

Service Provider User Manual

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Administrative Website Manual

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Logging Into and Out of the System

Logging Into the System

- Open Internet Explorer
- In the address box type in http://www.ewcho.org and press Enter on your keyboard.

The following screen will be displayed:

🚈 Main - Microsoft Internet Explorer	_ 🗆 ×
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We washtenaw community health organization	
Welcome to Washtenaw Community Health Organization Please enter your login ID and password Consumer Management System User Name: Access to this site is limited to authorized Washtenaw County Health Organization Personnel, and authorized affiliates and providers. Please enter your login ID and password Unauthorized affiliates and providers. Login Inductorized attempt to access the system is prohibited. I forgot my password	<u> </u>
Washtenaw County Health Organization monitors and logs the activities of this web site. By accessing this web site, you are expressly consenting to these monitoring activities. Unauthorized attempts to access, obtain, alter, damage, or destroy information, or otherwise to interfere with the system or its operation are prohibited and recorded by the Authority. This site is best viewed and operated with version 5.0 or higher of Microsoft Internet Explorer	

- Enter your User Name and Password, and then click the Login button. **Please** note:
 - The first time you access your account; your password will be the same as your User ID. You will be prompted to change your password.
 - When changing you password you will provide the answer to two security questions; what is your birth-date and what are the last four digits of your Social Security Number. The answers to these questions will be used if you forget your password.
 - After three unsuccessful login attempts, your account will be locked and you will have to call the Help Desk to have it unlocked.

What If I Forget My Password?

If you have forgotten your password, click on the *I forgot my password* link on the log in screen.

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we washtenaw community health organization	
Help	LOGIN
Welcome to Washtenaw Community Health Organization Please enter your login ID Access to this site is limited to authorized Washtenaw County Health Organization Personnel, and authorized affiliates and providers. Please enter your login ID Unauthorized affiliates and providers. Login Unauthorized attempt to access the system is prohibited. I forgot my passy	and password
Washtenaw County Health Organization monitors and logs the activities of this web site. this web site, you are expressly consenting to these monitoring activities. Unauthorized a access, obtain, alter, damage, or destroy information, or otherwise to interfere with the s operation are prohibited and recorded by the Authority. This site is best viewed and operated with version 5.0 or higher of Microsoft Interne	By accessing attempts to system or its t Explorer
Done	Local intranet

• Enter your User ID and Email address in the fields provided, and then click the Continue button.

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] ↔ Back • → - 🙆 😰 🔏 Q Search 💿 Favorites 🛞 Media 🧭 🔂 • 🎒 👿 • 📃	
we washtenaw community health organization	
Help	LOGIN
Primary Information	_
Please identify yourself by answering the following questions:	
What is your user ID? pce_clare	
What is your email address? cmiller@pcesystems.com	
Continue	
	_
E Done	Local intranet

• Enter the answer to the Security Question in the field provided and then click the continue button.

<u>File Edit Vi</u> ew F <u>a</u> vorites <u>I</u> ools <u>H</u> elp	
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we washtenaw community health organization	
Help LOGIN	I
Security Questions Please verify your identify by answering the following security questions:	-
What is your date of birth? What are the last 4 digits of your social security number?	
Continue Cancel	
	. 💌

The system will provide you with the first half of the temporary password. Be sure to write down the password displayed, as this screen will no longer be available after you click on the Continue button.

we washtenaw community health organization	Taza
Help	LOGIN
A temporary password has been generated. The first part of this password is 4e7a . The second part has emailed to you.	; been 🔺
Please write down the first part of the password - once you leave this screen, you will not be able to vie information again.	ew this
If you're still having problems, please contact WCHO System Administrator at (734) 555-1212.	
Continue	

The second half of the password will be sent to your email account.

```
      From:
      PasswordRetrieval@pcesystems.com
      Sent: Fri 8/1/2003 11:18 AM

      To:
      cmiller@pcesystems.com
      Sent:

      Cc:
      Subject:
      Your temporary Password

      The second part of your temporary password is:
      Image: Contact WCHO System

      edda
      If you are still having problems, please contact WCHO System

      Administrator at (734) 555-1212.
      ***THIS IS AN AUTOMATED MESSAGE.
```

Logging Out of the System

Always log out of the system before shutting down the browser a log out is also necessary when you leave your computer unattended. Logging out prevents unauthorized Users from entering the Administrative System.

• Click on the *Logout* button

🚰 Call Tracking - Microsoft Internet Explorer	
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where washtenaw community health organization	
Home Logout Help Emessages	Call Tracking

The following screen will be displayed:



If you wish to return to the login screen click the *here* link. It is now safe to close your browser.

Navigation Buttons

When using the WCHO Administrative system, DO NOT use your browser's back button. Only use the navigation buttons provided by the system; that is, those below the red line.

🚰 Caller List - Microsoft Internet Explorer	_ _ _ ×
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Address 🗃 http://pcewebl00/cgi-bin/WebObjects/WSHAdmin.woa/4/wo/HIjEkKtexvBMOgzf8kUssw/11.5.14.0.0.1.0	▼ 🖗 Go
with washtenaw community health organization	COUNTY AND A COUNT
Back Home Logout Help messages	Caller List
TIME-OUT IN: 59 Minutes, 44 Seconds	ELOCAl intranet

Back Click on the back button to go to the previous page. **DO NOT USE YOUR BROWSER'S BACK BUTTON.**

Home The home button will always take you back to the main page.

Logout Click on the logout button to exit the system.

Help Click on the Help button to access this User Manual online.

lookup Use the Lookup button to access database for Providers, Consumers, and Staff in accordance with the screens.

Consumer Information

View Consumer Demographics

• Click on *View Consumers*

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with washtenaw com	TRAINING MODE	EnCompass
Home Logout Help	nessages	Service Provider Menu
Change Password	View Consumers View consumers that are authorized for se	rvices by this provider
🝯 TIME-OUT IN: 59 Minutes, 12 Seconds 🚽		📄 📄 🎯 Internet 🥢

• Search for the Consumer, you may enter a partial name such as the first three letters of the last name and the first initial, and then click the SEARCH button.

🖉 Consumer List - Microsoft Internet Explorer				- 🗆 ×
<u> </u>				<u>11</u>
washtenaw community	AINING MOI Alah health organizati	DE on	Encompass	
Back Home Logout He	lp 🗐 messages		Consumer List	
Please type in consumer's last name and first initial and press SEARCH to locate the consumer. You may wish to use partial name if you are not sure about the spelling. If you cannot find the consumer by name, you may type in any other available data to locate the consumer.	Consumer Last Name doe Consumer ID	Consumer First Name j Social Security No. CSTS Case #	AKA or Other Information Birth Date (mmddyy) SEARCH	•
				<u> </u>
E TIME-OUT IN: 59 Minutes, 46 Seconds			📋 📄 💆 Internet	

• Click the *View* link to the right of the Consumer's name.

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WHO TRAINING MODE		Encompass			
Back Home Lo	gout Help 🗐 messag	\$		Consumer List	
Please type in consumer's last name and first initial and press SEARCH to locate the consumer. You may wish to use partial name if you are not sure about the spelling. If you cannot find the consumer by name, you may type in any other available data to locate the consumer.			<u> </u>		
Last Name First Name	WCHO Consumer ID	CSTS Case #	Social Security	Birth Date	
Doe John	11		123-45-6789	01/01/2001 View	_
,	nds			🔒 🎯 Internet	

• The Consumer's demographic information is displayed. Use the scroll bars on the right side of the screen to move through the data.

View Consumer Person-Centered Plan and Plan Goals

- 🚰 Service Provider Menu Microsoft Internet Explorer <u>File Edit View Favorites Tools Help</u> Address 🕘 https://w3.pcesecure.com/cgi-bin/WebObjects/WSHAdminTest.woa/1/wo/wX2IntqvJmCmdoQVJobkH0/14.3.7.0.0 →
 ⁽²⁾Go TRAINING MODE W(HO **Encompass** washtenaw community health organization Home Logout Help 📕 🔳 messages Service Provider Menu Test Providers of Michigan, Inc. View Consumers Change Password View consumers that are authorized for services by this provider + mvPaae <u>User Guidelines</u> Policy and Procedures View Person Center Plan (PCP) red plan. <mark>+myPage</mark> • TIME-OUT IN: 59 Minutes, 21 Seconds 🔒 🥝 Internet
- Click on View Person-Centered Plan (PCP)

• Search for the Consumer, you may enter a partial name such as the first three letters of the last name and the first initial, and then click the SEARCH button.

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washtenaw community	AINING MOE health organization	DE on	EnCompass	
Back Home Logout Hel	p 🔲 messages		Consumer List	
Please type in consumer's last name and first initial and press SEARCH to locate the consumer. You may wish to use partial name if you are not sure about the spelling. If you cannot find the consumer by name, you may type in any other available data to locate the consumer.	Consumer Last Name doe Consumer ID	Consumer First Name j Social Security No. CSTS Case #	AKA or Other Information Birth Date (mmddyy) SEARCH	
				•
E TIME-OUT IN: 59 Minutes, 46 Seconds			📋 📄 🔁 Internet	

• Click the *PCP* link to the right of the Consumer's name.

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Address	s 🙋 https	://w3.pcesecure.c	om/cgi-bin/Wel	bObjects/WSHAdminTe	est.woa/1/wo/wX2lntq	vJmCmdoQVJobkH0/17.	5.17.1.0.1.0	• <i>è</i>	Go
WHO TRAINING MODE Enompass						s			
Ba	ck 🔤	Home Lo	gout H	lelp 🛛 🖃 message	s		Select a Consumer	-	
name avail cons	name, you may type in any other available data to locate the consumer.							•	
1 Co	nsumer	s			-	_			
Last	Name	First Name	WCHO C	onsumer ID	CSTS Case #	Social Security	Birth Date		
Doe		John	11			123-45-6789	01/01/2001 PCP)	

- A list of all of the Person-Center Plans is displayed.
 - o Use the *View* link to view the PCP
 - o Use the PCP Goals link to view a list of the PCP Goals for the PCP
 - o Use the *Print* link to print the PCP and PCP Goals.

WHO wa	ishtena	T w commur	RAININ	IG MODE		EnCompass	
Back	Home	Logout	Help 🗐 mess	ages	PCP F	ace Sheet List	
3 PCP(s)	Consumer Na Doe, Joh	ime IN	Consumer# 11	ssn 123-45-6789	DOB 01/01/2001	Gender Male	<u>.</u>
Meeting Dat	te	Meeting Loca	tion	Staff Assigned			_
08/01/2003 client home			PCE Clinician		<u>View</u> PCP Goals Print		
TIME-OUT IN:	57 Minutes, 21	7 Seconds				i 🐹	t

View Consumer Supported Living Budget

Click on View Supported Living Consumer Budget

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WHO TRAINING washtenaw community health orga	MODE Enompass
Home Logout Help 🗐 messages	Service Provider Menu
Change Password View Consumers	roviders of Michigan, Inc.
User Guidelines Policy and Procedures	that are authorized for services by this provider Plans (PCP) and Goals
View Consumer's View Supported Liver Support Supported Liver Support Supported Liver Support S	person-centered plans and goals. +myPage ving Consumer Budget iving consumer budget rmyPage
TIME-OUT IN: 58 Minutes, 33 Seconds	🔒 🔮 Internet

• Search for the Consumer, you may enter a partial name such as the first three letters of the last name and the first initial, and then click the SEARCH button.

🖉 Consumer List - Microsoft Internet Explorer				
Eile Edit View Favorites Tools Help				-
WHO TR washtenaw community	Encompass			
Back Home Logout He	lp 🔳 messages		Consumer List	
Please type in consumer's last name and first initial and press SEARCH to locate the consumer. You may wish to use partial name if you are not sure about the spelling. If you cannot find the consumer by name, you may type in any other available data to locate the consumer.	Consumer Last Name doe Consumer ID	Consumer First Name j Social Security No. CSTS Case #	AKA or Other Information Birth Date (mmddyy) SEARCH	
) [1] TIME-OUT IN: 59 Minutes, 46 Seconds			📄 🔒 💣 Internet	• //

• Click the *Select* link to the right of the Consumer's name.

餐 Select a Consumer - M	crosoft Internet Explo	orer						<u>_ ×</u>
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WHO TRAINING MODE Enompass						5		
Back Home	Logout He	lp 🗐 message	BS		Select a Cor	sumer		
Back Home Logout Help messages Select a Consumer Please type in consumer's last name and first initial and press SEARCH to locate the consumer. You may wish to locate the consumer. You may wish to locate the consumer if you are not sure about the spelling. Consumer Last Name Consumer First Name AKA or Other Information If you cannot find the consumer by name, you may type in any other available data to locate the consumer. WCHO Consumer ID Social Security No. SEARCH SEARCH								
Last Name First N	ame WCHO Con	sumer ID	CSTS Case #	Social Security	Birth Date			
Doe John	11			123-45-6789	01/01/2001	Select		
								_
Content In: 59 Minutes,	55 Seconds						🥶 Internet	11.

• A list of the Supported Living Budgets will be displayed, click the *View* link to view the budget in it's entirety

🚰 Supported Living Budget List - Microsoft Internet Explorer							
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WHO TRAINING MODE ENC						ompass	
Back Home	Logout Help	🚍 messages		Supported Livin	g Budi	jet List	
	Consumer Name Doe, John	Consu 11	mer ID	SSN 123-45-6789	Cas	e#	^
AL EX	Address 1234 main southfield, MI 12345	Home 248-4	Phone 56-5289	Date of Birth 01/01/2001	Ger Mal	der e	
1 Records						7	
Effective Date	Effective Date Expiration Date		Total Client Budget				
10/01/2003 12/31/2003			\$2,989.61		_ (<u>∨iew</u>		
							•
🝯 TIME-OUT IN: 58 Minute	s, 48 Seconds					Internet	

Authorizations and Claims Submission

View Authorizations

• Click on View Authorized Services and Enter Claims



• A list of all authorizations is displayed.

Claim Entry - Microsoft Internet Explo	'er						
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Back Home Logout	Help 🗐 messag	es			Claim Entr		
Provider Test (SA) Provider of M	ichigan		Addre 1234	ss 5 Second SA	Street		
Phone 734-2223-5656	Fax 734-2223-78	78	Suite 345 Ann Arbor, MI 48123				
Authorizations							
Authorization # Consumer Name	Service Date Rang	e Sta	tus				
200300001265 John Doe	06/01/2003 - 06/3	30/2003 Au	thorized	View Auth Ad	d HCFA-1500 Add UB-92		
200300001266 John Doe	09/01/2003 - 09/3	30/2003 Au	thorized	View Auth Ad	d HCFA-1500 Add UB-92		
D Claims							
Claim Type/ Claim Number/	Consumer	Auth # So	rvico Dat	o Dango	Total Charges/		

Submit Claims

• Click on View Authorized Services and Enter Claims

Service Provider Menu - Microsoft Internet Explorer		<u>-</u> D×
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Home Logout Help 🗐 messages	◀	Service Provider Menu
View Authorize	ed Services and Enter (Claims + myPage
Claim Batch R This option review the +myPage	eview and Send for Ap will list batches in the data en batches and send the batch to	proval try stage where you can the approver when ready.
🙋 TIME-OUT IN: 56 Minutes, 33 Seconds		📄 🔮 Internet 🥼

• A list of all authorizations is displayed.

	rosoft Internet Explor	'er			
<u>File E</u> dit <u>V</u> iew	F <u>a</u> vorites <u>T</u> ools <u>H</u> e	elp			
wash	tenaw commi	TRAINING MC unity health organiza	DE tion	Enom	pass
Back Ho	me Logout	Help 🗐 messages		Claim E	ntry
Provider Test (SA) Provider of Michigan			Addre 1234	ss 5 Second SA Street	
Phone 734-2223-5656		Fax 734-2223-7878	Suite Ann A	345 Arbor, MI 48123	
Authorizations	; 				
Authorizations Authorization #	Consumer Name	Service Date Range	Status		
Authorizations Authorization # 20030001265	Consumer Name John Doe	Service Date Range	Status Authorized	View Auth Add HCEA 1500 Add UB-	<u>-92</u>
Authorizations Authorization # 200300001265 200300001266	Consumer Name John Doe John Doe	Service Date Range 06/01/2003 - 06/30/2003 09/01/2003 - 09/30/2003	Status Authorized Authorized	View Auth Add HCEA 1500 Add UB View Auth Add HCEA-1500 Add UB-	<u>-92</u>
Authorizations Authorization # 200300001265 200300001266 I Claims	Consumer Name John Doe John Doe	Service Date Range 06/01/2003 - 06/30/2003 09/01/2003 - 09/30/2003	Status Authorized Authorized	View Auth Add HCEA 1500 Add UB View Auth Add HCFA-1500 Add UB-	<u>92</u> 92

• Click on the *Add HFCA-1500* link to the right of the authorization you wish to submit a claim against.

• Use the drop down menu to select the batch that this claim will belong to. If you do not wish to include this claim is a batch at this time select PEND CLAIM from the drop down menu.

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with washtenaw	TRAINING MODE community health organization	Enompass		
Back Home L	ogoy Help Emessages	Add HCFA-1500 Claim Form		-
Health Insurance Claim F	form			_
Invoice Batch NEW BATCH • NEW BATCH PEND CLAIM	WCHO 555 TOWNER VPSILANTI	MI 48198		
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• Enter the received date

Add HCFA-	1500 Claim Form - Microsoft Internet Explorer		
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Health Ins	urance Claim Form		
Invoice B NEW BA Received	atch WCHO TCH J Date 555 TOWNER		
9/30/2003	YPSILANTI	MI 48198	
🕘 TIME-OUT I	N: 57 Minutes, 55 Seconds		🔒 🥥 Internet 🏼 🎢

• Scroll to the bottom of the screen and enter the diagnosis. You may type in the diagnosis code or use the lookup button to search the diagnosis code database. Please see the end of this Section to see further instructions on using the lookup button.

🚰 Add HCFA-1500 Claim Form - Microsoft Internet Expl	orer			_ 🗆 ×
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Back Home Logout Help 🛛	messages	Add HCFA-1500 Claim Form		
21. Diagnosis Codes 1) Iookup	3)	22. Medicaid Resubmission Code	Original Reference No.	_
2) lookup	4) Iookup	23. Prior Authorization Number 200300001265		•
TIME-OUT IN: 52 Minutes, 39 Seconds			📄 🔮 Internet	

• Continue to scroll, enter the detail lines. If you need additional detail lines click on the *Add More Detail Lines*

Add HCFA-1500 Cl File Edit View	laim Form - Microsoft) Favorites Tools Helr	Internet Ex	plorer									<u> </u>
(We washi	tenaw commu	TRAI	NIN alth (IG MODE		Đ	nompa	ss				
Back Ho	me Logout	Help	🔳 mess	ages	Add HCF	A-1500 Cla	aim Fori	m				
Add More Deta	il Lines											
24.	A	В	С	D	E	F	G	н	I	J	к	
Date	s Of Service	POS	TOS	Procedures/ Service	Diagnosis	Charges	Units	Family	EMG	сов	Local Use	
06/01/2003	06/30/2003	11			1		3	1				
06/01/2003	06/30/2003	11			1		10					
06/01/2003	06/30/2003	11		H0012	1		10					
6/01/2003	06/30/2003	11		H0020	1		30	1				
								1				
								1				
5. Tax ID Os	SN © EIN	tient Account 56789	No.	27. Accept Assignment? YES O NO	28. Total Charge	29. Amou	int Paid		30. Bala	ince Due		
I. Signature of Phys	ician or Supplier			32. Name and address of Facil	ity OF MICHI	33. Billin	g Name and /	Address				
				1231 (SA) PROVIDER		19245						
				ANN ADROD						401.00		
				ANNARBUR	, MI 48123		RBUR	, I^	<u> </u>	48123		
						734-22	23-5656					
						PIN: G	RP#:					
omments						1						
						A						
SAVE CAN	CEL											
FIME-OUT IN: 49 Mi	nutes, 22 Seconds) Interne	t

- Once all of the claim information is entered, click the SAVE button.
- The Claim is now displayed. If you indicated that this claim is part of a new batch, the system will assign a batch number to the claim.

W(HO wash	tenaw com	TRAII munity hea	NING MO	DE tion			Enompass	
Back Ho	me Logout	Help	nessages 🗧	Claim Entry				
Provide Test (S	r SA) Provider o	f Michigan		Add 123	ress 45 Second	SA Street		
Phone 734-22	23-5656	Fax 734-23	223-7878	Suit Anr	e 345 Arbor, MI	48123		
2 Authorizations	Consumer Nar	ne Service Da	to Range	Statue				
200300001265	John Doe	06/01/200	3 - 06/30/2003	Authorize	d View Auth	Add HCEA-15	26-BU bbA 00	
200300001266	John Doe	09/01/200	3 - 09/30/2003	Authorize	d View Auth	Add HCFA-15	00 Add UB-92	
1 Claims	Claim							
Claim Type/ Status	Number/ Client Number	Consumer	Auth #	Service [late Range	Total /Charges/ Allowed		
HCFA-1500 000005 - Read (svcprvsa)	/ 000032	DOE, JOHN	200300001265	06/01/20 06/30/2	103 - 003	130.00	<u>Change</u> <u>Delete</u> <u>View</u>	

• You may change or delete claim until it is sent to WCHO for approval, adjudication and payment.

<u>Add a UB-92</u>

- Click on the *Add UB-92* link to the right of the authorization you are entering a claim against.
- Use the drop down menu to select the batch that this claim will belong to. If you do not wish to include this claim is a batch at this time select PEND CLAIM from the drop down menu. Enter a received date.

🚰 Add UB-92 Claim Form - Microsoft Internet Explore	21		- O ×
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washtenaw community he	NING MODE alth organization	EnCompass	
Back Home Logout Help	🚍 messages	Add UB-92 Claim Form	
UB-92 HCFA-1450			_
Batch Number	Received Date		
	2.	3 PATIENT CONTROL NO. 123456789	4. TYPE OF BILL
🗃 TIME-OUT IN: 59 Minutes, 38 Seconds		📄 📄 😰 Internet	

• Scroll down; enter the detail lines for the claim. If you need more detail lines, click the *Add More Lines* link.

Image: Construction Image: Construction Image: Construction Image: Construction Back Home Logout Help Image: Construction
Washtenaw community health organization Back Home Logout Help
42. REV CD 43. DESCRIPTION 44. HCPCS / RATES 45. SERV. DATE 46. SERV UNITS 47. TOTAL CHARGES 48. NON-COVERED CHARGES 49. 1 R0910 10 100 .00 </th
2 H0020 10 100.00 .00 3
Add More Lines TOTAL CHARGE

• Continue to scroll down; enter the Consumer's diagnosis code. You may type in the diagnosis code or use the lookup button to search the diagnosis code database. Please see the end of this Section to see further instructions on using the lookup button.

🚰 Add UB-92 Claim Form - Microsoft	Internet Explorer			_	
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weither washtenaw con	TRAINI	NG MO	DE ion	Encompass	
Back Home Logou	ıt <mark>Help</mark> ≣me	essages	Ade	d UB-92 Claim Form	
83. TREATMENT AUTHORIZATION CODE 200300001266	58	64.ESC 65	5. EMPLOYER'S NAME	86. EMPLOYER LOCATION	
S7. PRIN. DIAG. CD S8. CODE	69. CODE 70.	CODE 71	. CODE 72. CODE 73. CODE 74. C	ODE 75. CODE 76. ADM. DIAG. CD 77. E CODE 78.	
79. PC	B1. OTHER PROCEDURE CODE DATE	OTHER PROCEDU CODE DA	JRE 82. ATTENDING PHYSIC	IAN ID.(Last,First,MI,Cred)	
OTHER PROCEDURE	OTHER PROCEDURE		IRE 83. OTHER PHYSICIAN I	D.	•
🕘 TIME-OUT IN: 54 Minutes, 53 Seconds				📄 🔒 🎯 Internet	

- Once all of the information has been entered, click the SAVE button.
- The Claim is now displayed. If you indicated that this claim is part of a new batch, the system will assign a batch number to the claim.

🗿 Claim Entry - Micr	osoft Internet Explor	er						
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WHO washt	tenaw commi	TRAIN	IING MO	DE tion			Encompass	
Back Ho	me Logout	Help 🔳	messages				Claim Entry	
Provider Test (SA) Provider of Michigan Phone Fax 734-2223-5656 734-2223-7878				Addr 1234 Suite Ann	ess 15 Second 2 345 Arbor, MI	SA Street 48123		
2 Authorizations	C	Contra Dat	D	Status				
Authorization #	Lonsumer Name	Service Date	e Range	Status	L Miour Auth			
200300001265	John Doe	00/01/2003	- 00/30/2003	Authorized	View Auth	Add HCEA-15	00 Add UB-92	
2 Claims	Sonn 200	03/01/2003	00,00,2000	Addition200	Terridin	Addition And	<u></u>	
Claim Type/ Status	Claim Number/ Client Number	Consumer	Auth #	Service D	ate Range	Total Charges/ Allowed		
HCFA-1500 000005 - Ready (svcprvsa)	/ 000032	DOE,JOHN	200300001265	06/01/20 06/30/20)3 - 103	130.00 .00	<u>Change</u> Delete <u>View</u>	_
UB-92 000006 - Ready (svcprvsa)	/ 000033	DOE,JOHN	200300001266	09/01/20 09/30/20)3 - 103	110.00 .00	<u>Change</u> <u>Delete</u> <u>View</u>	
🞒 TIME-OUT IN: 55 Mir	nutes, 54 Seconds							🕐 Internet

• You may change or delete claim until it is sent to WCHO for approval, adjudication and payment.

Using the Diagnosis Code Lookup Button

- Click on the Lookup button
- Search for the diagnosis code by entering the partial name of the diagnosis and click the SEARCH button. For example, to search for a depression diagnosis type "depre" in the field provided (see below)

🕘 Select Diagn	osis Code - Microsoft	Internet Explorer	
Select Di	iagnosis Code		
	-		
	Keyword: depre		Search
	Click <u>h</u>	<u>ere</u> to do a Structured Se	earch
0 Codes			
Code	C	escription	
CLOSE			
			<u> </u>

• Any diagnosis matching the keyword will appear, use the *Previous* and *Next* links to change pages. Once you have found the correct diagnosis, click the *Select* link to the right of the diagnosis information.

Select D	iagnosis Code - Microsoft Internet Explorer	
	Keyword: depre	arch
	Click <u>here</u> to do a Structured Search	
46 Cod	es < <u>PREVIOUS</u> Page 1 of a	5 <u>NEXT</u> ≻
Code	Description	
290.13	Presenile dementia with depressive features	Select
290.21	Senile dementia with depressive features	Select
290.43	Arteriosclerotic dementia with depressive features	Select
292.84	Drug-induced organic affective syndrome	Select
296.20	Major depressive disorder, single episode, unspecified	Select
296.21	Major depressive disorder, single episode, mild	Select
296.22	Major depressive disorder, single episode, moderate	Select
296.23	Major depressive disorder, single episode, severe, without mention of psychotic behavior	<u>Select</u>
296.24	Major depressive disorder, single episode, severe, specified as with psychotic behavior	Select
296.25	Major depressive disorder, single episode, in partial or unspecified remission	Select
	< <u>PREVIOUS</u> Page 1 of a	5 <u>NEXT</u> ≻
CLOSE		

Claim Batch Review and Send for Approval

• Click on *Claim Batch Review and Send for Approval*



• Any existing batches that have not been sent to WCHO for approval will be displayed.

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Back Hor	ne Logout	Help 🔳	messages		Invoice Batch l	ist
2 Invoice Batche	s - Ready					
Batch Number	Batch User	Batch Date	Claims	Total Billed Allowed		
000006	svcprvsa	09/27/2003	1	110.00 0.00	Work With Batch Send for Approval	
000005	svcprvsa	09/27/2003	1	130.00 0.00	Work With Batch Send for Approval	
						_
Back Ho	ome					•
🞒 TIME-OUT IN: 59 Mir	nutes, 49 Seconds					Internet

- To view the claims that are included in the batch click on the *Work with Batch* link.
- A listing of all the claims included in the batch will be displayed. Use the *Change* or *Delete* links to edit or remove the claims.

Back Home Logout Help ■messages Batch Claims List - 000005								
Batch Nur 000005	nber	Batch Status Ready	Batch svcpr	<mark>User</mark> /sa	T	tal Billed 130.00		Total Paid .00
1 Claims								
Claim Type	Claim Number/ Client Claim	Provider	Consume Name/ Consume	r Service r ID	Date Range	Total Billed/ Allowed	197	h.
HCFA- 1500	000032	TEST (SA) PROVIDER OF MICHIGAN	DOE, JOH (123456)	IN 06/01/2 789) 06/30/	2003 - /2003	130.00 .00	<u>Change</u> <u>∀iew</u>	<u>Delete</u>

• Once the claims have been reviewed, click on the BACK button to return to the send approval screen.

Invoice Batch List	- Microsoft Inter	net Explorer					
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TRAINING MODE Enempass							mpass
Back Hor	ne Logout	Help 🔳	messages			Invoice Bat	ch List
2 Invoice Batche	s - Ready	Batak Data	Claima	Total Billed			
Datch Numper	Datch User	Datch Date	Claims	Allowed			
000006	svcprvsa	09/27/2003	1	110.00 0.00	Work With Batch	Send for Approval	
000005	svcprvsa	09/27/2003	1	130.00 0.00	Work With Batck	Send for Approval	
Back Ho	ome						
] TIME-OUT IN: 59 Min	nutes, 49 Seconds		/				🔮 Internet

• Click on the *Send for Approval* link to send the batch to WCHO for approval, adjudication and payment.

Provider Staff Directory

The Provider Directory is a list of the Provider's Staff members that have access to the Encompass system. System Administrators will use the Staff Directory to add additional Users to the database.

View Staff Directory

• Click on *Provider Staff Directory*

🚰 Service Provider Menu - Microsol	Internet Explorer		×
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Home Logout Help	messages	Service Provider Menu	
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Saturday, September 27, 2003	3 11:43 AM Eastern Time	Peter Parker (SA)	•
TIME-OUT IN: 59 Minutes, 52 Seconds		🔒 🙆 Internet	

• A listing of the Provider Staff Members with access to Encompass will be displayed

WHO	washtenaw commu	TRAINING MO	DE		Encompass
Back	Home Logout	Help 🗐 messages			Contact List
COUNTY	Provider Test (SA) Provider of Mi	chigan	Addres 12345	s Second SA Street	
THE REAL	Phone 734-2223-5656	Fax 734-2223-7878	Suite 345 Ann Arbor, MI 48123		
	Person Name:	(Type an	y part of the	e last or first name)	SEARCH
1 Matc	hed				
Name		Phone	Status	Self-Selfved	
Peter P	arker (SA)	313-902-2345	Active	Zaran Data View	<u>(</u>

• Click on the *View* link to view the details of the Staff Member, such as licensing and credentials.

Add a Staff Member (Contact)

Click on *Provider Staff Directory*

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<u>File E</u> dit <u>Y</u> iew F <u>a</u> vorites <u>T</u> ools	Help		*
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Home Logout Help	messages	Service Provider Menu	
	the pended bills back to an active batc Complete Batch List View a list of all batches regardless of a be useful for looking up historical claims Provider Staff Directory Add/Change Delete Provider's Staff *m	h, +myPage current status. This option can ;, +myPage <mark>Page</mark>	•
Saturday, September 27, 2003	3 11:43 AM Eastern Time	Peter Parker (SA)	•
ど TIME-OUT IN: 59 Minutes, 52 Seconds		📄 🙆 🔮 Internet	1.

• To avoid entering a duplicate record, search the Staff Member database before adding a new Staff record. If your search does not return any results, it is safe to enter a new record, click on the *Add Contact* link.

🍯 Contact	List - Microsoft Internet Explor	er			
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W(HD	washtenaw commu	TRAINING MO	DE	Encompass	
Back	Home Logout	Help 🗐 messages		Contact List	
	Provider Test (SA) Provider of Mi Phone 734-2223-5656	chigan Fax 734-2223-7878	Advicess 12345 Second SA Street Suite 345 Ann Arbor, MI 48123		^
	Person Name:	(Type ar	y part of the last or first name)	SEARCH	
1 Matc	hed				
Name		Phone	Status Add Contact		
Peter P	arker (SA)	313-902-2345	Active <u>Change Delete</u> Vie	w	
					-
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- Enter the following information about the Staff Member
 - o Name
 - o Contact Information phone, fax numbers and email address
 - o Job Information department, job title, hire date, and job functions
 - o ORR Training dates of initial and last OOR training dates
 - o Credentials Use the drop down menu to select educational degree, discipline, and billing type.

- o License Use the drop down menu to select license type, enter the license number, license name, State, and expiration date.
- o User ID Enter the Staff Members User ID.
- Once all of the Staff Member information has been entered, click the SAVE Button
- The new Staff Member will now appear in the directory and a User ID has been added.

Performance Improvement Network Indicators

Step 1: Click on *Performance Indicator* button.



Step 2: Click on *Performance Improvement Network Indicators* to submit Performance Improvement Data.



Step 3: Choose the quarter you wish to update (1, 2, 3 or 4). Click on the quarter you are updating.

Contract	Form	Effective & Expiration Date	
35962 - Licensed Setting-ALS	Licensed Settings	10/01/2003 - 09/30/2004	Update Q1 Update Q2 Update Q3 Update Q4

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Back	Home	Logout	Help 🥫	messages		Chan	ge Perfoi	mance Indicator
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atisfacti of Surv iistributo	ion with Se Yeys # of S ed Colle 15	ervices Pro Surveys R cted (7	vided (repo esponse Rat calculated) 5%	rted annu ce Satisfa (from 90.00	ally) - Da action Ra Satisfac	ata due Apr Ite Lion Survey	ʻil 30, 2004 7 Compilati	on Form)
ommun	ity Integra	ition (repo	rted quarter	ly)				
f of cons Farget # Actual # 1 Farget # Juarter Actual # 1 Juarter	umers serve of group a of group ac of consum of consum	ed this qua ctivities p ctivities fo er chosen er chosen	rter er quarter r the quarter activities pe activities for	1st [25 [10 6 er 5 - the 2	Quarter	2nd Quarter	3rd Quarter	4th Quarter
taff Rete	ention (rep	oorted qua	rterly)					
f of staff otal # of ercenta <u>c</u> months	f working 6 f staff ge of staff v or more (ca	months or i working alculated)	1st nore 4 10 40°	K Quarter	2nd Q	uarter 3r	d Quarter	4th Quarter
iscussio	on of Netwo	ork Indicat	ors					
We gave 90%. Tř lower tř scores c	our satis his is the han the ta on those g	faction s area the rget. Th uestions	urveys Octo provider s e provider over the ne	ber 15, 2 hould dis should al xt year.	004. O scuss an lso incl	ur satisfa y question ude any pl	ction rate s that sco ans to imp	e was

Step 4: Fill out all required fields (data and discussion).

Step 5: Click on the *Update Calculated Fields* button at the top of the page.

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Back	Home Logout	Help 🗐 messages		Change Performance Indicat
	Provider Adult Learning Syste	ems	Address 1954 South Industrial Hwy	
	Phone 734-668-7447	Fax 734-668-2772	Sui An	ite A n Arbor, MI 48104
	Site No. 416			
Contrac License	c t Name ed Setting-ALS	Contract Number 35962		Effective-Expiration Dates 10/01/2003 - 09/30/2004
		Quarterly Performance Improv Licensed S	ement N ettings	letwork Indicators
	Some fi these f	elds on this form contain cal ields to reflect your changes	lculated s, click t	data. To update he button below
	(Update Calculated	Fields	

Step 6: Click the *save* button on the bottom of the page.

