

Med-Media *WebBill*

User Manual

WebBill Help Manual *Version 1.0*
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Product Description

Med-Media's WebBill module eliminates the hassles, errors and inefficiencies associated with traditional transmittal of paper or data to your billing service. Harnessing the power of our WebCUR technology, the industry's most powerful web-based tool, this solution puts the tools in the hands of those doing the billing. Data from trips may be downloaded from WebCUR via an encrypted connection to the WebBill software. Individual and batch printing of PCR's is available. Billing information is also viewable in WebCUR. WebBill also creates electronic exports of data from the PCR in formats defined by the billing software vendor.

Security & Disaster Recovery

Here are a few points to give you confidence in the WebCUR solution:

- Med-Media's networks/servers are all Firewall protected using industry leading Firewall products
- All hosted data runs over 128-bit SSL encrypted networks and systems
- All data hosted by Med-Media is held on redundant systems
- All hosting systems including the redundant systems back up their data on an hourly basis
- All data including redundant systems is backed up onto tapes/removable hard drives on a regular basis
- All data tapes are cycled regularly and stored off site locally and are easily accessible by Med-Media as part of the company disaster recovery procedures

System Requirements

Connecting to WebCUR is best accomplished via a DSL or cable modem. The connection requires a web browser with 128-bit SSL capability. Secure exchange of data may be accomplished in WebCUR via slower dial-up connections. The speed of data transfer is determined by the connection speed.

Extent of Use

EMS services large and small are utilizing the Med-Media WebBill application to create efficiencies in time and dollars saved on printing, copying and mailing of paper copies to their billing service.

Differentiators

Med-Media's solution allows for a standardized method for collecting data for reporting. WebBill allows the billing vendor to access the complete Patient Care Report online via encrypted connection. Access is authorized by the EMS organization. Med-Media's WebBill product generates outputs to Sanitas, Sweetsoft, RAM/AIM, Cornerstone Adminisystems, Iliant Medbill, PCC, Inc. and other vendors nationwide.

Important: Use of Software Product for High Risk Activities and Back-up. The Software is not fault-tolerant and is not designed, manufactured or intended for use in conjunction with any activity requiring fail-safe performance, including, but not limited to communication systems or direct life support machines, or other activities that directly affect risk of death or personal injury ("High Risk Activities") in which the failure of the Software could lead directly to death, personal injury, or severe physical or other damage. Med-Media and its licensors specifically disclaim any express or implied warranty of fitness for High Risk Activities. Furthermore, data that is lost due to theft or failure of any other system upon which or with which the Software operates is not the responsibility of Med-Media, Inc.

Warning: This program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties and will be prosecuted to the maximum extent possible under the law.

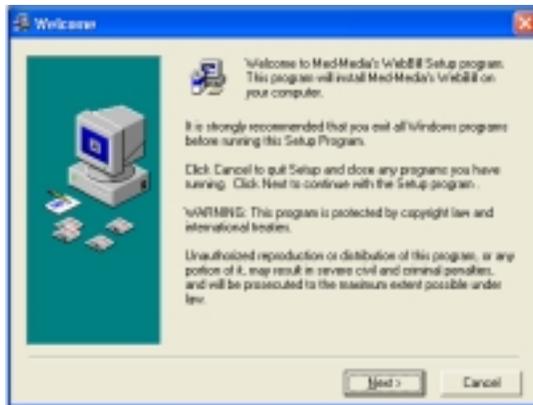
Installing the Med-Media WebBill Module

Windows ME, 2000 and XP Installations

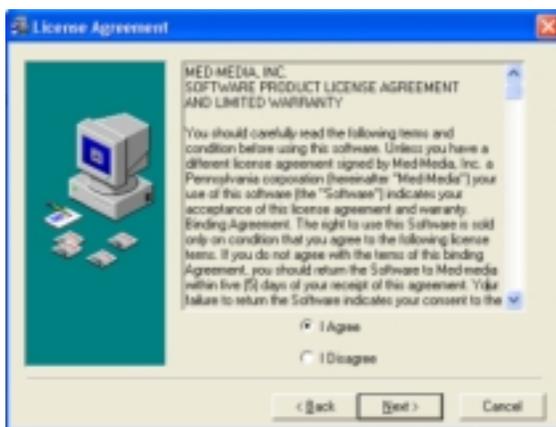
Note: Microsoft Inc. is no longer supporting Windows 95, Windows 98 and Windows NT operating systems, therefore limiting our ability to support issues with those operating systems.

Turn on your computer and login as an **Administrator** user. Close all Window programs prior to installing the Med-Media WebBill module.

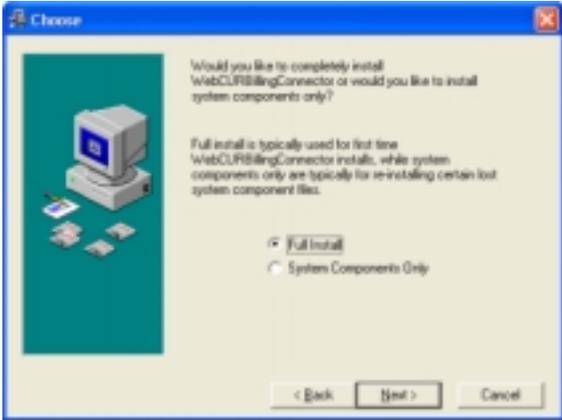
1. Insert the Med-Media CD in the computers CD ROM. Once the Installation window displays to the screen select the **WebBill** option and then select the **Install** button.
2. The setup will advance to the *Welcome* window. Select the **Next** button to continue the installation or select the **Cancel** button to close and exit the installation.



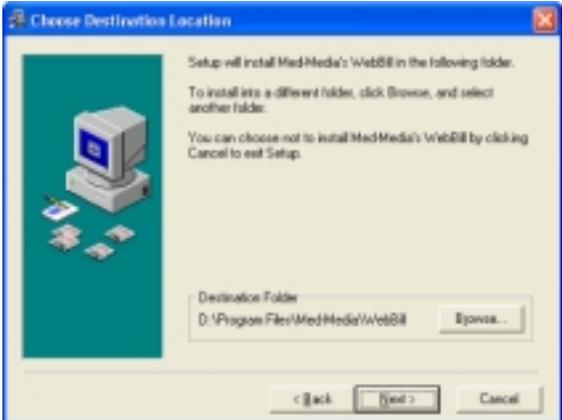
3. The *License* window displays when user advances screens. The user should carefully read and follow the terms and conditions before installing and using this software. Select the **"I Agree"** option if you agree to the license agreement or select the **"I Disagree"** option to stop and exit the installer. Select the **Back** button to return to the previous screen. Select the **Next** button to continue the installation or select the **Cancel** button to close and exit the installation.



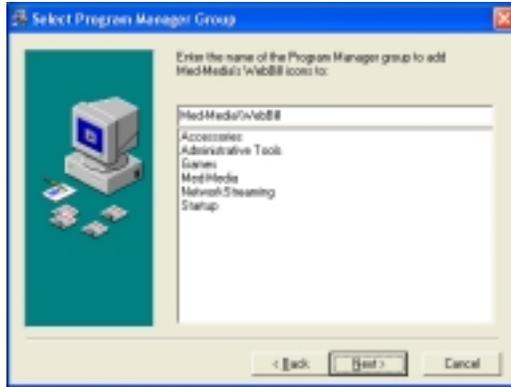
- 4. The *Choose* window displays when user advances screens. Select the **Full Install** option for the first time installation of this module. The installer will load all the needed components for the application. Select the **System Components Only** option to re-install certain lost system component files. Select the **Back** button to return to the previous screen. Select the **Next** button to continue the installation or select the **Cancel** button to close and exit the installation.



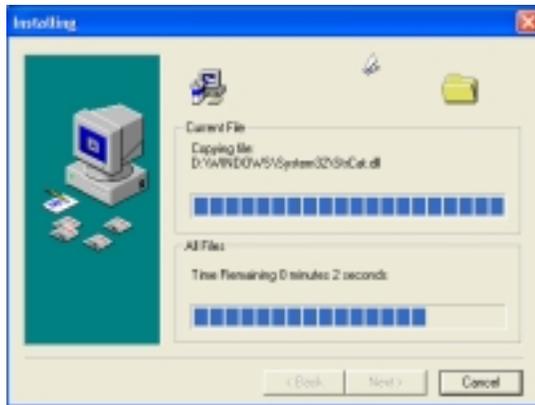
- 5. The *Choose Destination Location* window displays when user advances screens. The user has the option to select a destination location for the application to load. Med-Media **recommends** using the default destination location displaying. Select the **Browse** button to change the destination location. Select the **Back** button to return to the previous screen. Select the **Next** button to continue the installation or select the **Cancel** button to close and exit the installation.



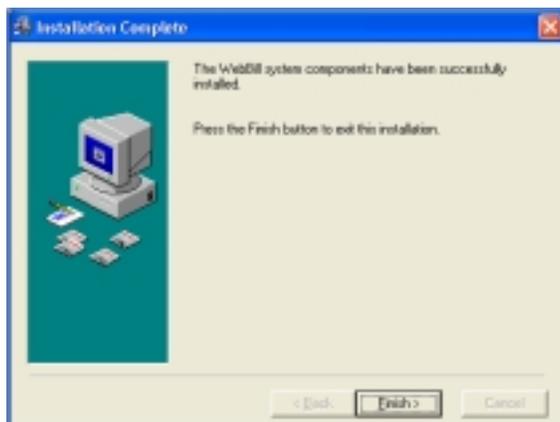
- The *Select Program Manager Group* window displays when user advances screens. The user has the option to enter a name of the Program Manager group to add the Med-Media's WebBill icon. Enter the desired name in the text box provided. Med-Media **recommends** using the default group name displaying. Select the **Back** button to return to the previous screen. Select the **Next** button to continue the installation or select the **Cancel** button to close and exit the installation.



- The *Installing* window displays and begins when user advances screens. Select the **Cancel** button to stop the installation and exit the setup.



- The *Installation Complete* window will display upon completion of the installation. Select the **Finish** button to complete the installation.



Technical Support

Please contact the technical support team during normal business hours for assistance in installing this module. Our normal business office hours are from 8:00 am to 6:00 pm Monday through Friday Eastern Standard Time. The Technical Support phone number is 717-657-8200, extension 1. If all lines are busy, please leave a detailed message and a specialist will contact you when they become available.

Getting Started

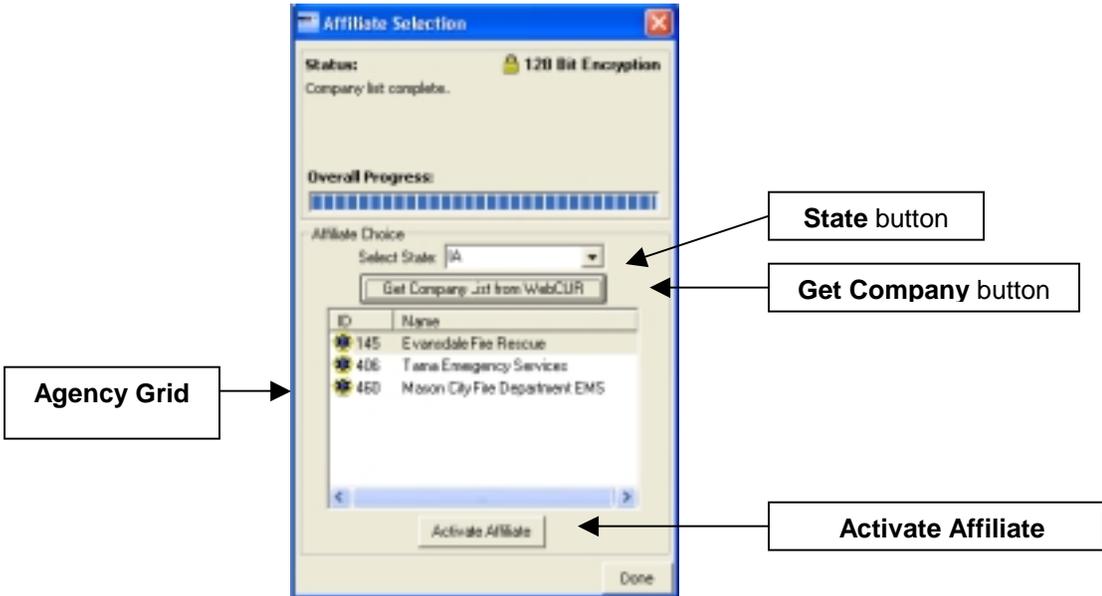
Login

Once the application has finished loading, a **Med-Media WebBill** icon will display to the computers desktop. When this icon is selected, the **WebBill Login** window displays to the screen. Enter the **User Name** and **Password** in the text boxes provided (password is case-sensitive). Select the **Login** button to connect to WebCUR or select the **Cancel** button to exit the login window. **Please refer to your Med-Media CD jewel case for login information.** *Note: The user needs to be connected to the Internet prior to starting.*



Selecting a Company

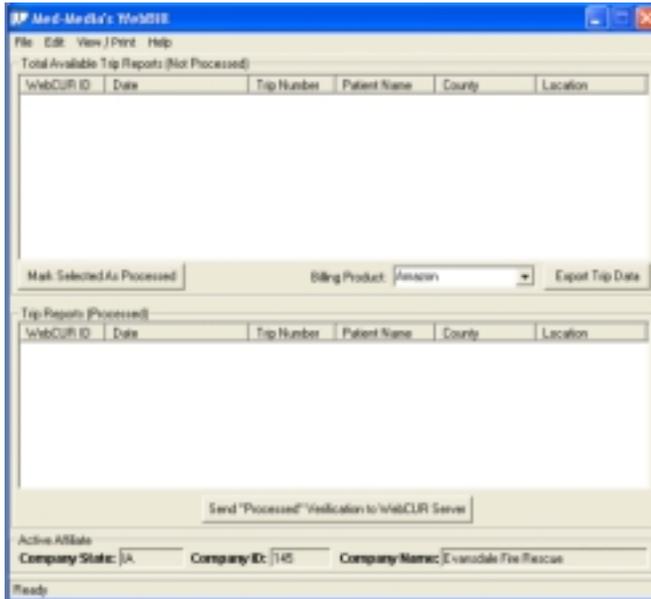
After the user login name and password have been verified on WebCUR, the **Affiliation Selection** window will display to the screen. Select the desired **State** from the drop down pick list. Once a **State** has been chosen, select the **Get Company List from WebCUR** button. Once this button is selected, agencies on WebCUR belonging to your WebBill account for that **State** will display to the **Agency Grid**. Select the desired agency in the grid and then select the **Activate Affiliate** button. WebBill will then download that agencies support database to your module. Select the **Done** button to close this window when the download has completed.



Using WebBill

Once the agency is selected and the support database downloaded, the **Med-Media WebBill** window will display to the screen. The Med-Media WebBill window contains the *File Menu*, *Total Available Trip Reports (Not Processed)* area, *Export Trip Data* button, *Trip Reports (Processed)* area, *Send "Processed" Verification to WebCUR Server* button and the *Active Affiliate* information.

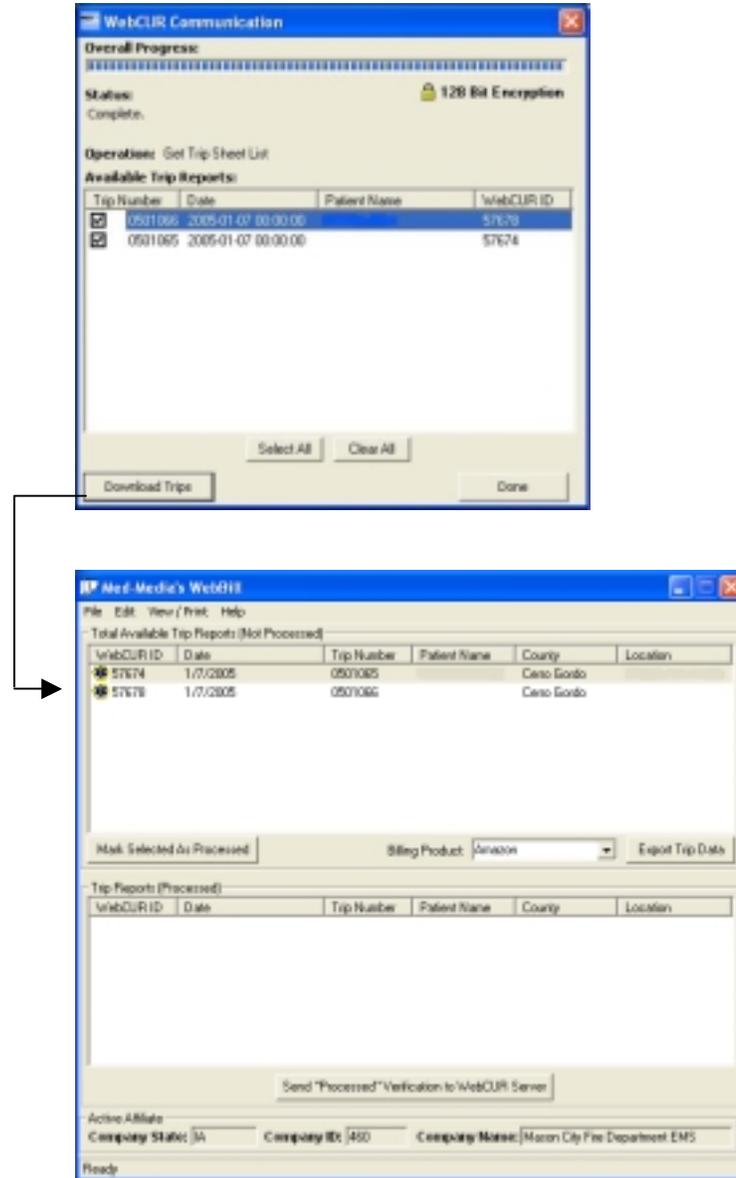
The **Med-Media WebBill** window is displayed below.



- **File Menu:** The File Menu contains the *File*, *Edit*, *View / Print* and *Help* menus.
 - **File:** This menu contains the *Select / Change Company*, *Select / Complete Trip Reports*, *Select All Trip Reports*, *Logout* and the *Exit* sub menus.
 - **Select / Change Company:** Select this sub menu to change the active affiliate for WebBill. When this menu is selected, the **Affiliate Selection** window displays to the screen. *Please refer to the [Selecting a Company](#) section of this manual for a detailed description about this window.*
 - **Select / Complete Trip Reports:** Select this sub menu to download the **Completed** trip reports from WebCUR for the affiliate. When this menu is selected, the **WebCUR Communication** window displays to the screen. The window will display the **Overall Progress** during the WebCUR download and the **Status** for the download. Once completed, all trip reports that have been marked as completed in WebCUR will display in the **Available Trip Reports** grid. This grid displays the *Trip Number*, *Date* of report, *Patients Name* and *WebCUR ID* for each report. Each trip report has a check box beside the report. Click in the check box to select the desired reports to download to WebBill. The user also has the ability to choose all reports by selecting on the **Select All** button. Select the **Clear All** button to reset the selections in the check boxes. Select the **Download Trips** button to download all the selected reports to WebBill. Select the **Done** button when the download has completed close this window.

Once the trip reports have been downloaded, they will display in the **Total Available Trip Reports (Not Processed)** area of WebBill.

The **WebCUR Communication** window is displayed below.

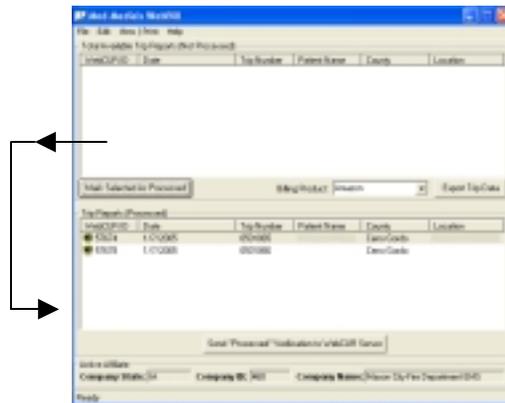


- **Select All Trip Reports:** Select this sub menu to download **All** the trip reports from WebCUR for the affiliate. When this menu is selected, the **WebCUR Communications** window displays to the screen. *Please refer to the [Select / Complete Trip Reports](#) section of this manual for detailed descriptions about the WebCUR Communications window.*
- **Logout:** Select this sub menu to log out of the Med-Media WebBill module or switch user login accounts for the module.
- **Exit:** Select this sub menu to close and exit the Med-Media WebBill module.

- **Edit:** This menu contains the *Mark Selected Trips as Processed*, *Send Processed Trips to WebCUR*, *Delete All Trips*, *Preferences* and the *Setup Billing Info* sub menus.

- **Mark Selected Trips as Processed:** Select this sub menu to mark the selected trip reports as processed. After the trip report has been reviewed in the **Total Available Trip Reports (Not Processed)** grid, highlight the desired trip reports and select this sub menu. The trip reports will be moved into the **Trip Reports (Processed)** grid.

Note: The **Mark Selected As Processed** button between the grids will work in the same manner.



- **Send Processed Trips to WebCUR:** Select this sub menu to mark the selected trips as processed to **WebCUR**. After the trip report has been reviewed and marked as processed, it will display to the **Trip Reports (Processed)** grid. Highlight the desired trip reports in this grid and select this sub menu. The trip reports will be marked as processed in WebCUR.

Note: Once a trip report has been verified and processed to WebCUR, the report is flagged, will not display in WebBill or be able to be downloaded from WebCUR again. The user still has the ability to view and print the report from WebCUR. The user will need to contact Med-Media Tech Support if they wish to make the records active again.

Note: The **Send “Processed” Verification to WebCUR Server** button located below the grids works in the same function.

- **Delete All Trips:** Select this sub menu to delete *All* trip reports from either the **Total Available Trip reports (Not Processed)** grid, or the **Trip Reports (Processed)** grid. This menu simply removes the displayed items so the user can clear the tables.
- **Preferences:** Select this sub menu to edit the **Server Host Name**. The **WebCUR Login** name and **Password** will display in a read-only view. Select the **Set Defaults** button to set the new information as a default. Select the **Apply** button to save any changes made to this area. *Med-Media Inc. recommends leaving this area as default.*

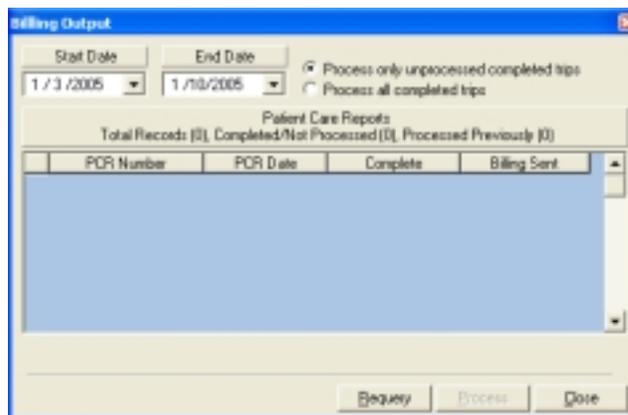
- **Batch Printing:** Select this menu to do a batch printing for all trip records downloaded from WebCUR. Select the **Use Print Preview** check box to preview each record prior to printing. Select the **Print** button to print all records or select the **Cancel** button to exit this window.

The **Batch Printing** window is displayed below.



- **Help:** This menu contains the *About* sub menu. Select the **About** sub menu to display the Med-Media WebBill current version. Click in the box to close the window.
- **Total Available Trip Reports (Not Processed):** This grid displays all trip reports that were downloaded from WebCUR. This area displays the reports *WebCUR ID, Date of the report, Trip Number, Patients Name, County and Location* of the Incident. Once the trip report has been reviewed, printed or exported, the user can mark the report as processed. To process the reports, highlight the desired reports and select the **Mark Selected as Processed** button. The trip reports will then move to the **Trip Reports (Processed)** grid.
- **Export Trip Data:** Select this button to export trip data to a specific billing product. Select the desired **Billing Product** from the drop down pick list and then select the **Export Trip Data** button. When this button is selected, the **Billing Output** window displays to the screen.

The **Billing Output** window is displayed below.



- **Start / End Date:** Select a *Starting* and *Ending Date* for the Billing Output from the drop down arrowed pick box. All PCR's downloaded from WebCUR within the selected date range will display in the **Total Records** grid.

- **Process Option Buttons:** Select the **Process only unprocessed trips** option to only process reports that have not been outputted within the date range. Select the **Process all completed trips** option to process all the completed reports with the date range selected. The user can only select one option in this area.
 - **Total Records Grid:** The Total Records grid displays all the trip reports downloaded from WebCUR within the selected date range. The header will display the **Total Record** count, **Completed/Not Processed** count and the **Processed Previously** count. The Total Records grid also displays the **PCR Number, Date of the PCR, Complete Status** and **Billing Sent** columns. If the PCR's billing information has not been completed, the **Complete** box will remain unchecked. The user will need to complete the PCR in the EMStat module prior to outputting the Billing file.
 - **Requery:** Select the **Requery** button to "*Refresh*" the Total Records grid after a new date range has been selected.
 - **Process:** Select the *Process* button to create the **Billing Output** text file. The Billing Output text file will be placed in the **C:\Program Files\Med-Media\WebBill\database\Your Billing Package Output** folder. Each PCR that has been outputted will now display the date that the Billing information was sent to the *Output File* on the **Billing Sent** column of the **Billing Output** box. The module will let the user know when the process has been completed. Select the **Ok** button once the Billing Output file has been created successfully. The Billing Output can now be copied and imported into the desired Billing Application Module.
 - **Close:** Select the **Close** button to exit this window.
 - **Trip Reports (Processed):** This grid displays all trip reports that were **Marked as Processed** from the **Total Available Trip Reports (Not Processed)** grid. This area displays the reports *WebCUR ID, Date of the report, Trip Number, Patients Name, County* and *Location* of the Incident. Once the trip report has been processed, the user can send a processed verification to the WebCUR Server.
 - **Send "Processed" Verification to WebCUR Server:** Select this button to send verification to the WebCUR Server that the records have been processed.
- Note: Once a trip report has been verified and processed to WebCUR, the report is flagged will not display in WebBill or be able to be downloaded from WebCUR again. The user still has the ability to view and print the report from WebCUR. The user will need to contact Med-Media tech Support if they wish to make the records active again.**
- **Active Affiliate Information:** This read-only area displays the current affiliate that was selected in the **Activate Affiliate** box. To change Affiliates, return to the **Select a Company** area and activated the desired agency.

Billing File Manager

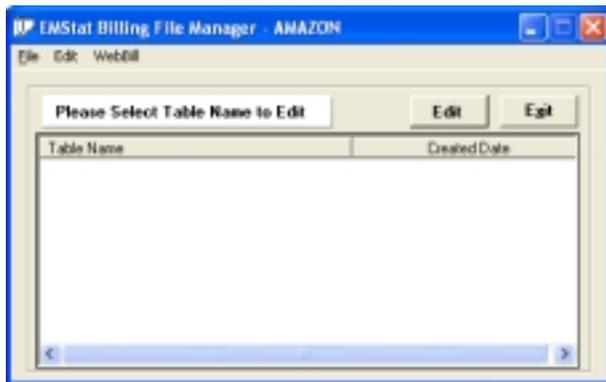
The Billing File Manager (BFM) allows the manager to connect directly to a specific billing database to setup customized billing for EMStat. This module is only to be used with a national billing software package (Amazon, Ram, Sanitas etc.).

Note: The WebBill login must have **MANAGER** and **BILLING** permission in WebCUR to use the Billing File Manager module. The *Setup Billing Info* sub menu will not display if the user does not have this permission.

Notice: Med-Media, Inc. has created a means to collect the necessary billing elements for specific billing packages through the EMStat Billing File Manager (BFM). Once the BFM configuration is setup correctly to your billing package (Amazon-Sweet, RAM, Sanitas etc), the BFM will import the billing elements into EMStat. Due to these collection items and options being provided to Med-Media, Inc. by the billing vendor, Med-Media, Inc. is unable to answer specific questions to the reasons for the items displayed or when certain items are to be chosen. Med-Media, Inc. requests that you contact your internal billing person or approved Billing agent with specific questions concerning the billing collection items and their purpose. Med-Media, Inc. will provide technical support on the saving and restoring of information collected. Med-Media, Inc. cannot assist you with contacting your billing vendor or be responsible for any expense you may incur with or from the billing vendor. Med-Media, Inc. is also unable to make any modifications to this plug-in database without the approval of billing vendor. This billing information capture device is provided as is without warranty or guarantee. Med-Media, Inc. does not imply, warranty, or guarantee the collection of monies associated with the billing items collected or transmitted.

When the user selects the *Edit – Setup Billing Info* menu, the **EMStat Billing File Manager** window displays to the screen. This sub menu allows managers to setup a specific billing package for the Med-Media EMStat 4 module. The EMStat Billing File Manager contains the **Menu bar**, **Edit / Exit** buttons and the **Table Grid**.

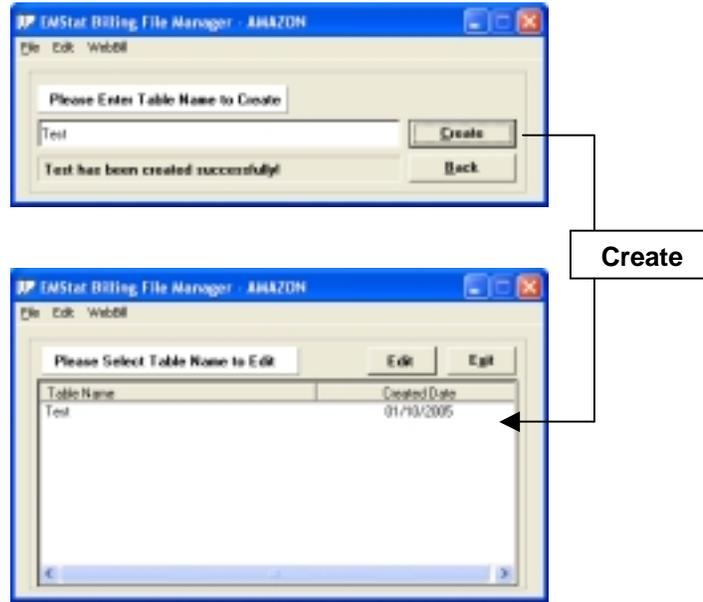
The **EMStat Billing File Manager** is displayed below.



- **Menu Bar:** The menu bar contains the **File**, **Edit** and **WebBill** menus.
 - **File:** This menu contains the **New**, **Edit**, **Delete**, **Setting Configuration** and **Exit** sub menus.

- **New:** Select this menu to create a *New Customized Billing Table* for the Billing package. When this menu is selected, a **Table Name Creator** window displays to the screen. Enter the new **Table Name** in the text box provided. Select the **Create** button to create the new billing table. Once the table name has been created successfully it will now display in the **Table Grid**. Select the **Back** button to return to the **EMStat Billing File Manager** window.

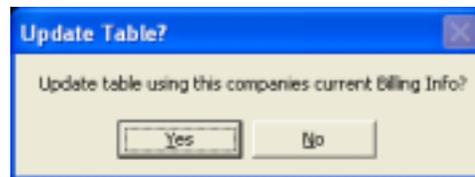
The **Table Name Creator** window is displayed below.



- **Edit:** Select this menu to *Edit* a *Billing Table* that has already been created. When this menu is selected, the **EMStat Billing Support Data–Billing Package** window displays to the screen. *Highlight* the *Table Name* you wish to edit in the **Table Grid** and select the **Edit** button. This sub menu works in the same manner as the **Edit** button displaying on the **EMStat Billing File Manager** window. *Please refer to the [Billing Support Data – Billing Package](#) section of this manual for a detailed description about this window.*

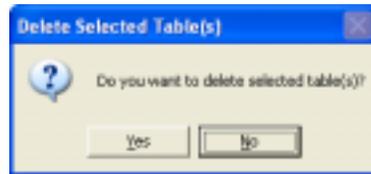
When the manager edits a table, an **Update Table** prompt box will display to the screen. Your WebCUR billing database may contain existing billing information that can be used in the new table. Select the **Yes** button to display those items in the table or select the **No** button to open the table with displaying the items.

The **Update Table** box is displayed below.



- **Delete:** Select this menu to *Delete a Billing Table* that has already been created. The **Table Grid** will display a list of *Table Names*, the *Date* the table was created and a *Check box* displaying in front of each name. Select the **Check box** for the table you want to delete and then select the **Delete** button. The user will be asked to confirm the deletion prior to the table being removed. Select **Yes** to delete the **Table Name** or select the **No** button to exit the request and close this window.

The **Delete Prompt** is displayed below.



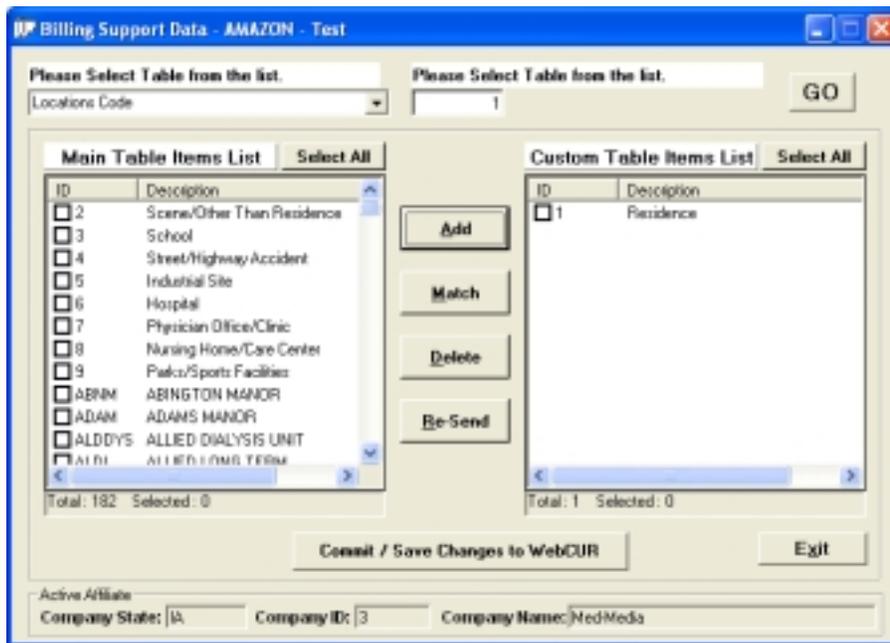
- **Setting Configuration:** Select this menu to display the *Setup Configuration* window for the **Billing Support Data-Billing Package** window. This window allows the manager to connect directly to your billing vendors databases.
 - ❑ **Billing Name:** This *Read Only* box displays the billing packages name.
 - ❑ **EMStat Billing Databases:** When the Med-Media WebBill application is loaded, the module will load an **EMStatBilling Database** to the **C:\Program Files\Med-Media\WebBill\database** folder during the installation process. Click on the **Browse** box to locate this database if the location was changed from the recommend setting. Once the database has been selected, the database location will now display in the *EMStatBilling Database* box.
 - ❑ **Data Source:** Enter the **IP Address** in the text box provided for where the billing vendors database are stored. *Please refer to your Network Administrator for the database computers IP Address.*
 - ❑ **Initial Catalog:** Enter the **Initial Catalog Name** for the billing database in the text box provided. *Please refer to your Network Administrator for the Billing Catalog Name. The Manager will need to contact the billing vendor to obtain this database information if it is unknown.*
 - ❑ **User ID:** Enter the **User ID Name** for the billing database in the text box provided. *Please refer to your Network Administrator for the Billing User ID Name. The Manager will need to contact the billing vendor to obtain this database information if it is unknown.*
 - ❑ **Password:** Enter the **Password** for the billing database in the text box provided. *Please refer to your Network Administrator for the Billing Password. The Manager will need to contact the billing vendor to obtain this database information if it is unknown.*
 - ❑ **Set:** Click on the **Set** button to save the *Configuration setup*. The manager will receive a prompt stating the configuration has been saved.
 - ❑ **Exit:** Select the **Exit** button to close this window.

Billing Support Data–Billing Package

Select the desired **Table Name** in the **Table grid** of the **Billing File Manger** and select the **Edit** button. Once the [Setting Configuration](#) has been setup correctly, the **Billing Support Data** window will display for your Billing Package. The Billing Support Data window displays the **Table list**, **Table Category** box, **Main Table Items** list, **Custom Table Items** list, The **Go**, **Add**, **Match**, **Delete**, **Re-Send**, **Commit / Send Changes to WebCUR** and **Exit** buttons. The window will also display the **Active Affiliate**.

Note: Please refer to your Network Administrator for assistance in setting up the configuration for this area. The Manager will need to contact the billing vendor to obtain this database information if it is unknown.

The **Billing Support Data** window is displayed below.



- **Table list:** Click on the drop down pick list and select the desired table. The user can only select 1 table at a time.
- **Table Category Number:** Enter the *Category Table Number* in the text box provided. This box defaults to 1. If the billing database has several **Table Levels**, the user will need to edit each level.
- **Go:** Select the **Go** button to display the *Table Items* for the *Table list* selected. All items associated for that *Table list* and *Category Table Number*; will display to the **Main Table Items List** grid.
- **Main Table Items list:** This grid displays all the items associated with the selected *Table List* and *Category Table Number*. Each item displays an **ID Number** and **Description** for the item. *Please refer to the [Billing File Manager Notice](#) section of this manual if desired items do not display with the list.*

- **Add:** Each item displaying in the **Main Table Items** list contains a check box in front on the items name. Place a check mark in the desired items box if you want to add that item into EMStat. The manager can choose the **Select All** button to check every box in the grid. Once the desired items are picked, select the **Add** button to move those items over to the **Custom Table Items** list.
- **Custom Table Items list:** This grid displays all the previous table items saved in WebCUR as well as all new items being added from the **Main Table Items** grid. Each item displays an **ID Number** and **Description** for the item. *Please refer to the [Billing File Manager Notice](#) section of this manual if desired items do not display with the list.*
- **Match:** This button allows the manager to match item between both grids. If the item displaying in the **Custom Table** grid does not match any of the items in the **Main Table**, the manager can now match that custom item to one in the **Main table**. Select the check box for the desired item you want to match in the **Custom Table**. Once the item is selected, select the check box for the item in the **Main Table** grid that you want to associate it with. Once both boxes are checked, select the **Match** button to associate the items.
- **Delete:** Select this button to remove items from the **Custom Table**. Select the check boxes for the items you want to remove and then select the **Delete** button. The user will be prompted for the deletion prior to the items being removed. Once the item is deleted, the item will then be moved to the **Main Table** grid. The manager can also choose the **Select All** button to check every box in the grid for deletion.
- **Re-Send:** Select this button to re-send the items saved on WebCUR back to any **Med-Media EMStat** application that may have somehow missed receiving the chosen Billing item.
- **Commit / Send Changes to WebCUR:** Select this button to save all your selections to WebCUR. When this button is selected, all items displaying in the **Custom Tables** will be committed and saved on WebCUR. Once the user logs into EMStat, the new items will download and display to the Billing page.
- **Exit:** Select this button to exit the Billing Support Data window. When this button is selected, the user will return to the **EMStat Billing File Manager** window. Select the **Exit** button again to return to the **WebBill** home main window.
- **Active Affiliate:** This read-only area displays the current affiliate that was selected in the **Activate Affiliate** box. To change Affiliates, return to the [Select a Company](#) area and activate the desired agency.

Revisions

Content and Screen Shots	01-13-05	MAP
Content Update	04-22-05	MK / MAP

Versions

Version 1.0.24	01-13-05	MAP
Version 1.0.25	04-22-05	MAP