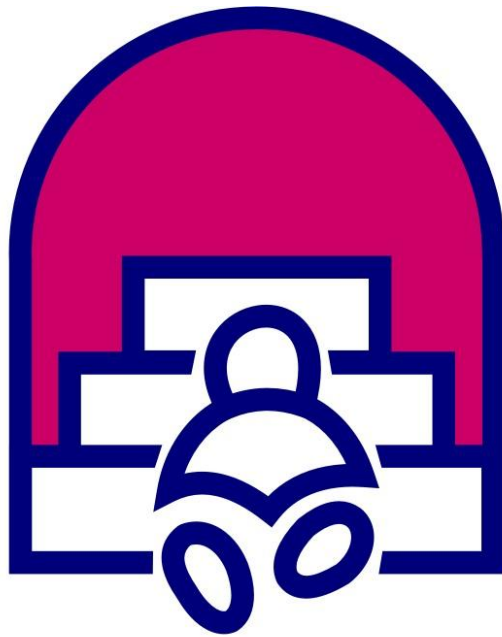


Indiana First Steps Reference Manual

Provider Account Management



First Steps

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Overview






Welcome to the Indiana First Steps Reference Manual. The purpose of this manual is to provide you with a powerful reference guide to help you use the Indiana First Steps web application. This manual has been compiled from the How Do I help topics included as part of the Indiana First Steps online help system. How Do I help topics get their name from the fact that they answer the question, "How do I complete this task?" Each of these topics includes a step-by-step exercise that walks you through a specified task. And, because this manual is compiled from help topics included in the Indiana First Steps web application, you can access the appropriate exercises online whenever you are using the application.

The How Do I topics in this manual are an excellent source for looking up specific tasks and organized for easier accessibility. So for example, if you need to know how to view a provider's specialties, you simply look in the Table of Contents for the section entitled How Do I View a Provider's Specialty List. Once you know the topic's page number, you can open the manual to that page and begin the exercise.

As you can see, this manual is an excellent resource for looking up the individual tasks that make up the processes that you'll be using every day. The manual is divided into a few distinct areas. Take a minute to look at the Table of Contents and flip through the manual to familiarize yourself with the information it holds so that the next time you need a piece of information quickly, you'll know where to find it.

Getting Started

Within the help system, navigation buttons are displayed in the panel along the top of the web page. The following list describes each of the navigation buttons:

- Click the  **Contents** button to access the help system's table of contents.
- Click the  **Index** button to access the help system's index.
- Click the  **Search** button to access the help system's search function.
- Click the  **Glossary** button to access the help system's glossary of terms.
- Click the  **How Do I** button display a list of all How Do I topics within the help system.

The Contents, Index, Search, and Glossary functions are displayed in a pane on the left-hand side of the help system web page. The How Do I List is the only exception- it is displayed in this pane on the right-hand side of the web page.

To navigate to a previously displayed help topic click the web browser's **Back** button. For more information on navigating web pages, refer to your web browser's help file.

To print the currently displayed help topic, click the web browser's **Print** button. For more information on printing web pages, refer to your browser's help file.

Billing Entities

How Do I Enter or Update Billing Entity Detail Information

Use this exercise to see how to enter or update detailed information about a billing entity.


Complete the following steps to finish this exercise:

1. On the **Provider Account Management** pull-down menu, select the **Billing Entity** menu option. The [Billing Entity Detail](#) page displays.

Billing Entity Name EI Agency		Tax ID 000001447
Status Active		Legal Status Agency
Address 11111 Any Street	Phone 999-999-8888	
	Mobile	
	Phone2	
City OVERLAND PARK	Phone3	
State/Zip KS 66210	Fax 999-888-9999	
Email Email@Covansys.Com		Contact Contact Person
EFT Status Inactive		

Reset Back Save

2. Enter or update the following information as necessary:
 - Phone
 - Mobile
 - Phone2
 - Phone3
 - Fax
 - Email
 - Contact
3. Click **Save**.

 **Tip:** The other information displayed on this page is read-only and cannot be changed.

Provider Communications

How Do I Compose a New Message

Use this exercise to compose a new message for providers.



 **Note:** This exercise can only be performed by specific users who have access to this feature.


Complete the following steps to finish this exercise:

1. On the **Provider Account Management** pull-down menu, select the **Communications** menu option. A sub-menu displays.
2. Select the **Compose Message** sub-menu option. The [Message Detail](#) page displays.



The screenshot shows a web form titled "Message Detail". On the left side, there are two labels: "Subject" and "Message", each followed by a red asterisk indicating a required field. To the right of these labels is a large text area for entering the message content. Below the text area, there are two date fields: "Effective Date" and "End Date", each followed by a red asterisk and a small calendar icon. At the bottom of the form, there are three buttons: "Attach Message(s)", "Reset", "Back", and "Save".

3. In **Subject**, enter the subject of the message.
4. In **Message**, enter the contents of the message.
5. In **Effective Date**, enter the date of which the message becomes effective. You can click the  icon to select the date from a calendar.
6. In **End Date**, enter the date on which the message becomes ineffective as necessary. You can click the  icon to select the date from a calendar.


 **Note:** The **End Date** is not required. A message can be saved without an **End Date**, and the **End Date** may be added at a later time.

7. Click **Save**.

Provider Accounts

How Do I Enter or Update Provider Account Detail Information

Use this exercise to see how to enter or update detailed information about a provider's account.

 **Tip:** A provider may have multiple provider accounts if the provider bills for services using multiple Tax ID numbers.

Complete the following steps to finish this exercise:

1. On the **Provider Account Management** pull-down menu, select the **Provider Account** menu option. A sub-menu displays.
2. Select the **Account Detail** sub-menu option. The [Provider Account Detail](#) page displays.


Acct. Detail		Sites		Provider Email Notification		Agreements	
Provider First Name	Provider	MI		Last Name	Occupational Therapist		
Agency/Billing Name	EI Agency						
Provider Account ID	000001447-0480			Medicaid ID			
Account Active Date	10/04/2004	To		Prov. Enrollment Date	10/04/2004		
Degree				E-Signature	On File		
Prov. Acct. Address		11111 Any Street		Phone	999-999-8888		
				Mobile			
				Phone2			
City	OVERLAND PARK			Phone3			
State/Zip	KS 66210			Fax	999-888-9999		
Email	Email@Covansys.Com						
Specialty List				Reset Back Save			

3. Enter or update the following information as necessary:
 - Phone
 - Mobile
 - Phone2
 - Phone3
 - Fax
 - Email

Claims

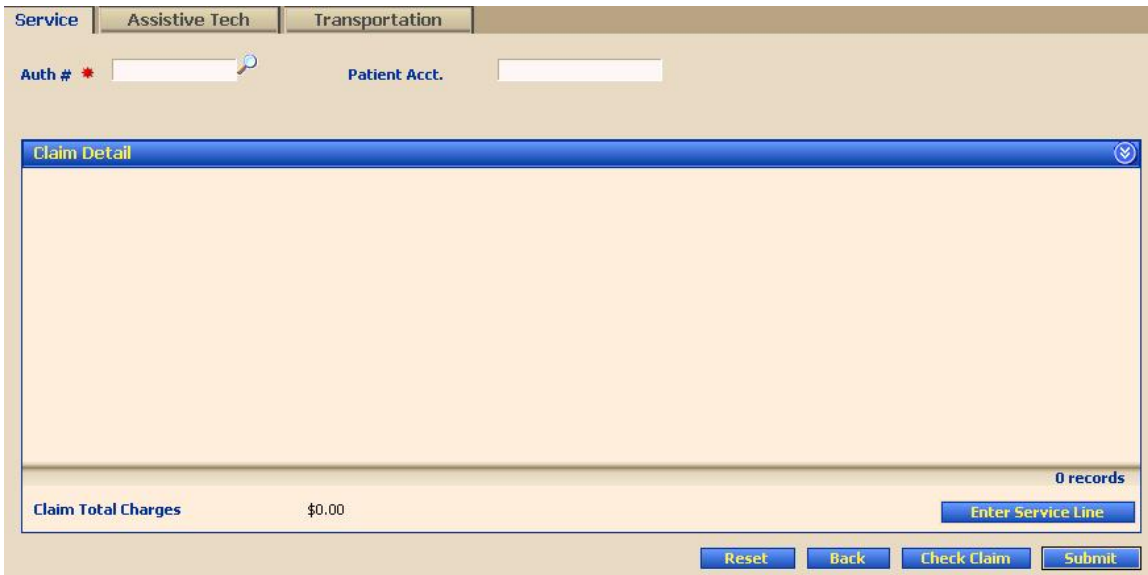
How Do I Enter, Update, and Check an Online Claim

Use this exercise to enter, update, and check an online claim.

 **Note:** The claims entry page is displayed by using a variety of methods. This exercise will guide you using all available methods. Therefore, depending on which method is used to access the claims entry page, some of the steps in this exercise may be optional.

Complete the following steps to finish this exercise:

1. Use one of the following methods to access the claim entry page:
 - Selecting the **Provider Account Management\Provider Billing\Claim Entry** menu option.
 - Clicking the **Claim Entry** button on the [Authorization Detail](#) page.
 - Clicking either the **Correct Claim** or **Resubmit Claim** button on the [Claim Detail](#) page.
2. If necessary, enter the full **Authorization Number** or search for an authorization. For more information, see [How Do I Search for an Authorization](#).



3. Select the **Enter Service Line** button to add the detail line items for this claim. The claim entry page (specific to the service line you are adding) displays.

HIPAA Files

How Do I View and Download HIPAA Inbox Files

Use this exercise to view and download outbound HIPAA files, such as: an 835-Remittance Advice, a 277-Claim Status Response, and/or 278-Authorization Files.

Complete the following steps to finish this exercise:

1. On the **Provider Account Management** pull-down menu, select the **Provider Billing** menu option. A sub-menu displays.
2. Select the **E-Files** sub-menu option. The [HIPAA Files - Inbox](#) page displays.

Type	File Name	Description	Date Posted	Mode
837	1233345.txt	TestClaim	12/10/2003	Test
837	1248885.txt	TestClaim	12/15/2003	Test
837	1277745.txt	TestClaim	12/20/2003	Live
837	12475.txt	TestClaim	12/20/2003	Live
837	1249.txt	TestClaim	12/14/2003	Live

3. View the list of HIPAA Inbox Files in the table.
4. To download a specific file, click the **File Name** link to download a HIPAA Inbox File to your local machine.

Authorizations

How Do I Search for an Authorization

Use this exercise to search for an authorization that currently exists within the database.

Complete the following steps to finish this exercise:

1. On the **Provider Account Management** pull-down menu, select the **Provider Billing** menu option. A sub-menu displays.
2. Select the **Search** sub-menu option. A sub-menu displays.
3. Select the **Authorizations** sub-menu option. The [Search Authorizations](#) page displays.

Search Criteria

To perform a search select a search option, enter the search criteria and then select the **Search** button.

<input type="radio"/> Child Id Child Id <input type="text"/>	<input type="radio"/> Child Name Last Name <input type="text"/> First Name <input type="text"/>
<input type="radio"/> Authorization Authorization # <input type="text"/>	<input type="radio"/> Date Range Type <input type="text" value="Start Date"/> Start Date <input type="text"/> End Date <input type="text"/>
<input type="radio"/> Provider Last Name <input type="text"/> First Name <input type="text"/>	

Back **Search**