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## [Where do I get the password to download PC-ACE Pro32?](#)

Once EDISS has received the PC-ACE Pro32 Software License Agreement, EDISS will send the password to download PC-ACE Pro32 via email or fax.

## [Do I need a separate password to download and install the quarterly updates?](#)

No, the initial password sent by EDISS will remain the password, and should be used for all quarterly updates.

## [Do providers that bill as a group need to be setup differently in PC-ACE Pro32?](#)

Yes, to set up a group practice in PC-ACE Pro32, build the group number and group practice information into the Reference File Maintenance under Provider Type “Group”. Then build the individuals in the group, using the Group Label field identifier to tie them together under Provider Type “Individual”.

## [How many claim lines can PC-ACE Pro32 bill?](#)

50 claim lines can be billed using PC-ACE Pro32

## [How often should a Trading Partner archive?](#)

This depends on the amount of information a Trading Partner has stored in the software. Archiving claims reduces the size and optimizes the performance of the current claims database; eliminates claims that are no longer of interest from the current claims database, making it easier to locate and work with the current claims; and promotes organized storage of older claims without requiring they be purged.

## Can I use PC-ACE Pro32 for payers other than those supported by EDISS?

No, by signing the Software License Agreement with EDISS, you are agreeing to only use the PC-ACE Pro32 software to create claims to submit to EDISS.

## Why do I receive the following error when trying to save my claim in PC-ACE Pro 32?

### “Please Enter Your Specific Submitter Information in the Submitter Reference File”

The reason users receive this error is because the submitter information is not complete in the Reference File Maintenance (RFM) tab. To troubleshoot the error, go into the RFM tab, go to the Codes/Misc tab, click on Submitter, click on either Professional or Institutional and click View/Update. Fill out this information and make sure you put your Trading Partner ID in the ID box.

## Is there a place I can go to get payer ids for other insurance companies not already listed in PC-ACE Pro32?

If you would like to know the payer id for a different insurance company you need to contact that insurance company for the payer id and enter it into PC-ACE Pro32 under the payer tab in the Reference File Maintenance.

## How do I import a remittance advice (835) into PC-ACE Pro 32?

1. Save your remittance advice (835) to your desktop or another location on your computer.
2. Open the My Computer icon on your desktop, click on Local Disc C, WINPCACE, Etra 1500 (for professional remits) or Etra UB92 (for institutional remits), Ansi 835 folder. Drag or copy your remittance advice from the desktop into this folder.
3. Open PC-ACE Pro 32 and click on the Ansi 835 Function button.
4. Select Professional or Institutional
5. Click on the icon Select Ansi File, locate your saved remittance file and click Select.
6. Click on Translate/Import ETRA
7. Click on Print/View Reports. PC-ACE Pro32 offers 5 different ways to view the remittance advice. Select the option you would like to view and your remittance will open for you to view or print.

### What do I do if I get an update reminder in PC-ACE Pro 32?

1. Make sure the PC-ACE Pro 32 program is closed.
2. Go to the EDI website [www.edissweb.com](http://www.edissweb.com)
3. Click on the Software and Vendors tab; select your state, under Claim Software click on PC-ACE Pro 32.
4. Under installation and update files click on Update PC-ACE Pro 32.

### What if I am not sure what to put in a certain box in PC-ACE Pro 32?

If you place your cursor over the box in question, PC-ACE will give you a description of what needs to go into that box. You can also right click in most boxes in PC-ACE Pro32 and a selection box will appear.

### What is the filename that PC-ACE Pro32 creates?

The file name for professional files is BSTRANS.DAT and for institutional files is BCTRANS.DAT. PC-ACE Pro32 will automatically save your files in the WINPCACE folder on the computer hard drive.