.com.

