

Overview of 'emc_claims.ht'

The emc_claims.ht file has been created to simplify the process of getting connected to EDISS using the PC-ACE Pro32 product and HyperTerminal.

The emc_claims.ht file will need to be saved onto your local hard drive wherever your "WINPCACE" folder is located, usually your C drive. If PC-ACE Pro32 is installed on a server, the emc_claim.ht file will need to be located on the server root drive where PC-ACE Pro32 is installed. Once the emc_claim.ht file is saved correctly, "HyperTerminal" will display as a connection method in the Data Communications Options window in PC-ACE Pro32.

Configuring emc_claims.ht

When configuring the emc_claim.ht file there may be settings that may need to be adjusted to fit your communication needs. Double-clicking on the emc_claim.ht file will open it and the **Connect** screen will appear. If **Modify** is selected, Figure A will appear. This screen will be where the adjustments **may** need to be made to successfully connect to EDISS to transmit Health Care files.

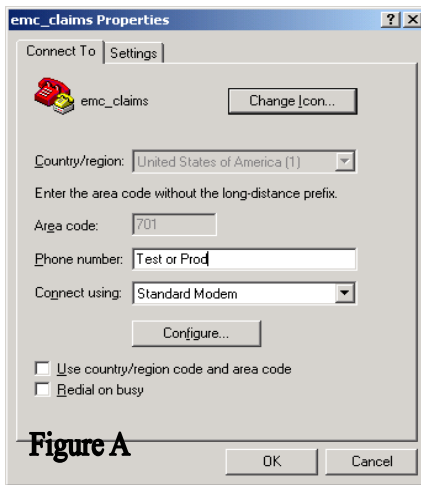


Figure A

Country/region – this value will always be United States.

Area code: This will be inactive.

Phone number: This is the phone number that will be dialed to transmit your claim files. ***Please contact EDI Support Services to obtain the appropriate telephone number.***

Connect Using: The **Connect Using** field should contain the name of the modem you are using to connect to EDISS. (U.S. Robotics 56K Voice Win 1806 is used in this example) Your modem name/type should appear in this field.

Frequently Asked Questions

Q. When I dial I always get a busy signal?

A. Check the Phone number field. If you need an access code to get an outside line this will need to be entered into the Phone Number field of the **Connect To** screen. For Example, if a 9 is needed to get out of the facility the phone number dialed will need to appear as *9,1-701-555-5555*. (The comma represents a 1 second pause and the 555-5555 represents the Testing or Production phone number.)

Q. There are no options in the **Connect using** field?

- A. This could mean there are no modems installed on your PC. Ensure there is a modem installed on this computer and then restart the emc_claims.ht file. If this problem persists you may need to contact your Technical Support.