

ACCOUNTABLE HEALTH CARE IPA "A Healthcare Partnership you can depend on."

http://www.ahcipa.com/webportal

Provider Web-Portal

Reference Guide for Clinics & Provider Offices

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Introduction

This document is a reference guide for remote access via the internet in to Accountable Health Care IPA's information system. Accountable Health Care IPA offers this web access to contracted providers on a per request basis in an effort to ensure secure, timely, and accurate electronic exchange of information.

Pre-requisites & Minimum System Requirements

Login Registration

To use Accountable Health Care IPA's Remote Access system all users must obtain login credentials by registering/requesting access through Accountable Health Care IPA's IT Department. The Remote Access Registration Form is available online http://webportal.ahcipa.com/

Hardware Requirements

- Intel P4 1GHz CPU or greater
- 40 GB Hard Disk Drive or greater
- 512 MB RAM minimum (2 GB recommend)
- SVGA Monitor minimum (17"-19" LCD recommended)
- Windows-Compatible Keyboard & Mouse
- Network Interface Card or Modem for Internet connection

Software Requirements

- Operating System: Windows XP SP2 or Vista
- Web Browser: Internet Explorer 6.0 or higher
- Antivirus Software (Strongly recommended)

Note: Firewalls and Protection software should be configured to not block pop-ups from and trust:

http://webportal.ahcipa.com/

Other Requirements

- Internet Service, 56Kbs minimum (broadband connection highly recommended)
- Printer (laser printer is recommended if form/letter needs to be printed)

Remote Access - Usage Tips & Conventions

- Do not use the Back button on your browser. Due to the web base technology and application security rules set within the Remote Access Web Application, doing so may cause the application to log you out.
- Note the Pencil Icon indicates a record that can be modified. Click on it to open the record.
- **X** The Cross Icon indicates that the record can be deleted. Click on it to remove the record.
- V The Check Icon is the same as an approval button.
- • The Dot Icon indicates a required field. To save or process this
- To return to the Home Screen from any location within the application, click on the Home button top left hand corner of the main window.
- IIII The Calendar Icon will bring up a calendar window where you chose a date.
- It Calendar Icon with the red dot will enter the current date in to a date field when clicked on.

- Leaving a non-required field blank/null indicates unrestricted. If the field is used as a search filter, then leaving it blank means the filter will not apply to the search.
- When checkboxes are present, a check inside the box indicates that the record on the same horizontal line is selected and vice-versa.

Logging In

https://secure.ehcsmc.net/MEDSERVMSO.NET/login.aspx - Windows In	ternet Explorer
🕒 🕞 💌 🖻 <u>http://webportal.ahcipa.</u> 1	
Favorites 🌾 https://secure.ehcsmc.net/MEDSERVMSO.NET/Io	
CHEALTHCARE eHealthCare Systems, Inc.	
Login	
Registered Users	i .
Username 2 sword	eHealthCare Systems, Inc.
Login	
3 Remember my ID on this computer	
Secured by Othawice 2009-07-33	

- Connect to http://webportal.ahcipa.com/
 (Note: you will automatically be re-directed to a secure website)
- 2. Enter your assigned Username & Password
- 3. Click "Login"

Logging Out

1. Make sure that you save your work and click the "**Logout**" button. Note: The system will automatically log you out after several idle minutes.

CHEALTHCAL	RE 🗕	Memt
eHealthCare Sys	stems, Inc.	
Home Logout	Switch	Cla
Search		
Search By	All	
Claim #		

Home Screen

The Home Screen is the first screen you see after logging in. From here you are able to see any new messages you have received since you last logged on. You are also able to jump directly into data entry screens by clicking on one of the available Request buttons.

Home Screen - Field Description

6	HEALTHCARE 1	Members Y Authorizations	Y Claims Y	Messages	
	2 Logout Switch te	st1		3	4 Login User: test1
5	Auth Request Clm Req	uest CHDP Request			
	New Messages 6 Fr	om 07/29/2009 To	08/03/2009 List	t 7	
	FromTo	Category	Subject	Status	Auth Ref Type
	8				

- 1. Screen/Module Tabs by clicking on the Tabs you bring up the different screens/modules for which you have access. These modules are, essentially, search screens for various types of data (i.e. member information, authorizations, claims)
- 2. Logout when you are ready to end the session, click this button to logout. If you would like to login to a different account you may click "Switch"
- 3. **Screen/Module Display** this region will display text to indicate the Screen/Module currently on-screen. In the case of the "Home" screen, your username will appear.
- 4. Account this is the user account name that is currently logged-in.
- 5. **Request Buttons** shortcuts to the appropriate data entry screen to file claim/encounter, CHDP, or authorization requests.
- 6. New Messages Date Range the date range for which un-read message would be displayed.
- 7. List Button click this button to refresh the list of new messages
- New Messages List list of new messages that are within the new messages date range. Once you click on a
 message to read it, it will be removed from this list. To view read message please go to the Messages screen by
 clicking on the Messages Tab.

Home

From any screen/module you can return to the home screen by clicking on the "Home" button at the top left of the window, next to the Logout button.

Members

The Members Module is where you would find data pertaining to an individual member, such as demographic information, current coverage, and authorizations.

Member Search Screen – Field Description

Home \rightarrow Members tab \rightarrow Member Search

<i>CHE</i>	ALTHCARE	Members Authorizations	Claims	Messages			
Home	Logout Switch	Member Search				Login User	n testi
1	Search Members	Go Search By A	ny Name	3 Search For	test	6 IPA	•
	Claim #	Go 4 And By		5 And For		7 нр	•
s	Search Result		Care	Coordination	8	Search	Add New Member Add
	Member	CIN#/HP ID/SSN	DOB	IPA/HP/PlanCode	PCP Eff Date	PCP Term Date	РСР
9	Member1, TEST	98765432A/123456/123-45-6789	01/01/1940	UCMM/CCHP/CCHP	6/1/2009		Mejia, Miguel Angel Espin M.D. 14600 Sherman Way1st Floor,Van Nuys,91405
	1 member matches	your search criteria				10 << 1	of 1>>

- 1. Quick Search Allow search and navigation directly to an authorization or claim by record id.
- 2. Search By Search criteria. The following are the available options and description:

Any Name: will return any record that has the search for string in any part of the member first or last name.

Last Name: will return any record that has the search for string in any part of the member last name. First Name: will return any record that has the search for string in any part of the member first name. Last,First: will return any record that has the portion of the search for string before the comma in any part of the member first name and the portion of the search for string after the comma in any part of the member last name. Note that there should not be a space between the comma and the fist name in the search for string.

CIN # - will return any record that has the search for string in any part of the member CIN #.

Medicare ID – will return any record that has the search for string in any part of the member's Medicare ID.

PCP – will return any record that has the search for string in any part of the member's primary care physician's name.

Health Plan ID – will return any record that has the search for string in any part of the member's health plan ID.

SSN – will return any record that has the search for string in any part of the member's social security number. Note space and dashes should not be used.

DOB – will return any record that has the search for string in any part of the member's date of birth. The additional DOB search options are more specific versions of this search; see the formatting in the search for option name for details.

Member No. – will return any record that has the search for string in any part of any one the member's IDs.

CCS – will return any record that has the search for string in any part of the member's CCS case number. **Cal Optima Case #** - will return any record that has the search for string in any part of the member's Cal Optima case number.

AKA – will return any record that has the search for string in any part of the member's also-known-as name.

- 3. Search For Free-text field for search string associated with the Search By criteria.
- 4. And For Search criteria, same as Search By. Using this option means that both search criteria must be meet to return a result.

- 5. And For Free-text field for search string associated with the And By criteria.
- 6. IPA Search filter that limits the results to the selected IPA only.
- 7. HP Search filter that limits the results to the selected Health Plan only.
- 8. Search Button Click this button to refresh the search result list.
- 9. Search Result List List of result from previous search. Each line is considered one unique record. To view details about any individual record, click on the Member Name.
- 10. Page Scroll Click on the double arrows to scroll to additional pages.

Checking Member Eligibility

To check member eligibility please follow the below steps. Please understand that MaxiMedIPA receives member eligibility information from the Health Plans, on behalf of the IPA/Medical Groups, on a regular basis in the form of a batched electronic file. Therefore, eligibility data displayed is not considered to be real-time data. If you question the validity of any information displayed please, inform us immediately and verify with the member's health plan.

1. Click on the "Member" tab.

CHEALTHCARE	Members	Ŷ	Authorizations	Υ	Claims	Υ	Messages	٦,
eHealthCare Systems, Inc.								
Logout Switch	test1							

- 2. Search for the member for with you would like to check eligibility and Open the record. Example:
 - A. Select "Last Name" from the "Search By" drop down.
 - B. Type "**Member1**" in to the "Search For" field.
 - C. Click on the "Search" button.
 - D. Click on the "Member Name" in the search result list to open the member record.

	Authorizat	ions Y	Claims Y	Messages	5		
eHealthCare Systems, Inc.						Login Use	er: test1
Home Logout Switch Member	Search					Login osc	
			_				
			A			В	
Search Members	1		/				
Auth # Go	Search E	by Last Name	•	 Search For 	member1	IPA	
Claim # Go	And By		•	And For			
Search Result		(Care Coordin	ation		Search	
Member D CIN#/HP ID	/SSN	DOB	IPA/HP/	PlanCode	PCP Eff Date	PCP Term Date	
Member1, Test 123456/123456/12	3-45-6789	01/01/1940	UCMM/HN Med	dicare/HS2T8	7/11/2009		1111 W. 6
1 member matches your search criteri	а					~~	1 of 1>>

3. Scroll down to the "**Member Current Coverage Information**" section of the Member record. The member is eligible with the Health Plan for dates of service within the "Eff Date" and the "Term Date". If the "Term Date" Field is blank then the member is currently eligible with the Health Plan.

Member Current Coverage Informa	ation	Member Curre	Claim Count By PCP			
IPA Name Universal Care/Maxi Med	Health Plan Health Net (Medicare)	Plan Code First PCP Visit HS2T8 01/28/2009	Last PCP Visit 01/28/2009	Current 3		
PCP Silver, Alan M.D.	Eff Date Term Date PCP Eff Date 07/11/2009 07/30/2009 07/11/2009	Group Last CAP Paid 07/28/2009	Last CAP Amt \$1.20	Life Time 3		
Medicare ID Alert All Medi-Cal/	Medicaid D Alert All	History Of all Claims Paid				
11111111A	Has Other Coverage	Billed	Paid			
CIN ID Aid Code Aler	rt All Type Cap Rate	Current Year: \$12,200.00 Life Time: \$12,200.00	\$24.00 \$24.00			

Authorizations

<u>Authorization Screen – Field Description</u>

Home \rightarrow Authorization tab \rightarrow Authorization Screen

The Authorization Screen is a search screen to locate authorizations. Leave fields blank or in the default state for it to not affect the search.

CHEALTHCARE	Members Authoriza	ations Claims	Messages	
eHealthCare Systems, Inc.				
Home Logout Switch	Authorization			Login User: test1
>>> Authorizations				
Search				
1 Search By All	▼	2 Search For		
3 Auth #		4 Age 💿 All 🔘)>=	
5 UM Review All	•	6 Type: All		▼
7 Category: All	•	8 LOB: All		▼
9 Requesting All Provider	•	10 Referred All		•
11 PCP : All	•	12 Referral All		•
13 Review By:		14 Add	By All	▼
15 Referral Date From	То	16 Ent	er Date From	ПТТ То ПТТ ПТТ
17 IPA : All		▼ 18 Health Plan	All	•
Consult Only	In-Patient Only	Out-Patient Only		
19 Sort By:	▼ () Ir	Descending Order	20 21	
	© Ir	Ascending Order	Search Find Mem	Print Summary
Search Result				

1. **Search By** – Search criteria drop down will list the available options for finding an authorization record. Note that for all options, except ALL, a search string is required in the "Search For" field. The available options are:

ALL – unfiltered, and will return all available results

Member Name – will return any record that has the search for string in any part of the member name **One Time Provider** – will return any record that has the search for string in any part of a One Time Provider name

- 2. Search For free-text field for search string associated to the Search By criteria
- 3. Auth # Search for the records with authorization number entered.
- 4. Age Filter by age of the member on the authorization.
- 5. UM Review Status Filter by status of the authorization.
- 6. **Type** Filter by type of the authorization.
- 7. **Category** Filter by category of the authorization.
- 8. LOB Filter by the line of business for which the authorization is related.
- 9. Requesting Provider Filter by the provider who is the originator of the authorization.
- 10. Referred Provider Filter by the referred to provider of the authorization.
- 11. PCP Filter resulting authorization records by the member's primary care physician.
- 12. Referral Facility Filter resulting authorization records by the facility the member is being referred to.
- 13. **Review By** Filter resulting authorization records by the UM staff whom reviewed or is assigned to review the authorization.
- 14. Add By Filter resulting authorization records by the coordinator or UM staff who initially created the authorization record.
- 15. Referral Date Filter resulting authorization records by the effective date range of the authorization.

- 16. Enter Date Filter resulting authorization records by the creation date range of the authorization record.
- 17. IPA Filter resulting authorization records by IPA.
- 18. Health Plan Filter resulting authorization records by IPA.
- 19. Sort By allow the sorting of the search results
- 20. Order Toggles the order, ascending or descending, of the search results
- 21. Search Button Clicking this button will refresh the Search Result List
- 22. Find Member Button Quick navigation button that will take you directly to the Member Search Screen

Print an Authorization

- 1. Click on the "Authorization" tab.
- 2. Search for the Authorization by typing the "Auth #" in to the Auth # field.
- 3. Click on the "Search" button.
- 4. Click on the Pencil icon for the correct authorization record, to open.

CHEALTHCARE	Members Authorization	Claims	Messages	<u> </u>			
eHealthCare Systems, Inc.	Authorization				Login Us	er: test1	
		1					
>> Authorizations	_	_					
Search	2						
Search By All		Search For					
Auth # 161942		Age 💿 A	All				
UM Review Status:	•	Type: All		•			
Category: All	•	LOB: All		-			
Requesting All	•	Referred All		•			
PCP : All	•	Referral All Facility		-			
Review By:		.	Add By All			-	
Referral Date From	то		Enter Date From	08/06/2009	то 08/11/2009		
IPA : All			Plan All	_		-	
Consult Only	y 🔲 In-Patient Only 📃	Out-Patient Only	3]			
Sort By:	▼ ● In D	escending Order					
	🔘 In A	scending Order	Search	Find Member Prin	nt Summary		
Search Result							
4 Date	Auth Num ClaimID Member	IPA Health Plan Ca	ategory Type	LOB UM Status	Req Provider 9	Ref To By	In/Out Is
7/30/2009 16	51942 Member1,Test	UCMM HN HFP In	-Patient Standard №	ledicare Approved	Mejia, Miguel Angel 00.62 Espin M.D.	Cosenza, Carlos Alberto M.D. General Surgery	I No
1 Authorization mate	thes your search criteria						<pre>c< 1 of 1>></pre>

5. Scroll down to the "Requested Reviewer" section towards the bottom of the authorization. Click on the "**Print Reply**" button. A Referral/Authorization Reply window will appear.



6. Click on the "**Print**" button to print the Authorization.

https://secure.ehcsmc.ne	t/ - REFERRAL/AUTHORIZATIO	ON REPLY - Windows Intern	et Explorer
Universal Care/Max	xi Med		
1	REFERRAL/AUTHORI	ZATION REPLY	Print Close
lealth Net (Medicare)		AUTHORIZ	ATION # 161942
	INPA	TIENT REFERRAL	
		Approved	
	Stand	dard Authorization	
TIENT:	Member1, Test	MEMBER ID#:	123456
DRESS:	1234 Test St.	H-PHONE:	213-111-1111
		SEX:	Female
	TestVil1, CA 90755	D.O.B:	01/01/1940
QUESTED DATE:	07/30/2009	ELIGIBLE:	Yes 07/11/2009
VIEWED DATE:	07/30/2009	RETRO DOS:	
KPIRATION DATE:	10/30/2009		

Authorization Request Summary Screen – Field Description

Home \rightarrow Auth Request button \rightarrow Remote Authorization Request Summary

	RE	Inc.	Members	Authorization	is Y	Claims	Messages				
Home Logout	Home Logout Switch Remote Authorization Request Summary										
Authorizations											
Search	Search										
2 Search By	All			- L	3 Search	n For					
4 Status:	All			•							
5 Requesting Provider				• [6 Referre Provide	ed All			•		
7 Request [Date	From 08/01	1/2009 7777	то 08/0	6/2009						
8 IPA :	All				- 9	Health Plan	All				•
10 Sort By:				● In D 11 ◎ In A	escending scending (g Order Order	12 Sea	arch	15 Find Membe	16 New Requ	est
Search F	Result										
13 S	tatus	Туре	Request ID	Request Date	Track #	Member	Mem ID	IPA	Health Plan	Req Provider	Ref Provider
🔨 🗶 R	eject	Standard	45826	8/6/2009		Member1, Test	98765432A	мм	CCHP	Silver, Alan M.D.	Garcia, Eddie M. M.D.
🔨 🗶 A	ccept	Standard	45825	8/5/2009	162011	Member1, Test	98765432A	мм	CCHP	Silver, Alan M.D.	Silver, Alan M.D.
x x	Open	Standard	45823	8/3/2009		Member1, Test	98765432A	UCMM	CCHP	Silver, Alan M.D.	Basta, Fawzy S. M.D.
3 Authori	zation	Requests	match your s	earch criteria						1	4 << 1 of 1>>

- 1. Authorization Sub-Tab Sub-Tabs are additional screens/modules that relate to the current screen/module. This sub-tab will navigate you to the Authorization Screen.
- Search By Search criteria drop-down will list the available options for finding a submitted authorization request record. Note that for all options, except ALL, a search string is required in the "Search For" field. The available options are:
 - ALL Unfiltered, and will return all available results

Member Name – will look for records for the indicated search for string

Write-In Specialist – will look for request where the Write-In Refer To Provider matches the search for string

Write-In Facility - will look for request where the Write-In Refer To Facility matches the search for string

- 3. Search For free-text field for search string associated with the Search By criteria
- 4. Status Filter indicating the status of the request being searched. The available statuses are:
 - ALL Unfiltered, and will return all available results

Open – this status indicates that the authorization request has been created and is currently in queue for UM review.

Accepted – this is an acknowledgment status indicating that the authorization request has been pulled from queue and is under review by UM. Accepted does not indicate that the authorization has been Approved.

Rejected – this is an acknowledgment status indicating that the authorization request has been reviewed and denied.

- 5. Requesting Provider Filter indicating the relevant requestor for the search
- 6. Referred Provider Filter indicating the relevant referred to provider for the search
- 7. Request Date the date range in which the authorization request was made
- 8. IPA Filter by IPA from the selected drop down
- 9. Health Plan Filter by Health plan from the select drop down
- 10. Sort By allow the sorting of the search results
- 11. Order Toggles the order, ascending or descending, of the search results
- 12. Search Button Clicking this button will refresh the Search Result List

- 13. Search Result List The results from the prior search
- 14. Search Result Page Scroll display additional search result if there are too many to display on a single page.
- 15. Find Member Button Quick navigation button that will take you directly to the Member Search Screen
- 16. New Request Button this button takes you to the next step in creating a new authorization request.

Authorization Request Creation

To create a remote authorization request for an existing member please follow the steps below:

1. Click on the "Auth Request" button on the Home screen

ϵ	HEALTHCARE eHealthCare Systems, Inc.	Members	Authorizations	Claims Y	Messages					
	Logout Switch to	est1								
	Auth Request CIm Request CHDP Request									
	New Messages From 07/29/2009 To 08/03/2009 List									
	FromTo	Catego	ory	Subject Status						

2. Click on the "New Request" button on the Remote Authorization Request Summary screen

me Logout	Switch	Remo	te Authoriza	ntion Req	uest Sur	nmary			Login	User: test1
uthorizations										
Search										
Search By	All		-	Search Fo	or 🗌					
Status:	Open		-							
Requesting Provider	All		-	Referred Provider	All			•		
Request Da	ate From	07/29/2009	то 08/0	3/2009		1				
IPA :	All			• н	ealth Plan	All			1	
Sort By:			🔻 🎯 In D	escending O	rder			- 1 1		
			🔘 In A	scending Ord	ler	S	earch	and Membe	New Reques	st
	esult									
Search Re							-	til et		
Search Re	s Type	Request ID	Request Date	Track #	Member	Mem ID	IPA He	aith Plan	Req Provider	Ref Provid

3. Search for a Member by entering your search criteria then Clicking the "Search" button.

<i>CHEALTHO</i>	ARE d	Members	Authorizations	Claims	Messages	5			
Home Logo	ut Switch) Member	Search F	or Remote	Auth Request		Login User: test	1	
				,		,			
Search	Members								
Auth #		Go	Search By	.ast Name	 Search For 	Member1	IPA		•
Claim ;	#	Go	And By [ов	 And For 	01/01/1940	нр		•
Search	Result			Care	Coordination		Search	Add New Member	Add
	Member	CIN#/H	P ID/SSN	DOB	IPA/HP/Pla	nCode	PCP Eff Date	PCP Term Date	РСР
<<	1 of 1>>								

4. Click on the appropriate "**Member Record**" (underlined member name). Make sure to verify you are selecting the correct record by checking at least two identifiers (Names, DOB, HP ID, ...).

	Members	Authorizations	Claims	Messages			
eHealthCare Systems, Inc.					·		
Home Logout Switch	Member	Search Fe	or Remote	Auth Request		Login User	r: test1
Search Members							
Auth #	Go	Search By L	ast Name	 Search For 	Member1	IPA	•
Claim #	Go	And By D	OB		01/01/1940	HP	•
Search Result			Care	Coordination		Search	Add New Member Add
Member	CIN#/HP I	D/SSN	DOB	IPA/HP/PlanCode	PCP Eff Date	PCP Term Date	РСР
Member1, TEST	98765432A/123456	5/123-45-6789	01/01/1940	UCMM/CCHP/CCHP	6/1/2009		Mejia, Miguel Angel Espin M.D. 14600 Sherman Way1st Floor,Van Nuys,91405
1 member matches yo	our search criteria					<< 1	of 1>>

- 5. Fill-in all field in the "**Authorization Request**" data entry screen as completely as possible. For an example of how to fill-in this data entry screen please refer to the section "Authorization Request Data Entry Example." For the full field descriptions please refer to section "Authorization Request Screen Field Description".
- 6. Save the Authorization Request by clicking "**Save**" button. At this point you have completed and submitted an Authorization Request. A message has automatically been sent to MaxiMedIPA's UM department notifying them of your request and your request has an "Open" status. Please Note the "Request ID" for future reference and check back periodically to see if the status has changed (see section "Checking Remote Authorization Status" for more information).

Save Find Member Find Request Print Request Attachment	Updated By	On

If you would like to attach external documentation (i.e. scanned documents) please continue to the next step.

Adding Attachments to a Request

7. After saving your request, click on the "Attachment" button at the bottom of the screen.

Update Find Member Find Request Print Request Attachment	Updated By	test1 On 08/05/2009
	•Update Reason	▼ If Other

An Attachments window will appear.

- 8. Click on the "**Browse...**" button and select the file you would like to attach.
- 9. Click on the "**Attach**" button.
- 10. Wait for the attachment to be uploaded. The progress bar at the bottom of the window will indicate your upload progress. Once the upload is complete the file name will show in the attachment list. Note: The time it takes to upload is dependent on the size of the file and the speed of your internet connection.



- 11. Repeat steps 8 through 10 until all file are attached, then click on the "**Close**" button to close the attachment window and return to the Authorization Request.
- 12. Select an "**Update Reason**" reason from the drop down list and click "**Update**." Note: You must "Update" the request for any changes to be saved, including, attachments.

Update Find Member Find Request Print Request Attachment	Updated By	Test1	On 08/05/2009
	•Update Reason	•	If Other
		Additional Information	Tructed citer Protected
		Correction	 Husted sites [Protected

Print an Authorization Request

To print an authorization request you must have a printer configured on your local PC, then please follow the below steps:

- 1. Bring up/load the authorization request you would like to print.
- 2. Click on the "**Print Request**" button on the bottom of the screen.

Update Find Member Find Request Print Request Attachment Updated By	Test1	On 08/05/2009
•Update Reas	n	If Other
	Additional Information	
	Correction	Trusted sites Protected

This will bring up a printer friendly authorization request summary window.

- 3. Click on the "**Print**" button to print.
- 4. After printing is complete, click on the "Close" button to close the window and return to the previous screen.

ikver, Alan M.D. de 9 Vuthorization Request Open Request Date 5825 [OURS/2009 efer To Specialist ikver, Alan M.D. / Internal Medicine Iacce Of Service Facility Dffice (1) V F	MaxiMed Effective Date 12/01/2008 Med Record # OR Write-ir	Termin	ated Date Req Ype Standard ecialist OR Diagno	Honored	Citizens C ver, Alan M. Retro I	boice H	Ealth Plan Close	Print Print Specialty	Ext	
ge 9 Authorization Request Open isquest ID Request Date 5825 02005 afer To Specialist alwar, Alan M.D. / Internal Medicine lace of Service Facility Office (11) v Facility 55.0 CUSHINGS SYNDROME Signosis 3	Effective Date [12/01/2008 Med Record #] OR Write-in	Termin.	vpe Standard OR OR Diagno	uest From Sin Photo rite-in Facility sis 2	ver, Alan M. Retro I	D. DOS	Close LMP	Print Specialty ne	Ext	
Authorization Request Open Request ID Request Date 05825 05805/2009 sfer To Specialist inver, Alan M.D. / Internal Medicine Iacce Of Service Facility Dffice (11) v Facility Dffice (11) v Facility Signosis 1 55,0 CUSHINGS SYNDROME biognosis 3	Med Record #	n Refer To Sp	Req Ype Standard Diagno	Pho Pho rite-in Facility	ver, Alan M. Retro I	D. DOS	LMP	Specialty	Ext	
tequest ID Request Date 19825 Date 19875 Alam M.D. / Internal Medicine Iacce Of Service Facility Diffice (11) v Facility 198300015 1 156.0 CUSHINGS SYNDROME 19800015 3	OR	n Refer To Sp	ype Standard ecialist OR Diagno	Pho rite-in Facility sis 2	Retro I	Ex	LMP	Specialty	Ext	
Lefer To Specialist ikver, Alan M.D. / Internal Medicine lace of Service Facility Dffice (11) V Facility Signosis 1 Signosis 3 Nagnosis 3	OR Write-ir	n Refer To Sp	OR Diagno	rite-in Facility	ne		Pho	Specialty	Ext	
ikver, Alan M.D. / Internal Medicine lace Of Service Pacifity Diffice (11) Stagnosis 1 Stagnosis 3 Diagnosis 3) OR		W OR Diagno	rite-in Facility			Pho	ne	Ext	
lace of Service Facility Office (11) Diagnosis 1 Diagnosis 3 Diagnosis 4 Diagn			OR Diagno	rite-in Facility			Pho	ne	Ext	
Diagnosis 1 255.0 CUSHINGS SYNDROME Diagnosis 3			Diagno	sis 2						
255.0 CUSHINGS SYNDROME Diagnosis 3										
)iagnosis 3										_
			Diagno	osis 4						
Rule Out										
Request Notes										-
Requested Procedures										
Procedure Code	Descrip	tion			Mod Mo 1 2	d Mod 3	Mod Qty			
99213 OFC/OUTPT VISIT E&	M EST LOW-MOD SE	EVERITY 15 M	IIN				1			

Authorization Request Screen – Field Description

Home \rightarrow Auth Request button \rightarrow New Request button \rightarrow Search & Select a Member Record \rightarrow Authorization Request Screen

CHEALTHCARE Members Authorizations Claims Messages
eHealthCare Systems, Inc.
Home Logout Switch 1 Authorization Request Member1, Test 2 DOB: 01/01/1940 1PA: Universal Care/Maxi
IU: 12435-lest PCP: Mija, Miguel Angel
Member Memographic Coverage Authorizations Coverage Cover
Save Find Member Find Request New (Same Mem) New (Other Mem) View Auth History 3
4 PCP IPA Name Health Plan
Mejra, Miguel Angel Espin M.D. Universal CafeMaxi Med Honored Citizens Choice Health Plan (Wedicare)
Age Effective Date Terminated Date PCP Eff Date
5 Authorization Request 6 Request From
7 Request ID 8 Request Date 9 Med Record # 10 Type 11 Direct Referral Type Detail Retro DOS LMP
ivew locoszona Standard V IIII III
12 •Refer To Specialist Select Add Phone Ext Speciality
13 •Place Of Service Facility Write-in Facility Select Add Phone Ext
14 Diagnosis 1 Diagnosis 2 Diagnosis 2
Diagnosis 3 Diagnosis 4 Diagnosis 4
15 Bule Out
×
Requested Procedures
17 +Procedure 18 Modifier-1 Modifier-2 Modifier-3 Modifier-10 +Quantity
20 Notes 21 Add to List
Procedure Code Description Mod 1 Mod 2 Mod 3 Mod 4 Qty
22
Save Find Member Find Request Print Request Attachment Updated By On

- 1. **Screen/Module Display** this region will display text to indicate the Screen/Module currently on-screen. In the case of the "Authorization Request" screen, a member name will appear indicated who this request is for.
- 2. Account In red is the user account name that is currently logged-in. In black is important information about member record that is currently loaded on screen.
- 3. Quick Navigation Buttons these self-descriptive buttons will take you directly to search or data entry screens.
- 4. **Member Record Info** This is information about the selected member from the member record. These fields are read-only.
- 5. **Authorization Request** This will field shows the current status of the loaded authorization. It is blank when the authorization is new and has not been saved. This is a read-only field.
- 6. **Request From** The provider originating the authorization request. Clicking on the drop down list, will list all available options.
- 7. Request ID The authorization request record ID. This is system generate once the record is saved.
- 8. **Request Date** The date that the authorization request was made. This date may be different from the data entry and save date. This is the date evaluated when searching for authorization requests.
- 9. Med Record # This is a free-text reference field intended for the medical record number.
- 10. **Type** This indicates the type of authorization being requested. Clicking on the drop down menu will list the available types, which are describe below:

Direct – Emergent – In-House Specialist – Retro – Standard – Urgent –

- 11. Direct Referral Type –
- 12. **Refer To Specialist** This is the specialist that the member is being referred to. Click on the select button to search for a known specialist. If the specialist cannot be found you may try "Write-In" option. Click on "Select" button next to "Write-In Refer Specialist" to check for specialist with one-time contracts or click "Add" to request that that an LOA be executed for a specialist.
- 13. Place of Service Click on the drop down to see the available places of service. Then fill-in or select the facility at which the service will be rendered. If the facility cannot be found you may try "Write-In" option. Click on "Select" button next to "Write-In Facility" to check for facilities with one-time contracts or click "Add" to request that that an LOA be executed for a facility.
- 14. **Diagnosis** These fields are for ICD-9 codes. You may enter up to four. Description field will automatically fill if the ICD-9 code enter is valid.
- 15. **Rule Out –** This is a free-text reference field that is meant to be use for rule out.
- 16. # of Visit The number of visits being requested as part of this authorization request.
- 17. **Procedure –** CPT code for the procedure this authorization request is requesting authorization for.
- 18. Modifiers Modifiers for the associated CPT code
- 19. Quantity Quantity for the associated CPT code
- 20. Notes Free-text reference field meant for any note related to procedure line.
- 21. Add to List Button Saves the procedure request data entered in items 17-20 to the procedure request list.
- 22. Procedure List a list of all procedures that is part of this authorization request.
- 23. Save Button This button saves and submits the authorization request to the UMQI department
- 24. **Print Request Button** Activated only after the authorization request is saved. Brings up a print friendly window with a summary of the authorization request.
- 25. Attachment Button Activated only after the authorization request is saved. This button launches a window that will allow attachment of files to this authorization request (i.e. scans of medical charts in PDF or TIFF format).
- 26. **Updated By** Automatically populated with the current username and system time when the authorization request record is save or updated.

Authorization Request Data Entry Example

This example will demonstrate the most minimal data entry necessary to generate an authorization request.

- A. From the Authorization Request Screen, select any available Provider from the "Request From" drop down box.
- B. Click the "Select" button next to "Refer To Specialist." A Provider Search window will appear.

HEALTHCARE Members	Authorizations Claims	Messages	
eHealthCare Systems, Inc.			
Dome Logout Switch Authoriza	ation Request Member1, Te	st	test1 IPA: MaxiMed PCP: Silver, Alan M.D.
fember >>> Demographic >>> Guarantor >>> Coverage >>>	Authorizations >>> Claims		
Save Find Member Find Request	New (Same Mem) New (Other M	em) View Auth History	
PCP	IPA Name	Health Plan	—
Silver, Alan M.D.	MaxiMed	Honored Citizens Choice Health Plan (Medicare)	
Age	Effective Date Terminated Date	PCP Eff Date	А
69	12/01/2008	08/01/2009	
Authorization Request		Request From Church M.D.	·
		Kequeschion Silver, Alan M.D.	_
Request ID •Request Date	B d # •lype	Direct Referral Type Detail	Retro DOS LMP
New 08/04/2009	Standard	▼	▼
Refer To Specialist	Write-in Refer To Spe	cialist Select Add Phone Ext	Specialty
Silver, Alan M.D. / Internal Medicine	Select OR		
Place Of Service Facilit	zy	Write-in Facility Select	Add Phone Ext

- C. Select "Last Name" from the "Search by" drop down list.
- D. Type in "Silver" in the "Search For" field.

E. Click the "**Search**" button. Note that multiple records appeared from the search. This is common if the provider works at multiple locations. Please be careful to select the correct record.

Provider Sea Specialty All Search By Last Na City All Any Na First Na Search R Last Ni I ast First	me me me	c	S	earch F Langua	or Silver	/	D T	▼ Sea	rch (Close]		
Nam Facility Organization	Firt	ment	ive	Term	Language	Address	City	Specailty	Phone	State	Is OneTime Provider		
<u>Silver, Alan</u> <u>M.D.</u>	IPA	Contracted with IPA	7/1/2009			14600 Sherman Way	Van Nuys	Internal Medicine Geriatric Medicine	(818) 501- 7016	СА	No		
<u>Silver, Alan</u> <u>M.D.</u>	IPA	Contracted with IPA	7/1/2009			1700 E. Cesar Chavez Ave Suite 3300	Los Angeles	Internal Medicine Geriatric Medicine	(323) 264- 4114	СА	No		
<u>Silver, Alan</u> M.D.	IPA	Contracted with IPA	7/1/2009			1111 W. 6th Street 2nd Floor	Los Angeles	Internal Medicine	(213) 975- 9626	СА	No		
3 Providers mate	ch yo	ur search cri	teria							<< 1	of 1>>		
						-	Trusted	sites Protec	ted Mod	e: Off	4	🖣 👻 🔍 100	% •

- F. Click the first "Silver, Alan M.D." (Van Nuys Office) Once you click on your selection the window will close and the "Refer To Specialist" field will populate.
- G. Select "Office (11)" from the "Place of Service" drop down list. Note: Depending on the authorization request it may be necessary to indicate a Facility (i.e. surgery).

Authorization Request		Request From Silver, Alan M.D.
Request ID •Request	Date Med Record # •Type	e Direct Referral Type Detail
New 08/04/20)9	ndard 👻
Refer To Specialist Silver, Alan M.D. / Internal Medicine	Select OR Write-in Refer To	o Specialist Select Add Phone Ext
•Place Of Service	Facility	Write-in Facility Select Add p
	-	Select OR
Pharmacy (01) School (03) Homeless Shelter (04) Indian Heath Svc Free-Standing Fe Indian Heath Svc Provider-based F Tribal 638 Free-standing Facility (0 Orrhoal 638 Provider-based Facility (0 Orrhoal 638 Provider-based Facility (10) Home (12) Mobile Unit (15) Urgent Care Facility (20) Inpatient Hospital (21) Outbatter Hospital (22)	Diagnosis	s 2 Select s 4 Select # of Visit 1
Outpatient Hospital (22) I ER - Hospital (23) Ambulatory Surgical Center (24) Birthing Center (25) Military Treatment Facility (26) Skilled Nursing Facility (31) Nursing Facility (32) Custodial Care Facility (33) Hospice (34) Ambulance - Land (41)	Modifier-1 Modifier-2 Modifier-3 Mo • • • • • • • • • • • • • • • • • • •	Add to List Mod 1 Mod 2 Mod 3
Ambulance Air/Water (42) Federally Qualified Health Center (5 Inpatient Psychiatric Facility (51) Psychiatric Facility - Partial Hospita Community Mental Health Center (5 Intermediate Care Facility/Mentally I Residential Substance Abuse Trea	Ŧ	

- H. Type "**250.0**" in to "Diagnosis 1" field. Note: If you are unsure of a specific ICD-9 code you may click on the "Select" button to bring up a search window.
- I. Type "1" in to "# of Visit" field.

Authorization Request					Request From	Silver, Alan M.D.
Request ID •Reque	est Date	Med Record #	•Туре		Direct Referral Type	Detail
New 08/04/	2009		Standard	•		
• Refer To Specialist		OD Write-	in Refer To Speciali	st Selec	t Add Phone	Ext
Silver, Alan M.D. / Internal Medicine	e S	elect OR				
•Place Of Service	Facility				Write-in Facility	Select Add P
н	-		Sele	ct OR		
Diagnosis 1			Diagnosis 2			
255.0 Select			Se	elect		
Diagnosis 3			Diagnosis 4			1
Select			Se	elect		
Rule Out					# of Visi	it 1
Request Notes						*

- J. Type "99213" in to the "Procedure" field.
- K. Type "**1**" in to the "Quantity" field.
- L. Click "Add to List" button.

Pro 99 No	uest ocedu 213 tes	re J Select	Iodifier-1 Modifier-2 Modifier-3 Modifier-4 •Quantity K L]						
		Procedure Code	Description	Mod 1	Mod 2	Mod 3	Mod 4	Qty		
N	х	99213	OFC/OUTPT VISIT E&M EST LOW-MOD SEVERITY 15 MIN					1		
	Notes:									
									-	

M. Click "**Save**" button at the very bottom of the screen. You have completed an Authorization Request. A message will automatically be sent to MaxiMedIPA's UM department notifying them of this request.

Ţ		
Save Find Member Find Request Print Request Attachment	Updated By	0 n

Once you have click the Save button, notice that the Save button has changed to "**Update**" and additional buttons and fields are activated.

1 11			
Update Find Member Find Request Print Request Attachment	Updated By	test1 On 08/05/2009	
	•Update Reason	▼ If Other	

Please note that any changes made to this request record will not be saved until an "**Update Reason**" is entered and the "**Update**" button is clicked.

Checking Remote Authorization Status

Once an authorization request is created, the creator can and should regularly check to see if the request status has changed. To do this, please follow the below steps:

1. From the Home screen, Click on the "Auth Request" button to navigate to the Remote Authorization Request Summary Screen.

6	HEALTHCARE eHealthCare Systems, Inc.	Members Authorizations	Claims	Messages			
	Logout Switch to	est1					
	Auth Request Clm Req	quest CHDP Request					
	New Messages From 07/29/2009 To 08/03/2009 List						
	FromTo	Category	Subject	Status			

Fill-in your search criteria (see section "Authorization Request Summary Screen – Field Description" for a full description of all fields) and Click on the "Search" button. For the purpose of this demonstration we will search for All Auth Request for the member with last name "Member1" that was created in between 08/01/2009 and 08/31/2009 and we would like the search result sorted, in ascending order by request date.

eHealth	HC Care	ARE Systems	, Inc.	Members	Authorization	is Y	Claims	Messages				
ome	Logou		witch	Remote	Authoriza	tion Re	equest Su	nmary			Log	in User: test1
Authorization	5		,					•				
Sea	arch											
Sea	rch E	By Mem	ber Name		-	 Search 	h For Member1					
Stat	us:	All			-							
Req Prov	uesti ⁄ider	ng All		1	-	Referr Provid	ed All			•		
Rec	quest	Date	From 08/01	1/2009 ###	то 08/3	1/2009	:::: : ::					
IPA	:	All	/			-	Health Plan	All	,			-
So	rt By	: Req	uest Date		▼ ●In D ◎ In A	escending scending) Order Order	Sea	arch	Find Membe	er New Requ	est
Sea	arch	Result	t									
		Status	Туре	Request ID	Request Date	Track #	Member	Mem ID	IPA	Health Plan	Req Provider	Ref Provider
×	x	Open	Standard	45823	8/3/2009		Member1, Test	98765432A	UCMM	CCHP	Silver, Alan M.D.	Basta, Fawzy S M.D.
×.	x	Accept	Standard	45825	8/5/2009	162011	Member1, Test	98765432A	мм	CCHP	Silver, Alan M.D.	Silver, Alan M.D
×	x	Reject	Standard	45826	8/6/2009		Member1, Test	98765432A	мм	CCHP	Silver, Alan M.D.	Garcia, Eddie M. M.D.
				1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1								

3. Notice in the search result list there is a Status column to indicate the current status of your request. For further information or to edit your request, click on the pencil icon to open the record.

If your request has a "**Reject**" status and you would like to see the reject reason, open the record and scroll to the bottom of the record.

If your request has an "**Accept**" status and you would like to view the Authorization Record associated with your request, you can do an authorization search for the "**Track #**" from your request. The authorization request "Track #" is the same and the "Auth #" which uniquely identifies an authorization record. **Note: An "Accepted"** request does not indicate that the requested authorization for service has been approved.

<u>Claims</u>

Filing Claims/Encounter

To submit claim/encounter for an existing member please follow the steps below:

1. From the "Home" screen *Click* on the "Clm Request" button. This will bring up the Claim/Encounter data entry

CHEALT eHealth	HCARE	Members Y Author	izations Y Claims	Y Messages	2	
(.ogout Switch	demo.user				Login User: demo.user
Auth Re	quest Clm	equest CHDP Re	quest			
New Me	essages	From 01/16/2010	To 01/21/2010	List		
	FromTo	Category	Subject	Status	Auth Ref Type	Priori
en.						

2. Search for the member by filling in at least one of the available criteria, then *click* "Find Member".

) (Logout) (Switch)	Claim/Enco	unter 🖌		•	1	Login User: Demo.U	ser
	Claim/ Enco	uncer					
Find By Name (Last,	First)	Find By CIN #	Find By S	S# Health P	an ID		
						Find Member	
Claim/Encounter Da	te						
Claim ID	•Rcvd Dat	e	Service Pl	ace Account #			
New	01/21/2010	0	11				
•Find By Provider(Last,	First)	Provide	er License #	Any Name			
Test, Don M.D.						Select Provid	er
Vendor							
•ICD-9 #1 IC		ICD-9 #3	ICD-9 #4	ICD-9 #5	ICD-9 #6	ICD-9 #7	ICD-9 #8
Select	Select	Select					
			58	lect	elect	Select	ect
Facility		Delete	50	lect	elect	Select	ect
Facility		Select Facility	38	lect	elect	Select	
Facility Claim Remarks		Select Facility				Select Select	ect
Facility Claim Remarks		Select Facility				Select	
Facility Claim Remarks		Select Facility		lect S	Save C	laim New Print Re	equest
Facility Claim Remarks Services Rendered		Select Facility			Save C	laim New Print Re	equest
Facility Claim Remarks Services Rendered •Date Of Service	•Procedure	Select Facility Modifier - 1	Modifier - 2	lect S	save C	laim New Print Re	equest
Facility Claim Remarks Services Rendered •Date Of Service	•Procedure	Select Facility Modifier - 1 Select	Modifier - 2	lect S Nodifier - 3 Modifie	save C r - 4 •Qty Bill	laim New Print Re	equest
Facility Claim Remarks Services Rendered •Date Of Service Line Item Note	•Procedure	Select Facility Modifier - 1 Select	Modifier - 2	lect S Nodifier - 3 Modifie	r - 4 •Qty Bill	laim New Print Re	equest
Facility Claim Remarks Services Rendered •Date Of Service Line Item Note Add to List	•Procedure	Select Facility Modifier - 1 Select	Modifier - 2	lect S	r - 4 • Qty Bill	laim New Print Ra	equest
Facility Claim Remarks Services Rendered •Date Of Service Line Item Note Add to List	•Procedure	Select Facility Modifier - 1 Select	Modifier - 2 I	1odifier - 3 Modifie	r - 4 • Qty Bill	laim New Print Re ed Amount	equest

After clicking Find Member a "Member Search" window will appear with search results. If there are no results you may try your member search again with a different search criteria by 1) *clicking* on the "Search By" drop-

down and selecting a criterion, 2) type in your search string, 3) click on the "Search" button.

Search Mem	iber - Internet Explorer pro	ovided by Dell						
Search By Any Name Search For test								
And By Search Re	Last Name First Name	And For		Search	lose			
Mem	CIN #	HP ID/SSN	DOB	IPA/HP/Plan Code	РСР	Phone		
Member2	Health Plan ID SSN DOB	5/222-22-2222	1/1/1930	TESTIPA/YHPTEST/YHP	Test, Don M.D. 123 Test Rd,Cerritos,90613	(Home)		
1 member	DOB (MM) DOB (MM/DD) DOB (MM/YYYY) DOB (YYYY) Member No. CCS CalOptima Case # AKA IPA Health Plan	eria			<< <mark>1 of 1>></mark>			

If you are unable to find the member you are looking, please contact MaxiMedIPA at (866) 209-1071 and ask for assistance from a our Member Services Representative.

3. Select the appropriate member by Clicking on the Member's name from the search result list.

Member	Member Search										
Search By	Search By Any Name Search For Test										
And By	And By And For Search Close										
Search Re	sult										
Mem	ber 🖉	CIN#/H	IP ID/SSN	DOB	IPA/HP/Plan Code	РСР	Phone				
Member2	2, Test 2	/TEST1234	5/222-22-2222	1/1/1930	TESTIPA/YHPTEST/YHP	Test, Don M.D. 123 Test Rd,Cerritos,90613	(Home)				
1 member	1 member matches your search criteria <<< 1 of 1>>										

4. After selecting the Member from Step 3, notice that the Data entry screen has been updated with the member's information. Please verify that the information highlight below is correct.

HEALTHCARE eHealthCare Systems, Inc.	Members Y Au	thorizations Y	Claims	Messages	
ome Logout Switch	Claim/Encount	er Member	2, Test		Login User: Demo.User
Find By Name (Last Member2, Test 2	, First) F	ind By CIN #	Find By SS	6# Health Plan ID	Find Member
Claim/Encounter D Claim ID New	•Rcvd Date		Service Plac	e Account #	DOB: 01/01/1930 IPA: Your IPA (TEST) ID: PCP: Test, Don M.D. HP: Your Health Plan (TE Elig From:08/01/2009 Elig Thru:
•Find By Provider(Last, Test, Don M.D.	First)		er License #	Any Name	Select Provider
Vendor Your Vendor (TEST)		0000 Test F Newport Be TaxID: 00-:	Rd. each, CA 90606 12345		

- A. Check that this is the member you are entering a Claim/Encounter for.
- B. Check that the IPA, Health Plan, and Eligibility dates are appropriate within the date of services.
- C. Check that the place of service is correct.
- D. Check that the auto populate rendering provider is correct (same-as box 31 on CMS1500). If the rendering provider must be changed, *click* on the "Select Provider" button to search for the appropriate rendering provider.
- E. Check that the auto populated vendor along with billing address and tax ID is appropriate (same-as box 33 on CMS1500)
- 5. *Type* in the diagnosis code in the available fields. Codes should be entered in the following format: ###.## If you are unsure of the exact ICD-9 code you may click on the adjacent "Select" button for available codes and

descriptions. Please be sure to include all diagnosis codes. If there are more than 8 diagnosis codes please submit the rest of the codes on another claim/encounter.

•Find By Provider(Last, First) Test, Don M.D.	Provider License #	Any Name	Select Provider	
Vendor Your Vendor (TEST)	0000 Test Rd. Newport Beach, CA 90606 TaxID: 00-12345			
•ICD-9 #1 ICD-9 #2 ICD-9 250.00 Select Select Select Select Select	#3 ICD-9 #4 Select Select	ICD-9 #5 ICD-9 #	#6 ICD-9 #7 ICD-9 #8	Select

- 6. If the billing place of service (POS) is any of the following, please enter the Facility Name where services where rendered:
 - 20 Urgent
 - 21 Inpatient
 - 22 Outpatient
 - 65 Skill Nursing

For a list of available Facility Names *click* on the "Select Facility" button to locate the rendered facility. **If the correct Facility is not within the system please contact MaxiMedIPA at (866) 209-1071 and ask for assistance from a Provider Services Representative.**

Your vendor (IEST)		ToxID: 00.1	224E					
		TaxiD: 00-1	2345					
ICD-9 #1	ICD-9 #2	ICD-9 #3	ICD-9 #4	ICD-9 #5	ICD-9 #6	ICD-9 #7	ICD-9 #8	
	Calaat		Ealact	Coloct	Select	Select	S	elect
250.00 Select	Select	Select	Select	Select	Select			
Facility		1						
		Colored Frankling						
		Select Facility						
Claim Damaslar					1			
Claim Remarks				<u>^</u>	\sim			
						New Print Requ	lest	
				*		New Frincikoda	COC.	
Services Penderer	4				\mathbf{r}			
Services Kendered								
 Date Of Service 	 Procedure 	Modifier - 1	Modifier - 2 Modif	ier - 3 Modifier - 4	 Qty Billed Am 	ount		
		Salact -			1			

If there are any related comments or note you may enter them in the available free-text "Claim Remarks" box. NOTE: Please DO NOT click "Save Claim" at this point.

- 7. A. *Enter* the date of service for each single procedure rendered in the MM/DD/CCYY format.
 - B. *Enter* the CPT/HCPC code.
 - C. Enter Modifiers if applicable from the dropdown.
 - D. Enter Quantity. Note this cannot be "0".
 - E. *Enter* Bill Amount value. Note: Leaving this field blank is the same as bill a zero dollar amount.

F. Click "Add to List" to save this line item to the claim. Repeat steps A-E for all additional line items.

Services Rendered *Date Of Services *Procedure /Sele Line Item Note Add to List	Modifier - ct	C 1 Modifier - 2	Modifier - 3	Modifier - 4	•Qty Bille	aim New Fin	it Request
DOS From	СРТ	M 1	M 2	M 3	M 4	Qty	Billed
						Total	\$0.00

8. Once all line items have been entered. Now *Click* "Save Claim" button to generate a claim number and submit.

	Members Y	Authorizations	Claims	Messages	L					
eHealthCare Systems, Inc.										
Home Logout Switch	Claim/Encour	nter Member2,	Test				Login User: Der	no.User		
Find By Name (Last, Fi	Find By Name (Last, First) Find By CIN				Find By SS# Health Plan ID			Find Member		
Claim/Encounter Date						DOB: 0	1/01/1930 IF	A: Your IPA (TEST)		
Claim ID New	•Rcvd Date 01/21/2010		Service Pla 11	ace Acco	unt #	ID: Elig Fre	om:08/01/2009 El	P: Test, Don M.D. P: Your Health Plan (TE ig Thru:		
•Find By Provider(Last, Firs	t)	Provider	License #	Any M	Name					
Test, Don M.D.							Select Pr	ovider		
Vendor Your Vendor (TEST)		0000 Test Rd. Newport Beac TaxID: 00-123	h, CA 90606 345							
•ICD-9 #1 ICD-	9 #2 IC	CD-9 #3 I	CD-9 #4	ICD-9 #	5]	CD-9 #6	ICD-9 #7	ICD-9 #8		
250.00 Select	Select	Select	Se	lect	Select	36	ect	Belear		
Test Facil(22)	Se	lect Facility								
Claim Remarks					*	Save Clair	n New Pri	nt Request		
•Date Of Service	Procedure	Modifier - 1	Modifier - 2	Modifier - 3 M	odifier - 4	•Qty Billed	Amount			
01/07/2010	Sel	ect 👻	-	-	•					
Line Item Note										
Add to List										
DOS	From	СРТ	M 1	M 2	M 3	M 4	Qty	Billed		
▲ 01/0	7/2010	99213					1	\$0.00		
							Total	\$0.00		

Message fr	om webpage
<u> </u>	Claim has been saved. Claim ID = 1056591.
	ОК

Messages

CHEALTHCARE eHealthCare Systems, Inc.	Members Authorizations	Claims	Messages			
Home Logout Switch	Message Search				Login User:	test1
Search						
1 Search By	2 Search For					
All	•					
3 Status : 💿 All 🔘 Recei	ived 🔘 Read 🔘 Replied 🔘 Forwa	arded				
4 Within : All						
O Past	🖲 Day (s) 🔘 Week (s	s) 🔘 Month (s)				
From	То					
5 Category : All	▼					
6 Provider : All		-	8 Search	9 Mark All Unread as	s Read	
7 S/R : Received (F	R) 🔘 Send (S)					
Search Result		v	Vrite a new message	New		
From Cat	tegory Subject	Status	Auth Ref Type	Priority	Action	Date
0 Messages match your	search criteria				<< 1	of 1>>
12 13 Delete Downloa	ad					

1. **Search By** – Search criteria drop-down will list the available options for finding a message. Note that for all options, except ALL, a search string is required in the "Search For" field. The available options are:

ALL – unfiltered, and will return all available results

Subject - will look for messages with subjects containing the indicated search for string

- Content will look for messages with body content containing the indicated search for string
- 2. Search For Free-text field for search string associated with the Search By criteria
- 3. Status Filter indicating the status of the message being searched. The available statuses are:
 - ALL unfiltered, and will return all available results

Received – this status indicates that the message has been received but has not been read (aka unread messages).

Read - this status indicates that the message has been received and read.

Replied – this status indicates that the message has been replied to.

Forwarded – this status indicates that the message has been forwarded.

- Within Filter limiting the result by time. Click on one of the radial buttons to chose one of the following options: All - unfiltered, and will return all available results
 - **Past** prior days, weeks, or month's messages. Enter only integer value.
- 5. Category Filter search result by category assigned to the message.
- 6. **Provider** Filter search result by sender.
- 7. **S/R** All messages addressed to you (the account that is logged in) are known as "Received (R)". All messages sent from you (the account that is logged in) is known as "Send (S)".
- 8. Search Button Clicking this button will refresh the Search Result List.
- 9. Mark All Unread as Read This button will change ALL messages with "Received" status to "Read" status.
- 10. New Button Click this button to draft a new message. A new message window will appear.
- 11. Search Result List The results from the prior search.
- 12. Delete Clicking this button will permanently remove all selected messages.
- 13. Download Clicking this button will download to the local PC the selected message in text format.