

PC-ACE Pro32 ANSI 4010 Version

Frequently Asked Questions

Installation and Getting Started

Now that I have downloaded the program, what do I do?

If you have downloaded the PC-ACE Pro32 program (setup.exe) from EDISS website to your desktop, you are now ready to install the program on your computer. First, locate the setup.exe icon on your desktop. Double-click on the icon to begin installation. (If you did not save the setup.exe file to your desktop, run the setup.exe from the drive/directory where it was saved). A password will be required to install the software. The password will be supplied to the user when the proper enrollment forms are sent to EDI Support Services.

Follow the on-screen wizard steps to complete the installation. When prompted to select a destination drive, for best performance, select a drive local to your machine (i.e., the “C” drive). The PC-ACE Pro32 files will be installed in the WINPCACE directory on the selected drive. Desktop icons will be created for PC-ACE Pro32 and a README file.

Now that the program has been installed, you are ready to login and begin setting up your reference files. Please refer to the **Instructions for Getting Started** document and the **PC-ACE Pro32 User Guide** for more guidance. These documents can be found on EDISS’ website, under the PC-ACE Pro32 heading, after choosing Technical Documents and the type of transaction, either current or HIPAA. If you received a CDROM from EDI Support Services to load the PC-ACE Pro32 software, these document scan be found on this same CD-ROM.

How do I install PC-ACE Pro32 on a network?

To install the software on a network, first install the full PC-ACE Pro32 version on a shared server. Follow the on-screen wizard steps to complete the installation. When you are prompted to select a destination drive, select a drive accessible by all workstations on the network that will require PC-ACE Pro32 access. Next, from each individual workstation, run the Client32.exe file, which is located on the server.

For more detailed information on how to accomplish these tasks, please refer to “Getting Started with PC-ACE Pro32” in the PC-ACE Pro32 help system. (To find this document, select the Help tab at the top of the PC-ACE Pro32 Claims Processing System main toolbar. From the drop-down menu select Help Topics. Select the Contents tab at the top of the Help Topics: PC-ACE Pro32 Claims Processing System screen. Finally, select “Getting Started with PC-ACE Pro32”).

What is the login and password to get started?

PC-ACE Pro32 is configured as a default user that has full system access rights. The default User ID and password are both “SYSADMIN”. If you are logging in to PC-ACE

Pro32 for the first time, use this default information. If you have difficulties logging into the system, contact EDI Support Services for assistance. We encourage all users to change passwords as soon as possible after installation of the program for security reasons.

How do I change my password?

To modify your User ID and Password, select the Security option at the top of the PCACE Pro32 Claims Processing System main toolbar. From the drop-down menu, select Add/Update User. In the Security List menu, highlight the user name for which you wish to change the password and select View/Update. Designate a new password in the Password field and click on **OK** to complete this step.

Reference File Maintenance-Entering Information

Where do I enter the Submitter ID?

The Submitter ID must be entered in Reference File Maintenance. First, open Reference File Maintenance from the PC-ACE Pro32 Claims Processing System main toolbar. Next, select the Codes/Misc tab at the top of the Reference File Maintenance screen. Select the box labeled Submitter. In the Submitter Setup screen, select the appropriate Claim Type at the top of the screen. At the bottom of the screen, select View/Update. This will take you to the Submitter Information screen. Enter the Submitter ID in the field labeled ID (between LOB and Name) under the General tab, overwriting the initial template fields. Click on **Save** to save your changes.

What does LOB mean?

LOB is an acronym for Line of Business. If you right-click on the LOB field, PC-ACE Pro32 will provide a list of options from which you may choose.

What is a Payer ID?

A Payer ID is a way of identifying the payer that is being billed. There may be one or more Payer IDs for each Line of Business. If you right-click on the Payer ID field, PCACEPro32 will provide a list of options from which you may choose.

Do I enter dashes in the HIC number and Tax ID? Should I enter decimal points in diagnosis codes?

When entering HIC numbers and Tax IDs do not include dashes. If you try to save a provider file in Reference File Maintenance with dashes in the Tax ID, an Edit Validation Error list will appear stating there are invalid characters. The same will happen if the HIC number includes dashes and you try to save a claim.

Decimal points also should not be entered for diagnosis codes. An edit validation error will also appear if a decimal is entered.

Why must a SSN be used when entering the Federal Tax ID in the UPIN file?

Until the use of an NPI (National Provider Identifier) is mandated by CMS, either the provider's SSN (Social Security Number) or EIN (Employee Identification Number) will be required for use on all healthcare claims. In some instances, the SSN will be required for use along with the NPI after it is mandated.

Claim Entry

I just attempted to save a claim and received an Edit Validation List with flashing boxes in my claim screen? What does this mean?

These flashing boxes indicate an error with the information entered in that specific box that needs to be corrected before saving the claim. If you click "Save" in any area of PCACE

Pro32 where you have been entering information, it will either save the data (if everything is correct), or the Edit Validation Errors List will appear listing all the errors currently in the claim. You can either double click on one of the errors on the list to bring you to the location of the error, or you can close the list and just look for the flashing boxes, indicating that a correction would need to be made. Once a correction has been made, the box may continue to flash until the claim has been re-saved.

The red and purple flashing boxes signify different levels of system edits. We recommend that you work through the errors by using the Edit Validation Errors list.

How do I import claims?

EDI Support Services will only support this function for claim files in NSF 3.01 (professional) or 6.0 (institutional) formats. PC-ACE Pro32 is also capable of importing a PID (Print Image Download) file, however this feature is not supported by EDISS. If you would like to import claims from a PID file into PC-Ace Pro32, contact the software company, System Designs, Inc at (214) 340-3450.

Do you suggest that I just type in claim information or should I use the lookup files?

While you can certainly type all claim information directly into the claim form, the Reference File Maintenance is an option that can save time and increase accuracy. By right clicking in the Patient Control Number box, Last Name or First Name box, the Patient Selection box listing all the patients that were built into the Reference File Maintenance will appear. You can then select whichever patient you need and all information for that patient will be automatically populated into the claim. (To increase accuracy it is very important that the information entered into Reference File Maintenance is entered correctly.)

If you start billing a claim and notice the patient you are billing for is not in the Patient Selection list, instead of closing out of the claim and going back to the Reference File Maintenance, you can choose "New" from the options listed at the bottom of the screen. This will open up the "Patient" tab from the Reference File Maintenance and allow you to build in the patient information while still in the claim.

Sending Claims

Now that I have entered my claims, how do I send them to Medicare?

To view the claims that you have saved, click on the List Claims button on the HCFA-1500 or UB92 Claims Menu. Claims with the status of "CLN" are clean and ready to be prepared for transmission.

The first step in transmitting claims to a payer is to prepare claims. Select the Prepare Claims button on the Claims Menu. When the Claim Prepare For Transmission dialog box opens, select Prepare Claims. Click OK on the Confirm dialog box. You can select a

certain LOB, payer and /or provider to Prepare claims for during the Prepare process if you wish to specify which claims you would like to Prepare.

After you completed the Prepare Claims function, an electronic claim file will be created and stored in the WINPCACE directory. Medicare Part A claim files will have the file name BCTRANS.DAT and Medicare Part B claim files will be named BSTRANS.DAT. To send these prepared claims to EDI Support Services (EDISS), please refer to the htusage.pdf file located on our EDI webpage under the PC-ACE Pro32 heading under the Technical Document page.

This document titled **Connecting to the Medicare BBS using HyperTerminal** will walk you through the process for sending prepared claims to EDISS.

Note: If you have not configured HyperTerminal to send and receive files, please refer to the **htconfig.pdf** file located on the EDISS EDI webpage. Then proceed with the **Connecting to the Medicare BBS using HyperTerminal** document.

When would I process claims?

This feature runs all the PC-ACE Pro 32 edit validation rules against the entered claims and is used primarily when importing claims. Processing will apply the same rules that apply when a claim is manually keyed into the software. This process can be used if a large quantity of claims have been copied or restored and need to be passed back through edits to ensure they are still clean claims.

When do I prepare claims and what does this mean?

Claims need to be prepared before they can be sent to EDISS. This is a necessary step that generates a claim file that can be transmitted for processing. If this step is not completed, the last claim file that was prepared will be sent again. When you prepare the claims, only clean (CLN) claims will be processed unless you select to send claims with errors.

Please note that after you have completed the “Prepare” step, the claims are moved from the “CL—to be transmitted” location to the “TR—transmitted only” location.

Miscellaneous

Is PC-ACE Pro32 a new version of the ACE program? Do I need to upgrade from the ACE program to PC-Ace Pro32?

EDISS has selected PC-ACE Pro32 as the software that it will provide free of charge to its electronic Trading Partners. PC-ACE Pro32 is not a new version of the ACE program. PC-ACE Pro32 and ACE are two separate billing software programs created by different software vendors. (The ACE software was originally created by a former Medicare contractor for use in the states of AK, AZ, HI, NV, OR and WA).

Do I have to backup my files?

PC-ACE Pro32 has the capability to do system backup and restores. In the event a catastrophic system failure results in the loss or compromise of PC-ACE Pro32 database files, a complete database restore operation can be performed from the most recent

backup. However, if you have not been backing up the system it is possible that all information entered into the software could be lost.

You will be prompted to perform a backup each time you exit the PC-ACE Pro32 program. You can either click on “Cancel” to skip the backup or you can select a Destination Drive or Folder for the placement of the backup data and then click on “Start Backup” to initiate the process.

Why do I need to send a test file?

During the testing process, EDI Support Services is able to determine if the record layout structure and batching is correct. There is also a series of information that EDI Technical Representatives check in test files (i.e., submitter ID, PIN numbers, insurance information and dates) in an effort to avoid claims errors in the claims processing system.

Can I transfer my patient and provider files into my PC-ACE Pro32 software from another billing program?

This feature is not available. All provider and patient information will have to be entered into the Reference File Maintenance.

Can you come to my office and show me how to use the PC-ACE Pro32 software?

EDI Support Services does not provide on-site support for electronic submitters. Fortunately, the PC-ACE Pro32 software is very user- friendly and we are able to support it over the phone. User documentation has also been created to assist in learning the software.

After I have sent a claim file, is there a way to send claims again without having to retype them?

Yes, there is a way to avoid rekeying claims. Click on the HCFA 1500 claims icon and click on the “List Claims” option. This will open up the HCFA 1500 Claims List. Toward the bottom of the screen, there will be a “Location” box with a drop-down arrow. Change the location to “TR—transmitted only”. A list of all claims should be present. Put a check mark next to the claims that need to be resent. Next, click on the “Actions” option listed on the menu bar. Choose “Reactivate all Checked Claims.” A confirmation box should appear asking if you are ready to reactivate all checked claims. Click OK. This will move the claims from the “TR—Transmitted Only” location to the “CL—to be transmitted” location. The next step is to change the status from “UNP” to “CLN,” which can be done simply by opening each claim and clicking “Save”. At this point, the claim file can be prepared and sent.

Can I copy a claim in PC-ACE Pro32 and just change the patient name on each claim and/or change other claim information as needed?

Yes, a copy feature is present on the List Claims screen. Select the claim you want to copy and press the Copy button at the bottom of the screen. A copy of this claim will appear on your screen.