Alabama Medicaid Agency
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Alabama interChange Project

Alabama interChange Interactive Services Website User Manual

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Alabama Medicaid Agency
501 Dexter Avenue
Montgomery, Alabama 36104

EDS
US Government Solutions
301 Technacenter Drive
Montgomery, Alabama 36117

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1. Introduction

1.1 Interactive Services Website User Manual Overview

The Alabama interChange System has several functional areas that perform specific operations for the Alabama Medicaid users. This user manual is designed to cover the information necessary to perform the tasks associated with the Interactive Services website.

This manual covers the following:

- Interactive Services Website Overview
- Interactive Services Website System Navigation
- System Wide Common Terminology and Layouts
- Interactive Services Website Pages/Panels
- Help

1.2 Interactive Services Website User Manual Objective

The purpose of the Alabama interChange Interactive Services Website User Manual is to provide Alabama Medicaid users with detailed descriptions of the online system, including pages/panels field descriptions, pages/panels functionality descriptions and graphical representations of pages/panels.

2. Interactive Services Website Overview

2.1 Introduction to the Interactive Services Website

The Interactive Services website allows providers to verify Alabama Medicaid recipient eligibility, claim status, and to upload and download claim files.

The website has been developed by Electronic Data Systems (EDS) and is offered at no cost to Alabama Medicaid providers. This site is available 24-hours a day, seven days a week, excluding time for scheduled maintenance. Through the use of online user friendly forms, a provider is able to inquire on recipient eligibility, claim status, prior authorization requests and household inquiries. A provider is also able to enter and submit claims, including online voids and adjustments and prior authorization requests.

2.2 Audience

The information described in this document is designed for use by recipients, providers, clerks, and billing agents participating in the Alabama Medicaid program.

2.3 Purpose

This document provides the user with the necessary steps to log on to the website, navigate the website, verify eligibility and claims status, upload and download files, seek assistance for technical issues, and logoff the website.

2.4 Applications

The Interactive Services website provides the user with a choice of applications. The primary application is the Eligibility Verification application where Alabama Medicaid recipient eligibility can be verified. A second application is the Claim Status Inquiry. Using this application allows providers to check on the status of adjudicated claims. The third application available is the uploading and downloading of batch files.

2.5 Supporting Documentation

Readers of this document may find it useful to consult the *Alabama Medicaid Provider Manual* to completely understand the policy behind the billing procedures of the Alabama Medicaid program. To receive a CD-ROM containing the *Alabama Medicaid Provider Manual,* contact EDS Provider Assistance Center at 1 (800) 688-7989 or download a copy of the manual from the Alabama Medicaid homepage at http://www.medicaid.alabama.gov/ .

2.6 Content Changes

Readers of this document should note that this is a living document and is subject to change at any time based on functionality changes within the website.

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3. Interactive Services Website Navigation

3.1 Web Browser Setup

Workstations must be minimally equipped with Internet Explorer version 6.0 or Netscape version 8.1.

Please refer to the websites for Internet Explorer (www.microsoft.com) or Netscape (http://browser.netscape.com/ns8/) for additional information on downloading the versions available.

NOTE:

The AOL browser does not work well with this Web application.

3.1.1 Navigation Buttons

Do not select the previous/back or following/forward website navigation buttons in the toolbar if the website navigation button offers a selection for “next” or “previous” screen. If you use the navigation or windows buttons instead of those provided by the application, you may risk losing work in progress.

3.2 Personal Computer Recommendations

The website is designed to operate on a personal computer with the following configurations:

Minimum	Recommended
Pentium II	Pentium III
Windows 2000	Windows XP
Microsoft Internet Explorer 6.0	Microsoft Internet Explorer 6.0+
Netscape 8.1	Netscape 8.1.2
64 Megabytes RAM	128 Megabytes RAM
1024 x 768 Resolution	1280 x 1024 Resolution
28.8 Baud Rate modem (required only for dial-up transmission)	56K Baud Rate modem (required only for dial-up transmission)
	Printer with 8pt MS Sans Serif font (Optional)

3.2.1 Screen Display Features

The interChange system is designed to display within Web browser pages that fit on a computer (PC) desktop with a screen resolution of 1024 x 768 pixels. However, in order to fit large system objects such as panels and pages into one screen print, the user has the option of resetting the text size of the Web browser so that the selected area of the system fits into a screen print.

In addition, there may be some Web browser pages that use a lower pixel configuration and cause a horizontal scroll bar to appear at the bottom of the page for viewing the left side and the right side of the information displayed. In general, pages should only require vertical scrolling.

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3.2.2 To Set System Text Size

To set system text size, perform the following steps:

Step	Action	Response
1	Log into the Interactive Service website.	Home page displays.
2	Select **View** from browser toolbar.	View menu displays.
3	Point to **Text Size** and click **Smaller**.	Default text size is set to medium. After the user selects smaller, the system objects will appear smaller.

3.3 Web Address

The address to access the Interactive Services website is:

https://www.medicaid.alabamaservices.org/ALPortal

3.4 Users

3.4.1 User Roles

Interactive Services website users fall into one of four distinct and secure user roles:

- Guests
- Providers
- Clerks
- Trading Partners

The following table describes what features each user can access in the Interactive Services website based on user role:

Feature	Guests	Providers	Clerks*	Trading Partners
Home	✓	✓	✓	✓
Site Settings	✓	✓	✓	✓
Information	✓	✓	✓	✓
AL Links	✓	✓	✓	✓
Contact Us	✓	✓	✓	✓
Provider Search	✓	✓	✓	✓
Patient 1st	✓	✓	✓	✓
Account	✓	✓	✓	✓
Account Setup	✓			

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Feature	Guests	Providers	Clerks*	Trading Partners
Account Maintenance		✓	✓	✓
Clerk Maintenance		✓		
Change Password		✓	✓	✓
Messages		✓	✓	✓
Switch Provider			✓	
Logoff		✓	✓	✓
Reset Password	✓			
Secure Site	✓	✓	✓	✓
Claims		✓	✓	
Search		✓	✓	
Dental		✓	✓	
Institutional		✓	✓	
Pharmacy		✓	✓	
Professional		✓	✓	
Eligibility		✓	✓	
Eligibility Verification		✓	✓	
HouseHold Inquiry		✓	✓	
Trade Files		✓		✓
Download		✓		✓
Upload				✓
Prior Authorization		✓	✓	
Search		✓	✓	
New		✓	✓	
Providers		✓		

* Access privileges determined by permissions granted by Provider.

3.4.2 User IDs and Passwords

Providers who use the Interactive Services website must have a valid user ID and password to access the system. Billing provider IDs, with an active contract, will be issued a Personal Identification Number (PIN) in the form of a letter. Refer to section *9.1 Account Setup* for instructions related to setting up a provider account based on the information received in the Provider PIN letter. An active provider account will be able to access the interactive features noted in the above section, *3.4.1 User Roles*.

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Along with the Provider Electronic Solutions software, providers should receive a letter from EDS issuing a web Personal Identification Number (PIN) which permits a user to create a Trading Partner user ID and password on the Interactive Services website. A Trading Partner web user ID will be restricted to the upload and download features as noted in the above section, *3.4.1 User Roles*. If a Trading Partner PIN letter has not been received, contact the Electronic Media Claims (EMC) Helpdesk at 1 (800) 456-1242, or for out-of-state callers, 1 (334) 215-0111, to request a copy. This form is also readily available on the Interactive Services web site mentioned in section 3.3, by navigating to Information then AL Links.

- Providers that use the Provider Electronic Solutions Software or vendor-based software to submit claims to Alabama Medicaid will be required to request a new Trading Partner ID. Once the ID has been issued, refer to section *9.1 Account Setup* for instructions related to setting up a Trading Partner account based on the information received in the Trading Partner PIN letter. To request a new Trading Partner ID, navigate to the Information then AL Links page on the new Interactive Services web site, mentioned in section 3.3, where this form resides. Otherwise contact the Electronic Media Claims (EMC) Helpdesk at 1 (800) 456-1242, or for out-of-state callers, 1 (334) 215-0111, to request a copy.

NOTE:

To update the Provider Electronic Solutions software with the new user ID and password, click on Tools > Options within the Provider Electronic Solutions software. Select the Batch Tab. Enter the Login ID, from the letter, into the Trading Partner ID field, then enter the new Trading Partner web user ID and password in the corresponding fields displayed based on the User Name and Password created on the Account Setup page.

3.4.2.1 Resetting Passwords

When users initially log in to the website, an option displays allowing a user to set up two security questions and answers that can be used to create a new password in the event the password is forgotten.

3.5 Application Lists

The following features are available through the website:

This option…	Does this…
Home	Displays the Home page and allows users to access the Site Settings panel.
Information	Displays the Information page and allows users to access the Software and Documentation via Hyperlinks as well as Contact information.
Account	Displays the Account page and allows users to set up or maintain account information, such as passwords and messages. Users can access the secure site from this location, as well as logoff the Interactive Services website.

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This option…	Does this…
Claims	Displays the Claims page and allows users to search for or submit dental, institutional, professional, crossover, pharmacy or compound drug claims.
Eligibility	Displays the Eligibility page and allows users to verify eligibility or conduct a HouseHold inquiry.
Trade Files	Displays the Trade Files page and allows users to download or upload Health Insurance Portability and Accountability Act (HIPAA) compliant files.
Prior Authorization	Displays the Prior Authorization page and allows users to search for or submit prior authorization requests.
Providers	Displays the Providers page.

3.6 Login Page Rules

The rules for the Login page are listed below:

- After six invalid password attempts in succession the user's status is changed to a "locked" status. After 10 minutes, the user's account is automatically unlocked, after which the user may again attempt six invalid password attempts in succession before the account is once again "locked". If the user is unable to recall their web password and security answers, they must call the EMC Helpdesk at 1(800) 456-1242 and identify themselves through a security process. Users outside of Alabama must call 1 (334) 215-0111 and request to speak to the EMC Helpdesk. The EMC Helpdesk associate resets the user's account by issuing a new PIN, which is sent to the caller's address by mail. Once the new PIN is received, the caller is required to once again setup their account.
- All users will be required to change their password every 30 days. The system prompts the user to change their password.
- After a user changes the password, there is no restriction to the number of times the password can be changed during the 30-day forced change.
- After 30 days of not logging into the interactive website, the user's ID becomes inactive. To achieve a successful login once their ID becomes inactive, users must contact the EMC Helpdesk to have their password reset.
- When the web session becomes inactive for an amount of time, the web session "times out" and all unsaved information is destroyed. A message appears requiring the user to "log on" again, creating a new session.

3.7 Connecting Through an Internet Service Provider (ISP)

Users must successfully log in to the Interactive Services website in order to utilize the services available within the secure portal.

Follow the steps below to log in to the website using an Internet Service Provider:

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Step	Action	Response
1	Click Internet Explorer or Netscape Communicator browser located on your workstation.	Internet Explorer or Netscape Communicator launches.
2	Enter https://www.medicaid.alabamaservices.org/ALPortal; press **Enter** key on your keyboard.	Home page of the Interactive Services website displays.

Connecting through Remote Access Server (RAS) is an option created by the Provider Electronic Software. Remote access is the ability to obtain access to a computer or a network from a remote distance. This section provides steps to log in to the Web Server through RAS when an Internet Service Provider (ISP) is not available.

This method requires users to be minimally equipped with Internet Explorer version 6.0 or Netscape version 8.1 and a dial-up modem. If your system does not currently support these options please contact your computer administrator to have it set up on your computer.

NOTE:

Before beginning this process, you should have followed the instructions outlined in section 2.5.2 Web Tab of the *Provider Electronic Solutions Manual*. If you have not, please refer to the instructions to setup your connection method through a modem. Follow the instructions described in the "Install RAS" and the "Dialup Network" fields.

Follow the steps below to log in to the website using a RAS:

Step	Action	Response
1	Select the <Start> menu option located at the bottom left corner of your computer screen.	The Start Menu displays.
2	Windows 2000 Users: Select Settings > Control Panel > Network and Dial-Up Connections. Open the "AL RAS" option. Windows XP Users: Select Control Panel > Network Connections. Open the "AL RAS" option.	Connect AL RAS screen displays. Note: Do not modify the User name or Password. The default information must be present. If information has been changed or deleted, contact the EMC Helpdesk to obtain the User name or Password.
3	Click **Properties**, and then select the **Networking** tab.	
4	Highlight **Internet Protocol (TCP/IP)** and click **Properties**.	
5	Click **Obtain DNS server address automatically**.	
6	Click **OK** to save your changes, and then click **OK** to exit the Networking tab.	
7	Click **Dial** to continue to connect through RAS.	A connection is established with Alabama Medicaid.
8	Click Internet Explorer or Netscape Communicator browser located on your workstation.	Internet Explorer or Netscape Communicator launches.

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Step	Action	Response
		Note: If you have a default home page within your browser a message may appear that it was unable to connect. Ignore this message.
9	In the browser address bar, enter https://www.medicaid.alabamaservices.org/ALPortal; and then press **Enter** key on your keyboard.	The Home page of the Interactive Services website displays.

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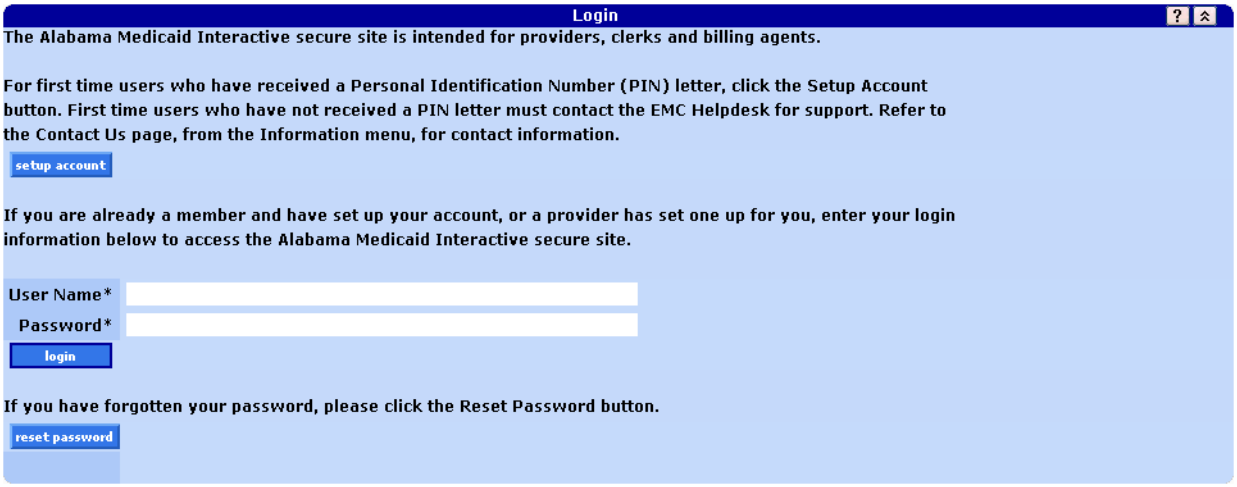
3.8 Login

3.8.1 Login Panel Narrative

The Login panel, accessible via the Secure Site link, allows users to login to the secure Interactive Services website.

Navigation Path: [Account] – [Secure Site]

3.8.2 Login Panel Layout



3.8.3 Login Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
login	This button logs the user into the secure site.	Button	N/A	0
reset password	This button redirects the user to the Reset Password page.	Button	N/A	0
setup account	This button redirects the user to the Account Setup page.	Button	N/A	0
Password	Displays the password of the account user in the form of dots for security purposes.	Field	Character	30
User Name	Displays the Login ID of the user.	Field	Alphanumeric	20

NOTE:

A new PIN letter issuing a new password was mailed to all providers. Users must have a new password to use this application.

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3.8.4 Login Panel Field Edit Error Codes

Field	Error Message	To Correct
Password	Invalid User Name and/or Password.	Enter a valid User Name and/or Password.
	We are sorry but your password has expired. Please change your password.	Enter a new password.
	We are sorry but the user name or password is incorrect. Please try again.	Enter a password that is between 6 to 30 characters in length.
User Name	We are sorry but you are not authorized to access this web site. If you believe this is incorrect please contact the help desk.	The account has been reset. Setup the account once the new Personal Identification Number (PIN) has been received or contact the EMC Helpdesk at 1 (800) 456-1242 for additional assistance.
	Invalid User Name and/or Password.	Enter a valid User Name and/or Password.
	We are sorry but your account has been locked out due to invalid password attempts. Please contact the system administrator to have it unlocked.	Account Locked. Wait 10 minutes and the account will be automatically unlocked or contact the EMC Helpdesk at 1 (800) 456-1242 for additional assistance.

3.8.5 Login Panel Extra Features

Field	Field Type
No extra features found for this panel.	

3.8.6 Login Panel Accessibility

3.8.6.1 To Access the Login Panel

Step	Action	Response
1	Click **Account**.	Account page opens.
2	Click **Secure Site**.	Login panel opens.

3.8.6.2 To Add on the Login Panel

Step	Action	Response
1	Enter **User Name**.	
2	Enter **Password**.	
3	Click **login**.	Providers page displays for Provider users. Messages page displays for Clerks and Billing Agents.

3.8.6.3 To Update on the Login Panel

Step	Action	Response

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1	Click **setup account**.	Account Setup panel displays.
2	Click **reset password**.	Reset Password panel displays.

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4. System Wide Common Terminology and Layouts

The following section identifies common system terminology and features, and an associated screen capture or design layout where applicable. This is not an all-inclusive list of common system terms and layouts; however, it is a basic foundation for the novice user to view and understand prior to navigating the system. These terms are used by technical team members, training specialists, and help desk staff when discussing or, more importantly, documenting aspects of the system.

Below is a partial list of common terms described within this document:

- Page
- Page Header
- Main Menu
- Sub Menu
- Search Panel
- Data List Panel
- Mini Search Panel
- Pop Up Search Panel
- Panel

4.1 Page Layout

A page is defined as the entire screen that appears in the Web browser. The page contains a page header area with the day and date displayed, a Main Menu bar, a Sub Menu bar, and any associated panels.

The Main Menu bar contains a horizontal set of links which display pull-down menus. Each pull down menu opens an associated page within the system.

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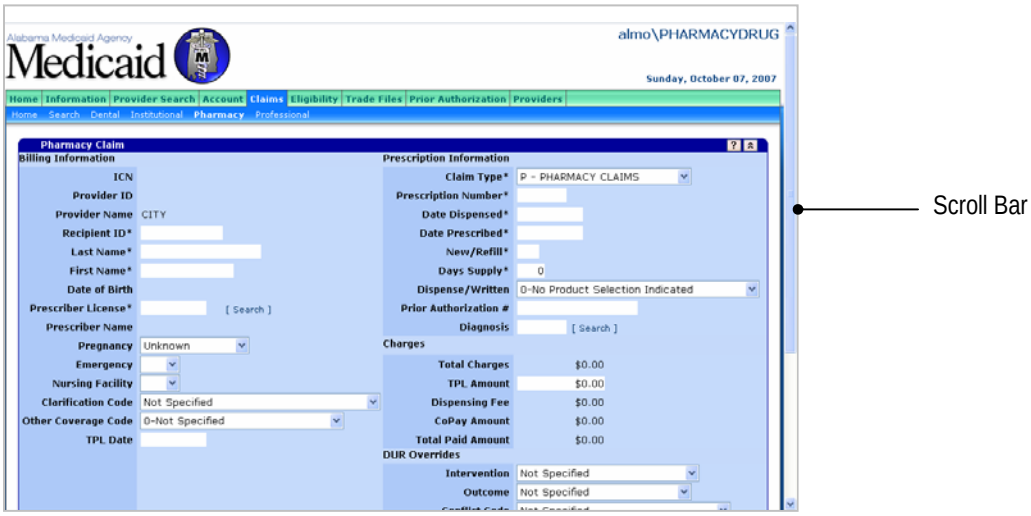
Beneath the Main Menu bar is the Sub Menu bar of horizontal links that open an associated page within the system. The Sub Menu bar appears in the same order as the Main Menu pull down options, and the Sub Menu links are spelled the same as the Main Menu pull down options.

In general, when navigating a page, the vertical scroll bar is the only scroll bar needed to view panels stacked in a vertical manner.



If a user attempts to add, update, or delete information within the page, then tries to navigate away from the page without saving or cancelling the changes, the system prompts the user with a pop-up window message. When the system generates the message, the detail panels are locked open and navigation away from the page is not permitted until changes are either correctly saved or cancelled.

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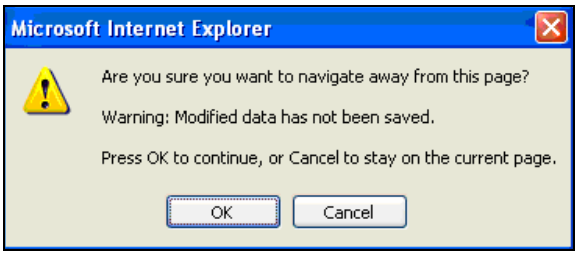
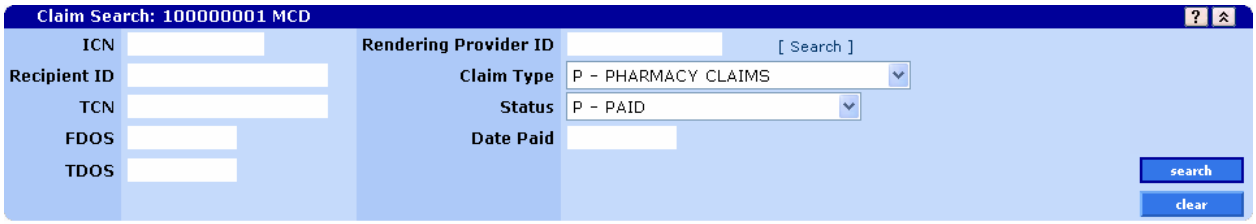


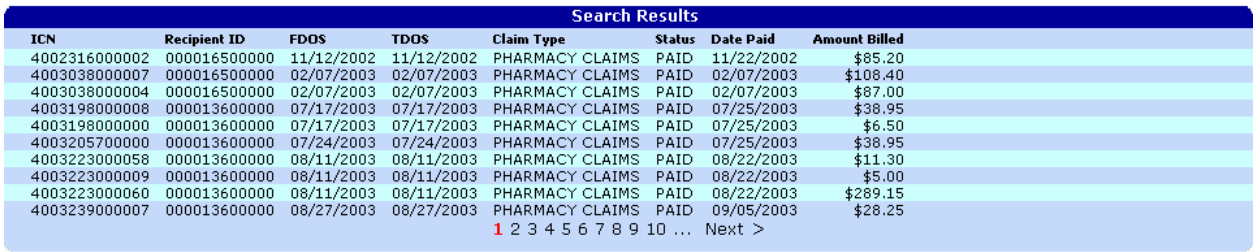
4.2 Search Options

There are several search options available within the Alabama interChange Interactive Services website, including search panels, data list panels, mini search panels and pop up search panels.

4.2.1 Search Panels

Search panels let users enter any combination of search criteria. Clicking **search** displays subsequent search results (if any) in the corresponding search results panel.





4.2.2 Data List Panels

Data List can be sorted in ascending or descending order by clicking the column name in the panel which contains multiple rows. All rows are resorted, not just the rows displayed on the current page.

In some cases, if the user clicks once on a row, the associated information displays in the corresponding panel on the same page. In other cases for search related panels, the associated information displays in a corresponding panel on another page. In the following figure, the user clicks the first row of the Detail panel and detailed information displays at the bottom of the panel.

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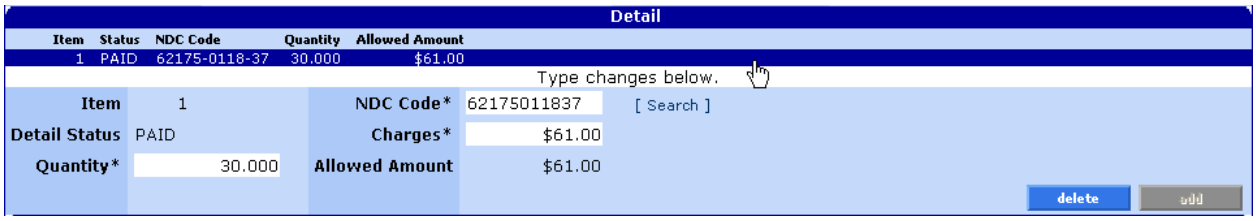


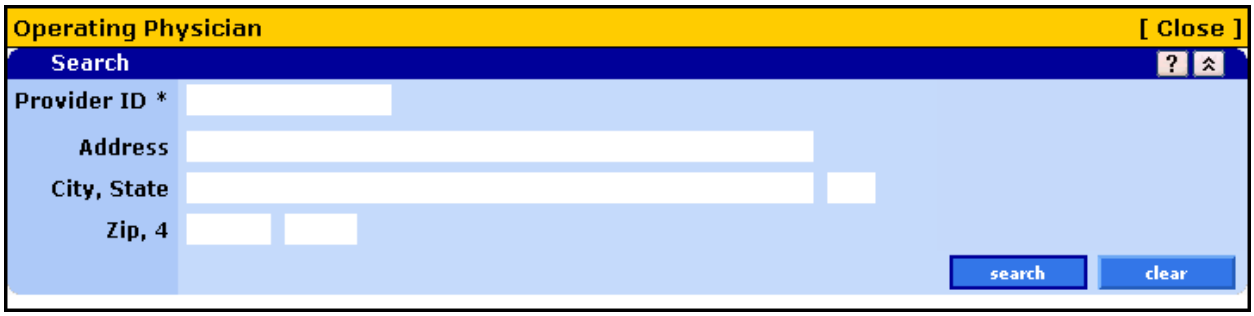
4.2.2.1 Mini Search

After the user has viewed at least one search result in an information panel, another search can be completed by using the primary search fields within the Mini Search panel located above the information panel containing the search results.

Mini Search panels contain one or two primary search fields related to the business process.

4.2.3 Pop Up Search

A Pop Up Search allows the user to search for field data without leaving the page. By clicking on the [Search] link, the user accesses the search panel that is associated with that particular field.



After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

All of the Pop Up Search panels are described in detail in Chapter 14.

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4.3 Panel Layout

A panel is defined as a portion of a page that performs a well-defined unit of functionality. Some panels always appear on a page, while others only appear when invoked by the user.

4.3.1 Panel Type and Functions

The system contains various panel types with specific functions for each panel type. Some panels have common icons while other panels have icons specific to their functions. Listed below are icons that can be found on one or more types of panels:

Name	Icon	Description
Add Button	add	Inserts a new data record.
Cancel Button	cancel	Cancels all changes applied to all panels on the page.
Clear Button	clear	Clears all data applied to a panel.
Close	[Close]	Closes a pop up search panel.
Delete Button	delete	Deletes a selected data record.
Help Button	?	Opens a window that displays the panel help page.
Maximize Button		Expands a panel to display all of its content.
Minimize Button		Collapses a panel.
Next Button	Next	Progresses from one panel to the next.
Previous Button	Previous	Progresses from one panel to the previous.
Save Button	save	Saves all changes to all panels on the page.
Search	[Search]	Performs search based on criteria entered and displays search results within the pop up search panel. Selecting the desired result returned populates the main panel with the corresponding data.
Search Button	search	Performs search based on criteria entered and displays subsequent search results (if any) in the corresponding search results panel.
Submit	submit	Submits a new or updated data record.

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5. Providers

The Providers page is the first to display after a provider logs into the secure site.

The Providers page permits users to view provider-related information.

5.1 Info

5.1.1 Info Panel Narrative

This is the main page for all secure site users. It shows some user specific information for the current user logged in.

Navigation Path: [Providers]

5.1.2 Info Panel Layout

```
Provider ID:005555555 WEB
Taxonomy:200000000X
Zip Code: 36111 - 2711

Your 835 transactions and/or Paper Remittance Advice is being sent to:
835 Receiver(s) : N/A
Paper RA : PAY TO NAME
           PAY TO ADDRESS 1, PAY TO ADDRESS 2
           PAY TO CITY, ST ZIP
```

5.1.3 Info Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
835 Receiver(s)	Displays the Trading Partner ID and contact name to which the provider's 835 files are being sent.	Label	N/A	0
Paper RA	Displays the location to which the current provider's Remittance Advice's (RA's) are being sent.	Label	N/A	0
Provider ID	Displays the Web number, used to activate the account, of the user currently logged in the application.	Label	N/A	0
Taxonomy	Displays the taxonomy number for the provider currently logged in the application.	Label	N/A	0
Zip Code	Displays the zip code for the provider currently logged in the application.	Label	N/A	0

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5.1.4 Info Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

5.1.5 Info Panel Extra Features

A dynamic feature will display a Trading Partner that has accepted to receive 835 transactions on the part of the Provider. If no action has been taken regarding the provider 835 transaction files, the message is marked as N/A.

5.1.6 Info Panel Accessibility

5.1.6.1 To Access the Info Panel

Step	Action	Response
1	Click **Providers**.	Providers page and Info panel display.

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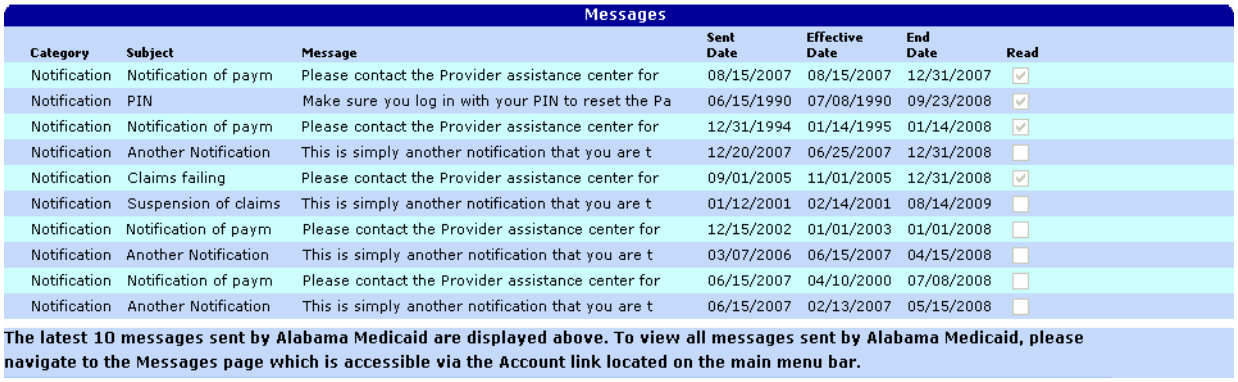
5.2 Messages

5.2.1 Messages Panel Narrative

The Messages panel displays the latest ten messages from the user's secure mailbox.

Navigation Path: [Providers]

5.2.2 Messages Panel Layout



Messages

Category	Subject	Message	Sent Date	Effective Date	End Date	Read
Notification	Notification of paym	Please contact the Provider assistance center for	08/15/2007	08/15/2007	12/31/2007	☑
Notification	PIN	Make sure you log in with your PIN to reset the Pa	06/15/1990	07/08/1990	09/23/2008	☑
Notification	Notification of paym	Please contact the Provider assistance center for	12/31/1994	01/14/1995	01/14/2008	☑
Notification	Another Notification	This is simply another notification that you are t	12/20/2007	06/25/2007	12/31/2008	☐
Notification	Claims failing	Please contact the Provider assistance center for	09/01/2005	11/01/2005	12/31/2008	☑
Notification	Suspension of claims	This is simply another notification that you are t	01/12/2001	02/14/2001	08/14/2009	☐
Notification	Notification of paym	Please contact the Provider assistance center for	12/15/2002	01/01/2003	01/01/2008	☐
Notification	Another Notification	This is simply another notification that you are t	03/07/2006	06/15/2007	04/15/2008	☐
Notification	Notification of paym	Please contact the Provider assistance center for	06/15/2007	04/10/2000	07/08/2008	☐
Notification	Another Notification	This is simply another notification that you are t	06/15/2007	02/13/2007	05/15/2008	☐

The latest 10 messages sent by Alabama Medicaid are displayed above. To view all messages sent by Alabama Medicaid, please navigate to the Messages page which is accessible via the Account link located on the main menu bar.

5.2.3 Messages Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Category	Displays the category of the message.	Field	Alphanumeric	30
Effective Date	Displays the effective date of the message.	Field	Date (MM/DD/CCYY)	10
End Date	Displays the end date of the message.	Field	Date (MM/DD/CCYY)	10
Message	Displays the messages.	Field	Alphanumeric	30
Read	Indicates if the message has been read. (Read-Only)	Combo Box	Check Box	0
Sent Date	Displays the sent date of the message.	Field	Date (MM/DD/CCYY)	10
Subject	Displays the subject line of the message.	Field	Alphanumeric	100

5.2.4 Messages Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

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5.2.5 Messages Panel Extra Features

Field	Field Type
No extra features found for this panel.	

5.2.6 Messages Panel Accessibility

5.2.6.1 To Access the Messages Panel

Step	Action	Response
1	Click **Providers**.	Providers page and Messages panel display.

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6. Home

The Home page opens when you access the Alabama interChange Interactive Services website and click on Home.

From the Home link in the Main Menu toolbar, users can access the following Sub Menu options:

- Site Settings

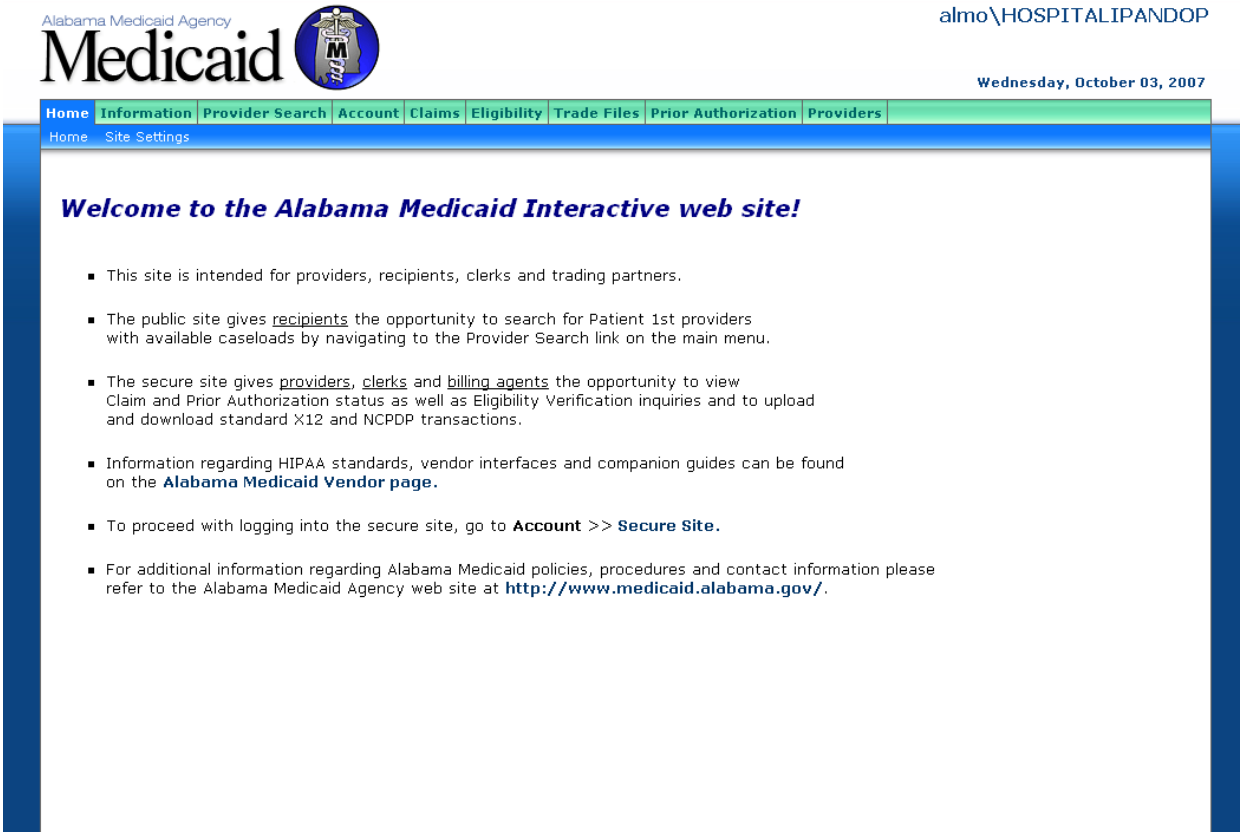
6.1 Home

6.1.1 Home Panel Narrative

The Home panel is the welcome page for the Interactive Services website. The user has the capability to access any Interactive Services website features from here.

Navigation Path: [Home]

6.1.2 Home Panel Layout



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6.1.3 Home Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
No field documentation found for this panel.				

6.1.4 Home Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

6.1.5 Home Panel Extra Features

Field	Field Type
A hyperlink is provided to navigate users to the Alabama Medicaid Agency web site, as well as the Vendor page, for billing, HIPAA and/or policy questions.	

6.1.6 Home Panel Accessibility

6.1.6.1 To Access the Home Panel

Step	Action	Response
1	Click **Home**.	Home page displays.

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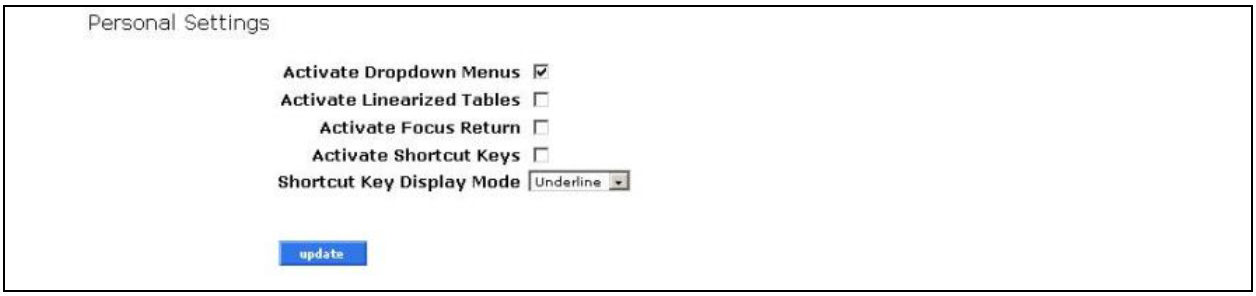
6.2 Site Settings

6.2.1 Site Settings Panel Narrative

The Site Settings panel allows the user to customize the website according to need. The user has the capability to activate dropdown menus, shortcut keys and focus return.

Navigation Path: [Home] – [Site Settings]

6.2.2 Site Settings Panel Layout



6.2.3 Site Settings Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
update	This button saves the settings.	Button	N/A	0
Activate Dropdown Menus	This checkbox activates drop down menus in the Interactive Services website.	Combo Box	Checkbox	0
Activate Focus Return	This checkbox activates focus return on the Interactive Services website.	Combo Box	Checkbox	0
Activate Linearized Tables	This checkbox activates linearized tables in the Interactive Services website.	Combo Box	Checkbox	0
Activate Shortcut Keys	This checkbox activates shortcut keys on buttons in the Interactive Services website.	Combo Box	Checkbox	0
Shortcut Key Display Mode	This drop down list box determines how buttons are displayed in the Interactive Services website. Valid values: None, Underline, ADA Mode.	Combo Box	Drop Down List Box	0

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6.2.4 Site Settings Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

6.2.5 Site Settings Panel Extra Features

Field	Field Type
No extra features found for this panel.	

6.2.6 Site Settings Panel Accessibility

6.2.6.1 To Access the Site Settings Panel

Step	Action	Response
1	Click **Home**.	Home page displays.
2	Click **Site Settings**.	Site Settings panel displays.

6.2.6.2 To Update on the Site Settings Panel

Step	Action	Response
1	Click **Activate Dropdown Menus** checkbox.	Activates drop down menus in the Interactive Services website.
2	Click **Activate Focus Return** checkbox.	Activates focus return on the Interactive Services website.
3	Click **Activate Linearized Tables** checkbox.	Activates linearized tables in the Interactive Services website.
4	Click **Activate Shortcut Keys** checkbox.	Activates shortcut keys on buttons in the Interactive Services website.
5	Select option from **Shortcut Key Display Mode** dropdown menu.	Displays buttons in the Interactive Services website according to valid values: None, Underline, ADA Mode.
6	Click **update**.	Site settings save.

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7. Information

From the Information link in the Main Menu toolbar, users can access the following Sub Menu options:

- AL Links
- Contact Us

7.1 AL Links

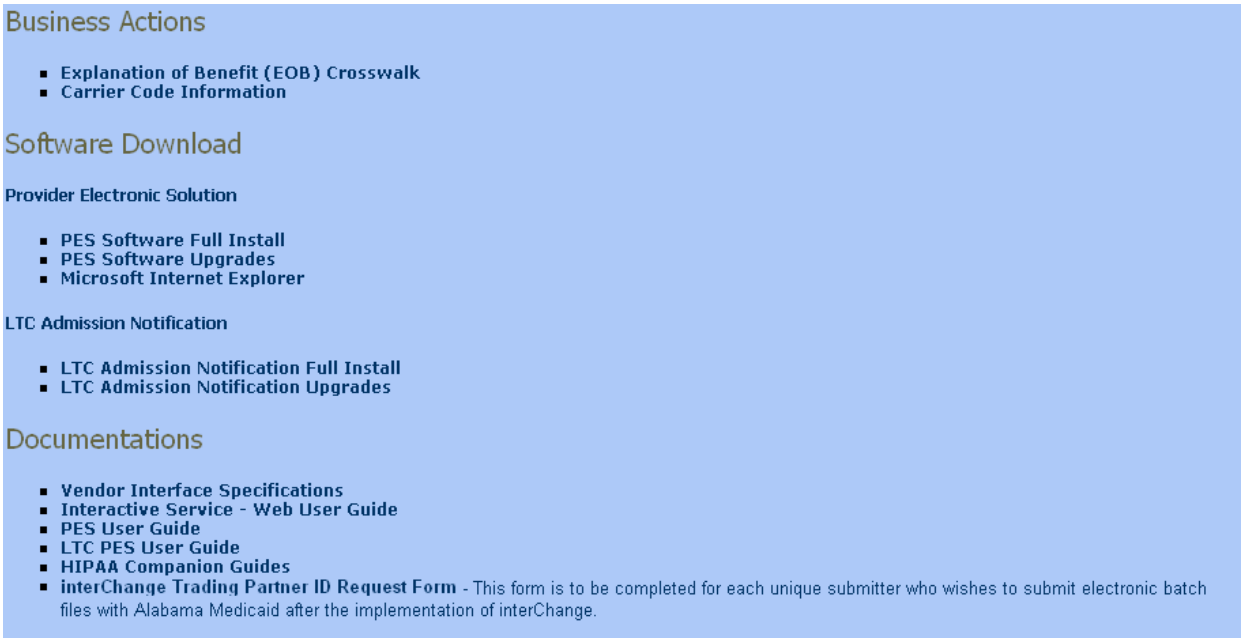
7.1.1 AL Links Panel Narrative

The AL Links panel provides users the ability to view available documentation or download the Provider Electronic Solutions or Long Term Care (LTC) Admission Notification software full installations or upgrades.

Click a hyperlink to navigate to the selected section of the Interactive Services website.

Navigation Path: [Information] – [AL Links]

7.1.2 AL Links Panel Layout



7.1.3 AL Links Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Carrier Code Information	Hyperlink to allow user to access the Carrier Code values and definitions.	Hyperlink	N/A	0

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Field	Description	Field Type	Data Type	Length
Explanation of Benefit (EOB) Crosswalk	Hyperlink to allow user to access the Explanation of Benefit (EOB) Crosswalk.	Hyperlink	N/A	0
HIPAA Companion Guides	Hyperlink to allow user to access the HIPAA Companion Guides.	Hyperlink	N/A	0
Interactive Service - Web User Guide	Hyperlink to allow user to access the Interactive Services Website User Manual.	Hyperlink	N/A	0
LTC Admission Notification Full Install	Hyperlink to allow user to access the Long Term Care (LTC) Admission Notification Full Installs. (Only for LTC Providers.)	Hyperlink	N/A	0
LTC Admission Notification Upgrades	Hyperlink to allow user to access the Long Term Care (LTC) Admission Notification Upgrades. (Only for LTC Providers.)	Hyperlink	N/A	0
LTC PES User Guide	Hyperlink to allow user to access the Long Term Care (LTC) Admission Notification user guide. (Only for LTC Providers.)	Hyperlink	N/A	0
Microsoft Internet Explorer	Hyperlink to allow user to access the Microsoft Internet Explorer browser download.	Hyperlink	N/A	0
PES Software Full Install	Hyperlink to allow user to access the Provider Electronic Solutions Full Installs.	Hyperlink	N/A	0
PES Software Upgrade	Hyperlink to allow user to access the Provider Electronic Solutions Upgrades.	Hyperlink	N/A	0
PES User Guide	Hyperlink to allow user to access the Provider Electronic Solutions user guide.	Hyperlink	N/A	0
Vendor Interface Specifications	Hyperlink to allow user to access the Vendor Specifications on Alabama Medicaid's Vendor page.	Hyperlink	N/A	0
interChange Trading Partner ID Request Form	Hyperlink to allow user to access the interChange Trading Partner ID Request form.	Hyperlink	N/A	0

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7.1.4 AL Links Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

7.1.5 AL Links Panel Extra Features

Field	Field Type
No extra features found for this panel.	

7.1.6 AL Links Panel Accessibility

7.1.6.1 To Access the AL Links Panel

Step	Action	Response
1	Click **Information**.	Information panel displays.
2	Click **AL Links**.	AL Links page displays.

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7.2 Contact Us

7.2.1 Contact Us Panel Narrative

The Contact Us panel provides contact information for the Customer Service Help Desk.

Navigation Path: [Information] – [Contact Us]

7.2.2 Contact Us Panel Layout

The Alabama Medicaid Interactive web site is intended for provider, clerks, and billing agents. This is meant to supplement the Customer Service Help Desk by handling claims status inquiry, eligibility inquiry, and other common requests.

The Customer Service Help Desk is available to handle your general billing, claim, or policy questions.

The Help Desk hours are Monday through Friday, 7:00 AM to 8:00 PM. Saturday (including holidays) 9:00 AM to 5:00 PM.

The local and long distance number is 1-334-215-0111

The toll free number when calling within Alabama and border communities is 1-800-456-1242

The email address is AlabamaSystemsEMC@eds.com

The mailing address:
Electronic Data Systems (EDS)
Attn: EMC Helpdesk
301 Technacenter Drive
Montgomery, AL 36117

Use of the Alabama secure web pages is restriced to authorized users. You must obtain a username and password to be used to access the secure web pages. Access to individual web pages may further be restricted by the profile assigned to your username. Access to the remainder of the help pages requires a valid login.

7.2.3 Contact Us Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
No field documentation found for this panel.				

7.2.4 Contact Us Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

7.2.5 Contact Us Panel Extra Features

Field	Field Type
No extra features found for this panel.	

7.2.6 Contact Us Panel Accessibility

7.2.6.1 To Access the Contact Us Panel

Step	Action	Response
1	Click **Information**.	Information page displays.
2	Click **Contact Us**.	Contact Us page displays.

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8. Provider Search

From the Provider Search link in the Main Menu toolbar, recipients can access the following Sub Menu option:

- Patient 1st

8.1 Patient 1st

8.1.1 Patient 1st Provider Location – Search Panel Narrative

The Patient 1st panel allows recipients to perform searches for Patient 1st providers that are close to their residence who may be currently accepting new patients.

Navigation Path: [Provider Search] – [Patient 1st]

8.1.2 Patient 1st Provider Location – Search Panel Layout

NOTE:

Recipients should call the provider prior to calling the Recipient Call Center to ensure the provider is accepting new Alabama Medicaid recipients.

8.1.3 Patient 1st Provider Location – Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
search	This button initiates the search.	Button	N/A	0
Recipient ID	Displays the Recipient's first 12-digits of their Medicaid identification number.	Field	Character	12

8.1.4 Patient 1st Provider Location – Search Panel Field Edit Error Codes

Field	Error Message	To Correct
Recipient ID	A Medicaid Recipient ID is required.	Enter a 12 digit Medicaid Recipient ID.

8.1.5 Patient 1st Provider Location – Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

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8.1.6 Patient 1st Provider Location – Search Panel Accessibility

8.1.6.1 To Access the Patient 1st Provider Location – Search Panel

Step	Action	Response
1	Click **Provider Search**.	Provider Search page opens.
2	Click **Patient 1st**.	Patient 1st Provider Location – Search panel opens.

8.1.6.2 To Search on the Patient 1st Provider Location – Search Panel

Step	Action	Response
1	Enter **Recipient ID**.	
2	Click **search**.	Search results panel displays.

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8.2 Patient 1st Provider Location Results

8.2.1 Patient 1st Provider Location Results Panel Narrative

The Patient 1st Search Results panel displays Patient 1st provider information matching search criteria entered in the Patient 1st Provider Location - Search panel.

Navigation Path: [Provider Search] – [Patient 1st] – [search]

8.2.2 Patient 1st Provider Location Results Panel Layout

Provider Specialty	Family Practitioner	**EPSDT**	N
Provider Name	JAMES-PETERS, TED ALEXANDE	**Provider Assoc.**	
Provider Address	1364 WEST MAIN STREET	**City**	DOTHAN
State	AL	**Phone Number**	(334)792-2794
24-Hour Number	(334)792-2792		
Provider Specialty	General Practitioner	**EPSDT**	N
Provider Name	HONEYSUCKLE MIL, Y PRACT OF D O	**Provider Assoc.**	
Provider Address	1836 W MAIN ST	**City**	DOTHAN
State	AL	**Phone Number**	(334)699-8585
24-Hour Number	(334)699-8585		
Provider Specialty	General Pediatrician	**EPSDT**	N
Provider Name	ADAMS, TED ALEXANDE	**Provider Assoc.**	MARY
Provider Address	364 HONEYSUCKLE ROAD	**City**	DOTHAN
State	AL	**Phone Number**	(334)794-8794
24-Hour Number	(334)794-2939		
Provider Specialty	General Pediatrician	**EPSDT**	N
Provider Name	ASHLEY JR, CLAUDE T	**Provider Assoc.**	ASHLEY
Provider Address	364 HONEYSUCKLE ROAD	**City**	DOTHAN
State	AL	**Phone Number**	(334)794-8656
24-Hour Number	(334)794-8656		
Provider Specialty	General Pediatrician	**EPSDT**	N
Provider Name	BLAXTON, CRAIG B	**Provider Assoc.**	KELLY MASH
Provider Address	364 HONEYSUCKLE ROAD	**City**	DOTHAN
State	AL	**Phone Number**	(334)794-8794
24-Hour Number	(334)794-2939		
Provider Specialty	General Pediatrician	**EPSDT**	N
Provider Name	GERMANSON, SARAH W	**Provider Assoc.**	ASHLEY ASHLEY
Provider Address	364 HONEYSUCKLE ROAD	**City**	DOTHAN
State	AL	**Phone Number**	(334)794-8656
24-Hour Number	(334)794-8656		
Provider Specialty	General Pediatrician	**EPSDT**	N
Provider Name	HEAD, CRAIG B	**Provider Assoc.**	KELLY SPOONER
Provider Address	364 HONEYSUCKLE ROAD	**City**	DOTHAN
State	AL	**Phone Number**	(334)794-8794
24-Hour Number	(334)794-2939		
Provider Specialty	General Pediatrician	**EPSDT**	N
Provider Name	MCALLISTER, LAUREN K	**Provider Assoc.**	ASHLEY ASHLEY
Provider Address	364 HONEYSUCKLE ROAD	**City**	DOTHAN
State	AL	**Phone Number**	(334)794-8656
24-Hour Number	(334)794-8656		
Provider Specialty	General Pediatrician	**EPSDT**	N
Provider Name	WILLIAMS, ADAMLEXANDE	**Provider Assoc.**	KELLY M KELLY
Provider Address	364 HONEYSUCKLE ROAD	**City**	DOTHAN
State	AL	**Phone Number**	(334)794-8794
24-Hour Number	(334)794-2939		

1 2 Next >

8.2.3 Patient 1st Provider Location Results Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
24-Hour Number	Displays the provider's 24-hour phone number.	Field	Number (Integer)	12
City	Displays the provider's city.	Field	Character	20
EPSDT	Displays if the provider is an Early and Periodic Screening, Diagnostic and Treatment (EPSDT) screener.	Field	Character	1

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Field	Description	Field Type	Data Type	Length
Phone Number	Displays the provider's phone number.	Field	Number (Integer)	12
Provider Address	Displays the provider's address.	Field	Character	30
Provider Assoc.	Displays the Mid Level associate to the provider.	Field	Character	20
Provider Name	Displays the Provider's name.	Field	Character	20
Provider Specialty	Displays the provider's specialty description.	Field	Character	15
State	Indicates the provider's state.	Field	Character	2

8.2.4 Patient 1st Provider Location Results Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

8.2.5 Patient 1st Provider Location Results Panel Extra Features

Field	Field Type
No extra features found for this panel.	

8.2.6 Patient 1st Provider Location Results Panel Accessibility

8.2.6.1 To Access the Patient 1st Provider Location Results Panel

Step	Action	Response
1	Click **Provider Search**.	Provider Search page opens.
2	Click **Patient 1st**.	Patient 1st Provider Location – Search panel opens.
3	Enter search criteria and click **search**.	Search results panel displays.

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9. Account

Account features allows users to setup or maintain personal account information or, as a provider, to setup or maintain the account information for a designated clerk. Users can access the secure site from this location, as well as logoff the Interactive Services website.

From the Account link in the Main Menu toolbar, users can access the following Sub Menu options prior to login:

- Account Setup
- Reset Password
- Secure Site

From the Account link in the Main Menu toolbar, users can access the following Sub Menu options after login:

- Account Maintenance
- Clerk Maintenance
- Change Password
- Messages
- Switch Provider
- Logoff

9.1 Account Setup

9.1.1 Account Setup Panel Narrative

The Account Setup panel allows users to setup their account and profile after receiving their PIN Letter. The user has the capability to update personal information, set security questions, create and/or change a password.

Navigation Path: [Account] – [Account Setup]

NOTE:
Each field which contains an asterisk represents a required field. Therefore, the corresponding panel is not considered complete until those fields have been completed with the appropriate data.

9.1.2 Account Setup Panel Layout

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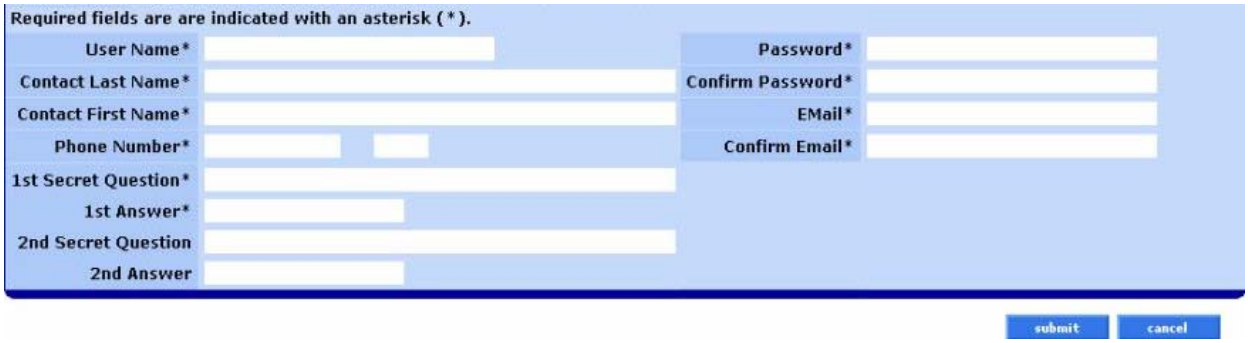

NOTE:

Section 9.1.3 acts as a reference guide to further define each field, listed in alphabetical order, and the buttons available on the Account Setup panel. Please refer to section 9.1.6.2 for step by step instructions on how to complete the Account Setup panel.

9.1.3 Account Setup Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
cancel	This button discards any changes made to the page and stays on the same page.	Button	N/A	0
setup account	This button displays the user profile panel.	Button	N/A	0
submit	This button submits the user profile and navigates to the Home page.	Button	N/A	0
1st Answer	Enter the 1st secret question Answer.	Field	Alphanumeric	20
1st Secret Question	Enter 1st secret security question for the account user.	Field	Character	50
2nd Answer	Enter Answer to 2nd Secret Question.	Field	Alphanumeric	20
2nd Secret Question	Enter 2nd secret security question for the account user.	Field	Character	50
Confirm Email	Enter the email address again to confirm.	Field	Character	50
Confirm Password	Enter the password again to confirm.	Field	Alphanumeric	30
Contact First Name	Enter the first name of the account user.	Field	Character	50
Contact Last Name	Enter the last name of the account user.	Field	Character	50
Email	Enter the email address of the account user.	Field	Character	50

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Field	Description	Field Type	Data Type	Length
Login ID	Enter the login identification.	Field	Alphanumeric	10
Password	Enter the password for User account. A Web Password must, at a minimum, include the following format: ▪ 1 Lower and 1 Upper Case value; ▪ 1 numeric value; and ▪ be at least 8 bytes in length.	Field	Alphanumeric	30
Personal Identification Number	Enter the personal identification number (PIN).	Field	Alphanumeric	10
Phone Number	Enter the Phone Number of the account user.	Field	Number (Integer)	10
Phone Number Ext	Enter the extension for the phone number of the account user. This field is optional.	Field	Number (Integer)	4
User Name	Enter the login identification for the user account.	Field	Alphanumeric	20

9.1.4 Account Setup Panel Field Edit Error Codes

Field	Error Message	To Correct
setup account	Sorry, we could not find that Login ID/Personal Identification Number. Please try again.	Enter correct Login ID/Personal Identification Number.
	This Login ID/Personal Identification Number has already been used to register a user.	Enter Unregistered Login ID/Personal Identification Number.
1st Answer	1st Answer cannot contain other than [A-Z/a-z/0-9] and blank spaces.	Ensure that the field contains only alphanumeric A-Z and 0-9 and blank spaces.
	1st Answer is required.	Enter an answer that corresponds with the 1st Secret Question entered.
1st Secret Question	1st Secret Question is required.	Enter the 1st Secret Question.
2nd Answer	2nd Answer cannot contain other than [A-Z/a-z/0-9] and blank spaces.	Ensure that the field contains only alphanumeric A-Z and 0-9 and blank spaces.
	2nd Answer is required when Secret question2 is entered.	Please check whether the Secret Answer 2 is filled.
2nd Secret Question	2nd Secret Question is required when Secret answer2 is entered.	Please check whether the 2nd secret Question is filled.

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Field	Error Message	To Correct
Confirm Email	Confirm Email contains an invalid value.	Re-enter a valid email address.
	Confirm Email is required.	Re-enter a valid email address.
	Email must be same as Confirm Email.	Check whether the Email and Confirm Email values are typed the same.
	Confirm Email is invalid for a Email type value.	Re-enter a valid email address.
Confirm Password	Password must be same as Confirm Password.	Check whether the Password and Confirm Password values are typed the same.
	Confirm Password is required.	Re-enter the password.
Contact First Name	First Name is required.	Enter the contact's first name.
Contact Last Name	Last Name is required.	Enter the contact's last name.
Email	Email is invalid for a Email type value.	Enter a valid email address.
	Email contains an invalid value.	Enter a valid email address.
	Email is required.	Enter the contact's email address.
Password	Password is required.	Enter a password.
	The new password does not meet the security requirements of the domain. Please refer to the field help on the New Password field for requirements and try again.	Ensure the format of the password is correct. Format requirements are noted within the help text for the Password field.
Phone Number	Phone Number contains an invalid value.	Enter the contact's phone number.
User Name	User Name can not contain values other than [A-Z/a-z/0-9].	Ensure the field contains only A - Z and 0 - 9.
	User Name must be at least 6 characters in length.	Enter a user name that is at least 6 bytes in length.
	User Name is required.	Enter a user name that is at least 6 bytes in length.
	The User Name entered is already registered to another user. Please try again.	Enter a different user name that is not already registered to another user.
	User Name must be less than or equal to 20 characters in length.	Enter a user name that is less than or equal to 20 characters in length.

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9.1.5 Account Setup Panel Extra Features

Field	Field Type
No extra features found for this panel.	

9.1.6 Account Setup Panel Accessibility

9.1.6.1 To Access the Account Setup Panel

Step	Action	Response
1	Click **Account**.	Account page opens.
2	Click **Account Setup**.	Account Setup panel opens.

9.1.6.2 To Add on the Account Setup Panel

Step	Action	Response
1	Enter **Login ID**.	
2	Enter **Personal Identification Number**.	
3	Click **setup account**.	Web User Profile panel displays.
4	Enter **User Name**.	
5	Enter **Contact Last Name**.	
6	Enter **Contact First Name**.	
7	Enter **Phone Number** and (optional) extension.	
8	Enter **1st Secret Question**.	
9	Enter **1st Answer** that corresponds with the 1st Secret Question entered.	
10	Enter **2nd Secret Question**.	
11	Enter **2nd Answer** that corresponds with the 2nd Secret Question entered.	
12	Enter **Password**.	
13	Re-enter password in **Confirm Password** field.	
14	Enter **Email** address.	
15	Re-enter email address in **Confirm Email** field.	
16	Click **submit**.	Account Setup information saves.

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9.2 Account Maintenance

9.2.1 Account Maintenance Panel Narrative

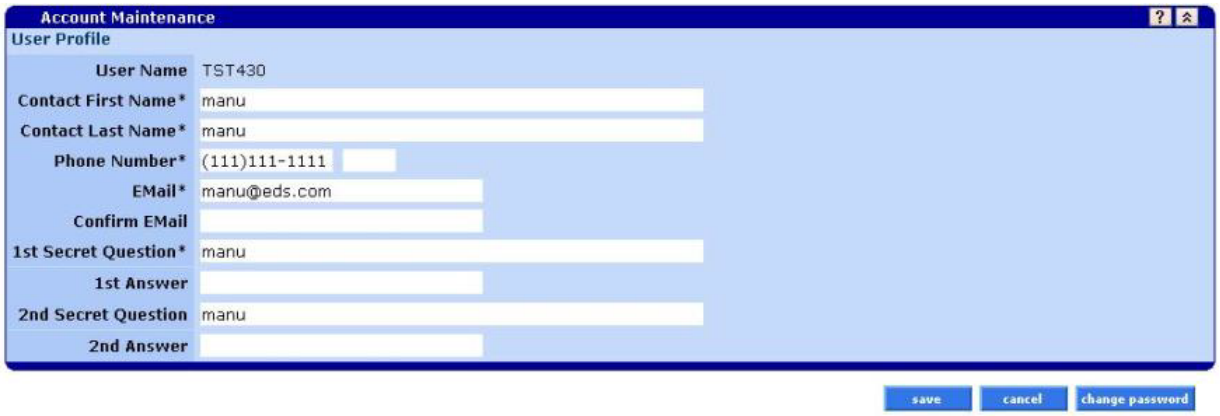
The Account Maintenance panel allows users to manage profile information. The user has the capability to update personal information and security questions, as well as the option to go to the Change Password panel.

Navigation Path: [Account] – [Account Maintenance]

NOTE:

Each field which contains an asterisk represents a required field. Therefore, the corresponding panel is not considered complete until those fields have been completed with the appropriate data.

9.2.2 Account Maintenance Panel Layout



NOTE:

Section 9.2.3 acts as a reference guide to further define each field, listed in alphabetical order, and the buttons available on the Account Maintenance panel. Please refer to section 9.2.6.2 for step by step instructions on how to complete the Account Maintenance panel.

9.2.3 Account Maintenance Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
cancel	This button discards any changes made to the page.	Button	N/A	0
change password	This button redirects the user to the change password page so the user can change their password.	Button	N/A	0
save	This button saves the changes made to the page.	Button	N/A	0

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Field	Description	Field Type	Data Type	Length
1st Answer	Enter the answer to 1st Secret Question.	Field	Alphanumeric	20
1st Secret Question	Enter the 1st secret security question for the account user.	Field	Character	50
2nd Answer	Enter the answer to 2nd Secret Question.	Field	Alphanumeric	20
2nd Secret Question	Enter the 2nd secret security question for the account user.	Field	Character	50
Confirm Email	Enter the email identification again to confirm.	Field	Character	50
Contact First Name	Enter the first name of the account user.	Field	Character	50
Contact Last Name	Enter the last name of the account user.	Field	Character	50
Email	Enter the email address of the account user.	Field	Character	50
Phone Number	Enter the phone number of the account user.	Field	Number (Integer)	10
Phone Number Ext	Enter the extension for the phone number of the account user. This field is optional.	Field	Number (Integer)	4
User Name	This field is auto populated after user logs into secure site.	Field	Alphanumeric	20

9.2.4 Account Maintenance Panel Field Edit Error Codes

Field	Error Message	To Correct
save	Save was Successful.	Message is displayed when successfully updated.
1st Answer	1st Answer is Required.	Enter an answer that corresponds with the 1st Secret Question entered.
	1st Answer cannot contain other than [A-Z/a-z/0-9] and blank spaces.	Field should be alpha numeric including spaces.
1st Secret Question	1st Secret Question is required.	Enter the 1st Secret Question.
2nd Answer	2nd Answer cannot contain other than [A-Z/a-z/0-9] and blank spaces.	Field should be alpha numeric including spaces.
	2nd Answer is Required when Secret question 2 is entered.	This field must be completed when 2nd secret question is entered.

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Field	Error Message	To Correct
2nd Secret Question	2nd Secret Question is Required.	This field must be completed when 2nd Answer is entered.
All fields	Invalid number / Invalid date / Invalid character data / Invalid alphanumeric data.	Ensure that the field matches the data type as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date fields must only contain valid dates; character fields must only contain A - Z; alphanumeric fields must only contain A - Z and 0 – 9.
	Field exceeds max length.	Ensure that the field matches the field lengths as documented in the field descriptions above.
Confirm Email	Confirm Email contains an invalid value.	Re-enter a valid email address.
	Email must be same as Confirm Email.	Email and Confirm Email should match, this case valid only when the modified Email and the previously entered are different.
	Confirm Email is required.	Re-enter a valid email address.
Contact First Name	First Name is required.	Enter the contact's first name.
Contact Last Name	Last Name is required.	Enter the contact's last name.
Email	Email is invalid for a Email type value.	Enter a valid email address.
	Email contains an invalid value.	Enter a valid email address.
	Email is required.	Enter the contact's email address.
Phone Number	Phone Number is required.	Enter the contact's phone number.

9.2.5 Account Maintenance Panel Extra Features

Field	Field Type
No extra features found for this panel.	

9.2.6 Account Maintenance Panel Accessibility

9.2.6.1 To Access the Account Maintenance Panel

Step	Action	Response
1	Click **Account**.	Account page opens.
2	Click **Account Maintenance**.	Account Maintenance panel opens.

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9.2.6.2 To Add on the Account Maintenance Panel

Step	Action	Response
1	Enter **Contact First Name**.	
2	Enter **Contact Last Name**.	
3	Enter **Phone Number** and (optional) extension.	
4	Enter **Email** address.	
5	Re-enter email address in **Confirm Email** field.	
6	Enter **1st Secret Question**.	
7	Enter **1st Answer** that corresponds with the 1st Secret Question entered.	
8	Enter **2nd Secret Question**.	
9	Enter **2nd Answer** that corresponds with the 2nd Secret Question entered.	
10	Click **save**.	Account Maintenance information saves.

9.2.6.3 To Update on the Account Maintenance Panel

Step	Action	Response
1	Click in field(s) to update and perform update.	
2	Click **save**.	Account Maintenance information saves.

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9.3 Clerk Maintenance

9.3.1 Clerk Maintenance Panel Narrative

This panel allows providers to create/add, manage or remove clerks. The user has the capability to grant roles to clerks. The role configuration set applies only when the clerk is representing a particular provider.

Navigation Path: [Account] – [Clerk Maintenance] - [add clerk]

NOTE:

Each field which contains an asterisk represents a required field. Therefore, the corresponding panel is not considered complete until those fields have been completed with the appropriate data.

9.3.2 Clerk Maintenance Panel Layout

9.3.3 Clerk Maintenance Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add clerk	This button allows user to create and add a new clerk.	Button	N/A	0
cancel	This button cancels any changes made to the page.	Button	N/A	0
remove clerk	This button removes a selected clerk from the clerk data list.	Button	N/A	0
submit	This button initiates the save process.	Button	N/A	0

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Field	Description	Field Type	Data Type	Length
Assigned Roles	Allows the user to select roles from the Available Roles List Box and move them to the Assigned Roles Box.	Field	N/A	0
Available Roles	Displays the list of available roles.	Field	N/A	0
Clerk Roles	Displays the list of assigned and available roles.	Combo Box	Drop Down List Box	0
Confirm Email	Displays the confirmation of the Email address of the account user.	Field	Character	50
Confirm Password	Displays the retyping of the password to confirm.	Field	Alphanumeric	30
Contact First Name	Displays the contact's last name for the account user.	Field	Character	50
Contact Last Name	Displays the contact's last name for the account user.	Field	Character	50
Email	Displays the email address of the account user.	Field	Character	50
Password	Displays the initial password for the clerk. Will be set as expired requiring the user to change the password when logging in. A Web Password must, at a minimum, include the following format: ▪ 1 Lower and 1 Upper Case value; ▪ 1 numeric value; and ▪ be at least 8 bytes in length.	Field	Alphanumeric	30
Phone Number	Displays the phone number of the account user.	Field	Number (Integer)	10
Phone Number Ext	Displays the phone number extension of the clerk.	Field	Number (Integer)	4
User Name	Displays the login identification of the user.	Field	Alphanumeric	20

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9.3.4 Clerk Maintenance Panel Field Edit Error Codes

Field	Error Message	To Correct
All fields	Invalid number / Invalid date / Invalid character data / Invalid alphanumeric data.	Ensure that the field matches the data type as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date fields must only contain valid dates; character fields must only contain A - Z; alphanumeric fields must only contain A - Z and 0 – 9.
	Field exceeds max length.	Ensure that the field matches the field lengths as documented in the field descriptions above.
Confirm Email	Email must be same as Confirm Email.	Check whether the Email and Confirm Email values are typed the same.
	Confirm Email is required.	Re-enter the Email address.
Confirm Password	Password must be same as Confirm Password.	Check whether the Password and Confirm Password values are typed the same.
	Confirm Password is required.	Re-enter the password.
Contact First Name	Contact First Name is required.	Enter the contact's first name.
Contact Last Name	Contact Last Name is required.	Enter the contact's last name.
Email	Email is required.	Enter the contact's email address.
	Email is invalid for a Email type value.	Enter a valid email address.
Password	The new password does not meet the security requirements of the domain. Please refer to the field help on the New Password field for requirements and try again.	Ensure the format of the password is correct. Format requirements are noted within the help text for the Password field.
	Password is required.	Enter a password.
Phone Number	Phone Number is required.	Enter the contact's phone number.
User Name	User Name must be at least 6 characters in length.	Enter a user name that is at least 6 bytes in length.
	The User Name already exists.	Enter a unique user ID.
	User Name cannot contain values other than [A-Z/a-z/0-9].	Ensure the field contains only A - Z and 0 - 9.
	User Name cannot contain Numeric in the beginning.	Enter a User Name that begins with an alpha character.
	User Name is required.	Enter a User Name that is between 6 to 20

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Field	Error Message	To Correct
		bytes in length.

9.3.5 Clerk Maintenance Panel Extra Features

The Clerk Maintenance panel is visible and the Contact Name, Phone and E-mail are read-only for an existing clerk (a clerk was selected in the clerks list).

When the "add clerk" button is clicked, the Contact Name, Phone and E-mail, password is editable.

When Add New Clerk is clicked, if an existing clerk, search for current clerk by username, select current clerk, and add the necessary roles and click submit. If not an existing clerk, enter the new clerk's contact name, phone, e-mail and roles and click the submit button.

Roles may be edited on existing clerks by selecting the clerk in the Clerk data list and modifying the roles for the clerk.

The provider verbally communicates or email password to distribute to clerk (password is set as expired so when clerk logs in they are required to change their password).

When a clerk is selected in the list, the corresponding information of that selected clerk is displayed in the clerk panel as read-only and the fields Confirm Email, Password and Confirm Password are not visible.

The users are allowed to assign/revoke roles.

9.3.6 Clerk Maintenance Panel Accessibility

9.3.6.1 To Access the Clerk Maintenance Panel

Step	Action	Response
1	Click **Account**.	Account page opens.
2	Click **Clerk Maintenance**.	Clerk Maintenance panel opens.

9.3.6.2 To Add on the Clerk Maintenance Panel

Step	Action	Response
1	Click **add clerk**.	Activates fields for entry of data or selection from lists.
2	Enter **User Name** or click [Search] to select from list.	Clicking [Search] activates the User Name Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
3	Enter **Contact First Name**.	
4	Enter **Contact Last Name**.	
5	Enter **Phone Number** and (optional) extension.	
6	Enter **Email**.	

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Step	Action	Response
7	Re-enter email address in **Confirm Email** field.	
8	Enter **Password**.	
9	Re-enter password in **Confirm Password** field.	
10	Select option(s) from **Available Roles**, and then click [<] or [<<] to add to **Assigned Roles**.	
11	Click **submit**.	Clerk Maintenance information saves.

9.3.6.3 To Update on the Clerk Maintenance Panel

Step	Action	Response
1	Click in field(s) to update and perform update.	
2	Select option(s) from **Assigned Roles**, and then click [>] or [>>] to return to **Available Roles** or click [<] or [<<] to add to **Assigned Roles**.	
3	Click **save**.	Clerk Maintenance information saves.

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9.4 Change Password

9.4.1 Change Password Panel Narrative

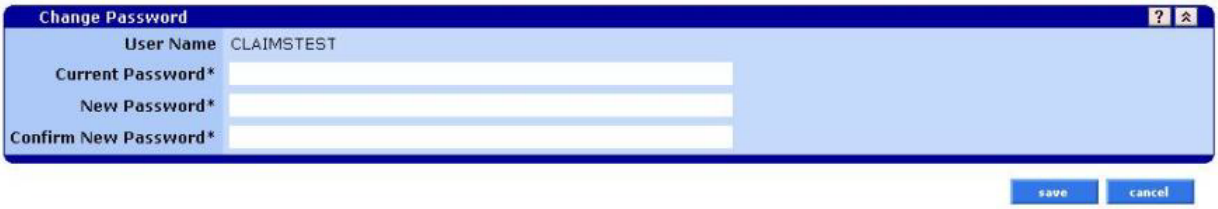
The Change Password panel allows users to change their account password.

Navigation Path: [Account] – [Change Password] OR [Account] – [Account Maintenance] – [click on change password button]

NOTE:

Each field which contains an asterisk represents a required field. Therefore, the corresponding panel is not considered complete until those fields have been completed with the appropriate data.

9.4.2 Change Password Panel Layout



9.4.3 Change Password Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
cancel	This button discards any changes made and return you to the home page.	Button	N/A	0
save	This button confirms and saves the new password.	Button	N/A	0
Confirm New Password	Enter your new password again to ensure it matches the password entered above.	Field	Alphanumeric	30
Current Password	Enter your current password.	Field	Alphanumeric	30
New Password	Enter the password for User account. A Web Password must, at a minimum, include the following format: ▪ 1 Lower and 1 Upper Case value; ▪ 1 numeric value; and ▪ be at least 8 bytes in length.	Field	Alphanumeric	30
User Name	This is your user name.	Label	Alphanumeric	20

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9.4.4 Change Password Panel Field Edit Error Codes

Field	Error Message	To Correct
Confirm New Password	Confirm New Password is required.	Re-enter to confirm the new password.
Current Password	Password must be same as Confirm Password.	Ensure New Password matches Confirm New Password.
	Current Password is required.	Enter the current password.
New Password	New Password field is required.	Enter the new password.
	We were unable to update the password for this account. The account has been created but not activated. Please contact your system administrator.	Ensure the format of the password is correct. Format requirements are noted within the help text for the New Password field.

9.4.5 Change Password Panel Extra Features

Field	Field Type
No extra features found for this panel.	

9.4.6 Change Password Panel Accessibility

9.4.6.1 To Access the Change Password Panel

Step	Action	Response
1	Click **Account**.	Account page opens.
2	Click **Change Password**.	Change Password panel opens.

9.4.6.2 To Update on the Change Password Panel

Step	Action	Response
1	Enter **Current Password**.	
2	Enter **New Password**.	
3	Re-enter new password in **Confirm New Password** field.	
4	Click **save**.	Change Password information saves.

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9.5 Messages

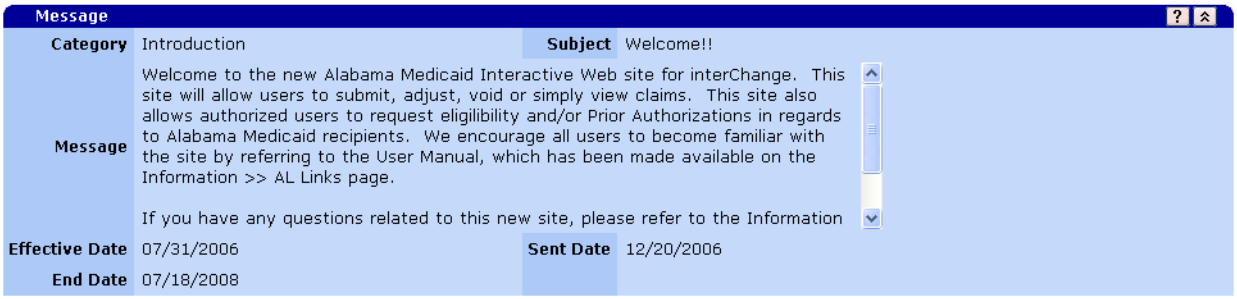
9.5.1 Messages Panel Narrative

The Messages panel displays all the messages for a user. The user has the capability to view the details for any message selected.

Select a message from the Messages list to display the full text and details of the message.

Navigation Path: [Account] – [Messages]

9.5.2 Messages Panel Layout



9.5.3 Messages Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
deselect All	Unchecks all of the Read check boxes.	Button	N/A	0
save	Updates the Read field on the database.	Button	N/A	0
select All	Checks all of the Read check boxes.	Button	N/A	0
Category	Displays the category of the message. (Read-Only).	Field	Alphanumeric	30
Effective Date	Displays the effective date of the message. (Read-Only).	Field	Date (MM/DD/CCYY)	10
End Date	Displays the end date of the message. (Read-Only).	Field	Date (MM/DD/CCYY)	10
Message	Displays the body of the message. (Read-Only).	Field	Alphanumeric	4000

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Field	Description	Field Type	Data Type	Length
Read	Displays whether the user has read the message.	Combo Box	Check Box	0
Sent Date	Displays the date the message was sent. (Read-Only).	Field	Date (MM/DD/CCYY)	10
Subject	Displays the short description of the message.	Field	Alphanumeric	100

9.5.4 Messages Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

9.5.5 Messages Panel Extra Features

Field	Field Type
No extra features found for this panel.	

9.5.6 Messages Panel Accessibility

9.5.6.1 To Access the Messages Panel

Step	Action	Response
1	Click **Account**.	Account page opens.
2	Click **Messages**.	Messages panel opens.

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9.6 Switch Provider

9.6.1 Switch Provider Panel Narrative

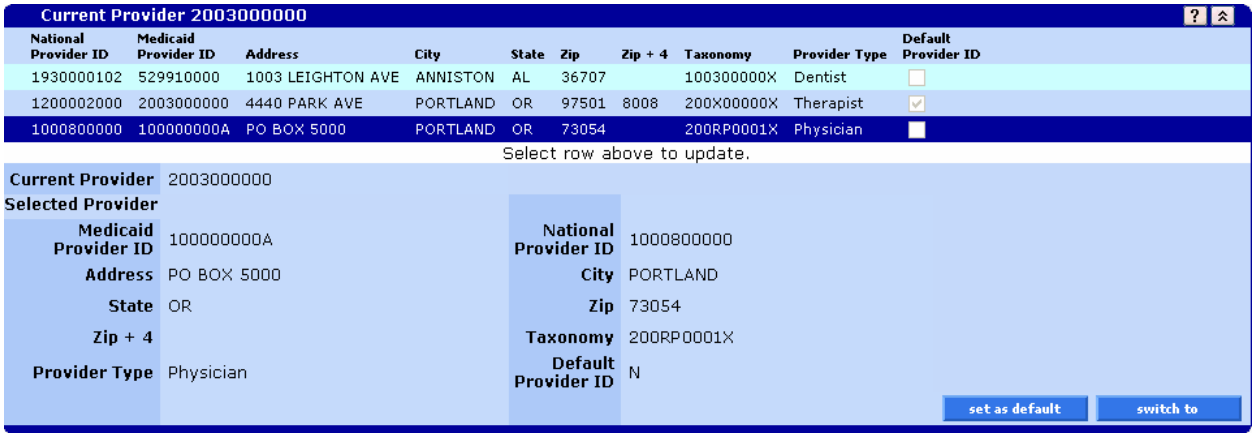
The Switch Provider panel allows clerks to switch to different authorized provider account profiles and locations. The user has the capability to select from a list of authorized providers. A default user indicator can be set so the provider account is set automatically when the user logs on.

After logging in the clerk can switch providers by selecting which provider to represent. Clerks will switch providers by selecting a row in a list of available providers and clicking 'switch to'. Confirmation of the current National Provider Identifier (NPI) number will appear as a page title. After selection, the clerk will be redirected to the Account Home page.

To associate a clerk to a billing NPI number, please refer to Section *9.3 Clerk Maintenance*.

Navigation Path: [Account] – [Switch Provider]

9.6.2 Switch Provider Panel Layout



9.6.3 Switch Provider Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
set as default	This button sets the selected provider as the default provider for when the clerk logs into the secured site.	Button	N/A	0
switch to	This button switches to the selected provider.	Button	N/A	0
Address	Displays address line 1 of the provider's physical address. (Read-Only)	Field	Alphanumeric	30

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Field	Description	Field Type	Data Type	Length
City	Displays the city of the provider's physical address. (Read-Only)	Field	Alphanumeric	30
Current Provider	Displays the current provider number who the clerk is logged in to represent. (Read-Only)	Field	Alphanumeric	10
Default Provider ID	This checkbox indicates that this provider should be used as the default when the user is logging into the web portal. (Read-Only)	Combo Box	Check Box	0
Medicaid Provider ID	Displays the Medicaid Provider Identification of the provider. (Read-Only)	Field	Alphanumeric	10
National Provider ID	Displays the National Provider Identifier (NPI) of the provider. (Read-Only)	Field	Alphanumeric	10
Provider Type	Displays the provider type description. (Read-Only)	Field	Alphanumeric	30
State	Displays the state of the provider's physical address. (Read-Only)	Field	Alphanumeric	2
Taxonomy	Displays the taxonomy code of the provider. (Read-Only)	Field	Alphanumeric	10
Zip	Displays the zip code of the provider's physical address. (Read-Only)	Field	Number (Integer)	5
Zip 4	Displays the zip code extension of the provider's physical address. (Read-Only)	Field	Number (Integer)	4

9.6.4 Switch Provider Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

9.6.5 Switch Provider Panel Extra Features

Field	Field Type
No extra features found for this panel.	

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9.6.6 Switch Provider Panel Accessibility

9.6.6.1 To Access the Switch Provider Panel

Step	Action	Response
1	Click **Account**.	Account page opens.
2	Click **Switch Provider**.	Switch Provider panel opens.

9.6.6.2 To Update on the Switch Provider Panel

Step	Action	Response
1	Select a provider from the provider data list.	
2	Click **set as default**.	Default provider information saves.

Step	Action	Response
By following these steps, a user may also switch to another NPI number, so they may masquerade as that provider when submitting and/or inquiring on claims and prior authorization requests.		
1	Select a provider from the provider data list.	
2	Click **switch to**.	
3	Click **OK**.	User will act as the provider selected.

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9.7 Logoff

9.7.1 Logoff Panel Narrative

The Logoff panel displays when a user's session has expired. The only functionality of this window is a button that allows the user to return to the Login panel.

Navigation Path: N/A – session expired

9.7.2 Logoff Panel Layout

9.7.3 Logoff Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Login	This button takes the user to the log on screen.	Button	N/A	0
Session Expired	Informs the user of a session expiration.	Label	N/A	0

9.7.4 Logoff Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

9.7.5 Logoff Panel Extra Features

Field	Field Type
No extra features found for this panel.	

9.7.6 Logoff Panel Accessibility

9.7.6.1 To Access the Logoff Panel

Step	Action	Response
1	Allow session to expire.	Logoff panel displays.

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9.7.6.2 To Update on the Logoff Panel

Step	Action	Response
1	Click **Login**.	Login panel displays.

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9.8 Reset Password

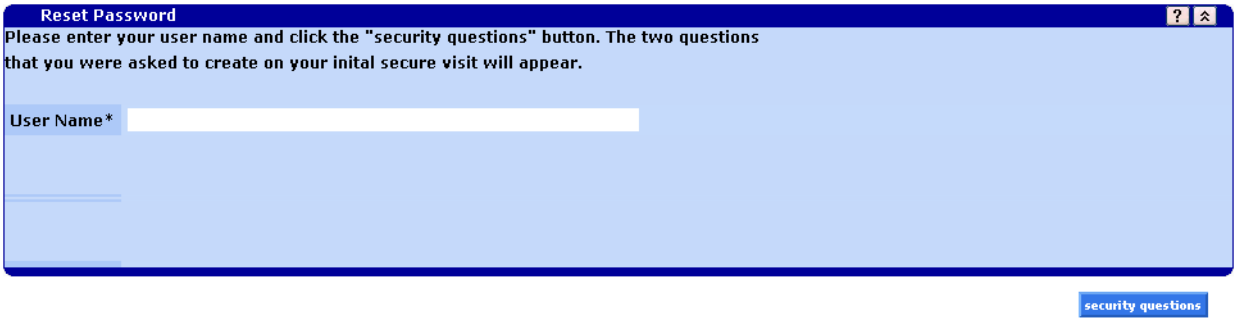
9.8.1 Reset Password Panel Narrative

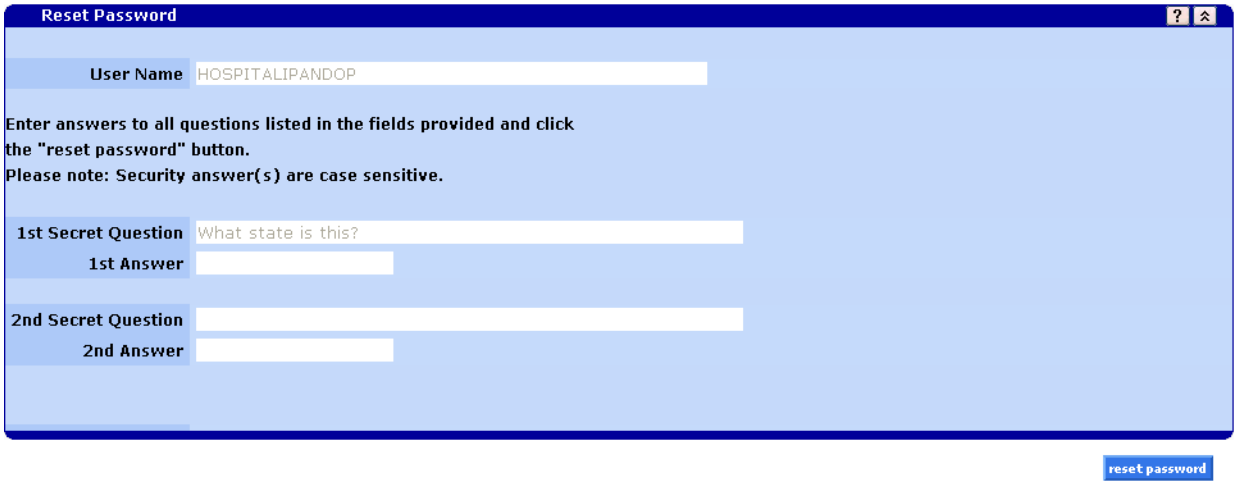
The Reset Password panel allows users to reset their Interactive Services website password. The user needs to provide self authentication before he or she is allowed to change his or her password.

The Reset Password panel also allows users to reset the password for a clerk selected from the Clerk Maintenance panel.

Navigation Path: [Account] – [Reset password]

9.8.2 Reset Password Panel Layout





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9.8.3 Reset Password Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
cancel	This button cancels the current operation and discards any changes.	Button	N/A	0
reset password	This button validates security answers and displays the password fields.	Button	N/A	0
security questions	This button validates the user name and displays the secret questions.	Button	N/A	0
submit	This button initiates the reset password changes to the active directory.	Button	N/A	0
1st Answer	Displays the answer for the 1st secret question.	Field	Alphanumeric	20
1st Secret Question	Displays the 1st secret question to prompt user to remember password.	Field	Character	50
2nd Answer	Displays the answer for the 2nd secret question.	Field	Alphanumeric	20
2nd Secret Question	Displays the 2nd secret question to prompt user to remember password.	Field	Character	50
Confirm Password	Displays the re-typed password of the user in the form of dots for security purposes.	Field	Character	30

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Field	Description	Field Type	Data Type	Length
New Password	Enter your new password. The new Web Password must differ from past passwords and must also, at a minimum, include the following format: ▪ 1 Lower and 1 Upper Case value; ▪ 1 numeric value; and ▪ be at least 8 bytes in length.	Field	Character	30
User Name	Displays the user name of the user.	Field	Alphanumeric	20

9.8.4 Reset Password Panel Field Edit Error Codes

Field	Error Message	To Correct
1st Answer	Invalid Secret Answer(s).	Enter a valid secret Answer.
	1st Answer cannot contain values other than [A-Z/a-z/0-9] and blank spaces.	Ensure that the field matches the datatype as documented in the field descriptions above. character fields must only contain A-Z; alphanumeric fields must only contain A-Z and 0-9.
	1st Answer is required	Enter an answer that corresponds with the 1st Secret Question entered.
2nd Answer	Invalid Secret Answer(s)	Enter a valid secret Answer.
	2nd Answer cannot contain values other than [A-Z/a-z/0-9] and blank spaces.	Ensure that the field matches the datatype as documented in the field descriptions above. Character fields must only contain A-Z; alphanumeric fields must only contain A-Z and 0-9.
	2nd Answer is required.	Enter an answer that corresponds with the 2nd Secret Question entered.
Confirm Password	Confirm Password is required.	Re-enter the new password.
	New Password must be same as Confirm New Password.	Confirm Password should be the same as New Password.
New Password	Password is required.	Enter the new password.
	The new password does not meet the security requirements of the domain. Please refer to the field help on the New Password field for requirements and try again.	Ensure the format of the password is correct. Format requirements are noted within the help text for the Password field.

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Field	Error Message	To Correct
User Name	Invalid User entered.	Enter a valid user name.
	User Name cannot contain other than [A-Z/a-z/0-9].	Ensure that the field matches the data type as documented in the field descriptions above. Character fields must only contain A-Z; alphanumeric fields must only contain A-Z and 0-9.

9.8.5 Reset Password Panel Extra Features

Field	Field Type
No extra features found for this panel.	

9.8.6 Reset Password Panel Accessibility

9.8.6.1 To Access the Reset Password Panel

Step	Action	Response
1	Click **Account**.	Account page opens.
2	Click **Reset Password**.	Reset Password panel opens.

9.8.6.2 To Update on the Reset Password Panel

Step	Action	Response
1	Enter **User Name**.	
2	Click **security questions**.	Security questions display.
3	Enter **1st Answer** and **2nd Answer,** if **2nd Secret Question** is not blank.	
4	Click **reset password**.	New password fields display.
5	Enter **New Password**.	
6	Re-enter new password in **Confirm Password** field.	
7	Click **submit**.	Reset Password information saves.

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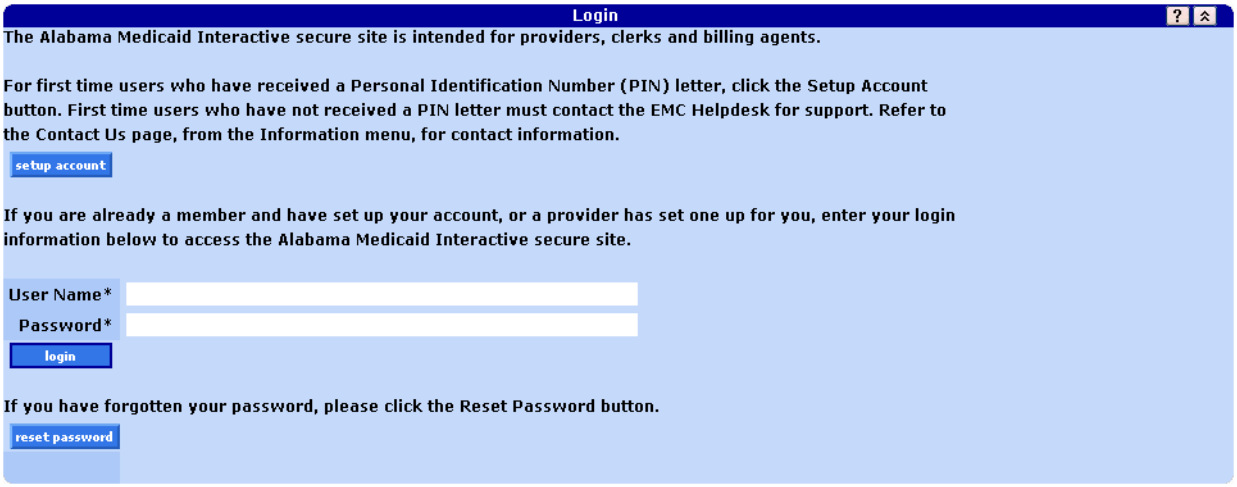
9.9 Secure Site

9.9.1 Login Panel Narrative

The Login panel, accessible via the Secure Site link, allows users to login to the secure Interactive Services website.

Navigation Path: [Account] – [Secure Site]

9.9.2 Login Panel Layout



9.9.3 Login Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
login	This button logs the user into the secure site.	Button	N/A	0
reset password	This button redirects the user to the Reset Password page.	Button	N/A	0
setup account	This button redirects the user to the Account Setup page.	Button	N/A	0
Password	Displays the password of the account user in the form of dots for security purposes.	Field	Character	30
User Name	Displays the Login ID of the user.	Field	Alphanumeric	20

NOTE:

A new PIN letter issuing a new password was mailed to all providers. Users must have a new password to use this application.

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9.9.4 Login Panel Field Edit Error Codes

Field	Error Message	To Correct
Password	Invalid User Name and/or Password.	Enter a valid User Name and/or Password.
	We are sorry but your password has expired. Please change your password.	Enter a new password.
	We are sorry but the user name or password is incorrect. Please try again.	Enter a password that is between 6 to 30 characters in length.
User Name	We are sorry but you are not authorized to access this web site. If you believe this is incorrect please contact the help desk.	The account has been reset. Setup the account once the new Personal Identification Number (PIN) has been received or contact the EMC Helpdesk at 1 (800) 456-1242 for additional assistance.
	Invalid User Name and/or Password.	Enter a valid User Name and/or Password.
	We are sorry but your account has been locked out due to invalid password attempts. Please contact the system administrator to have it unlocked.	Account Locked. Wait 10 minutes and the account will be automatically unlocked or contact the EMC Helpdesk at 1 (800) 456-1242 for additional assistance.

9.9.5 Login Panel Extra Features

Field	Field Type
No extra features found for this panel.	

9.9.6 Login Panel Accessibility

9.9.6.1 To Access the Login Panel

Step	Action	Response
1	Click **Account**.	Account page opens.
2	Click **Secure Site**.	Login panel opens.

9.9.6.2 To Add on the Login Panel

Step	Action	Response
1	Enter **User Name**.	
2	Enter **Password**.	
3	Click **login**.	Providers page displays for Provider users. Messages page displays for Clerks and Billing agents.

9.9.6.3 To Update on the Login Panel

Step	Action	Response

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1	Click **setup account**.	Account Setup panel displays.
2	Click **reset password**.	Reset Password panel displays.

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10. Claims

Claims features allow users to search for or submit dental, institutional, professional, crossover, pharmacy or compound drug claims via the Interactive Services website.

From the Claims link in the Main Menu toolbar, users can access the following Sub Menu options:

- Search
- Dental
- Institutional
- Pharmacy
- Professional

NOTE:

Medicare/Medicaid (crossover) claims will be entered within the respective claims types of Institutional and/or Professional.

10.1 Claims

10.1.1 Claims Panel Narrative

The Claim Submission Links panel allows users to launch a claim search and entry panel for any of the four types of claims: dental, institutional, pharmacy or professional.

Navigation Path: [Claims]

10.1.2 Claims Panel Layout

Claims

- Search
- Dental
- Institutional (for Inpatient, Outpatient, Long Term Care)
- Pharmacy
- Professional

10.1.3 Claims Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Dental	Hyperlink to allow user to enter Dental claims.	Hyperlink	N/A	0
Institutional	Hyperlink to allow user to enter Institutional claims.	Hyperlink	N/A	0

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Field	Description	Field Type	Data Type	Length
Pharmacy	Hyperlink to allow user to enter Pharmacy claims.	Hyperlink	N/A	0
Professional	Hyperlink to allow user to enter Professional claims.	Hyperlink	N/A	0
Search	Hyperlink to allow user to search for a claim.	Hyperlink	N/A	0

10.1.4 Claims Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

10.1.5 Claims Panel Extra Features

Field	Field Type
No extra features found for this panel.	

10.1.6 Claims Panel Accessibility

10.1.6.1 To Access the Claims Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.

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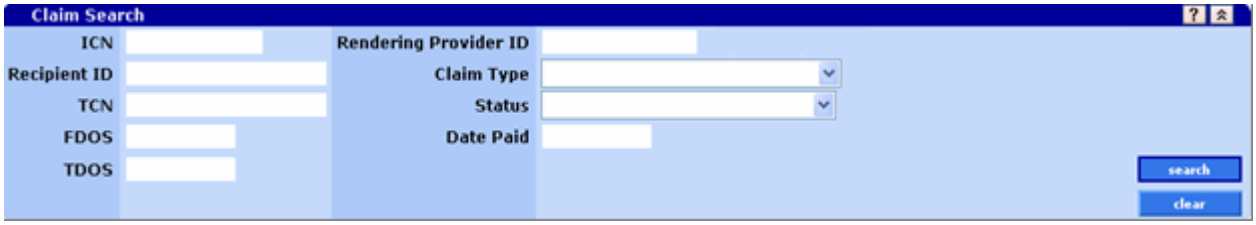
10.2 Claim Search

10.2.1 Claim Search Panel Narrative

The Claim Search panel allows users to search for all of the claims associated with their corresponding billing NPI number. The user also has the capability to narrow the search results by entering specific search criteria.

Navigation Path: [Claims] – [Search]

10.2.2 Claim Search Panel Layout



10.2.3 Claim Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears all the search criteria fields.	Button	N/A	0
search	This button allows user to search on a specific claim.	Button	N/A	0
Claim Type	Displays the type of claim.	Combo Box	Drop Down List Box	0
Date Paid	Displays the date of the check write.	Field	Date (MM/DD/CCYY)	10
FDOS	Displays the from date of service.	Field	Date (MM/DD/CCYY)	10

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Field	Description	Field Type	Data Type	Length
ICN	Displays the Internal Control Number (ICN) which uniquely identifies the claim. To identify a range of claims, enter the first 7 digits of the ICN which identifies the ICN region, year and Julian date. Regions are: ▪ 40 - Converted Electronic Claim ▪ 47 - Converted Paper Claim ▪ 41 - Converted Medicare Claim ▪ 20 - Electronic Claim ▪ 22 - Web Claim ▪ 10 - Paper Example ICN fuzzy search: 2007011 (Electronic (20) Year 2007 (07) Date January 11th (011).	Field	Number (Integer)	13
Recipient ID	Displays the recipient's first 12-digits of their Medicaid identification number.	Field	Character	12
Rendering Provider ID	Displays the provider who performed the service.	Field	Alphanumeric	10
Status	Displays the status of the claim in the system.	Combo Box	Drop Down List Box	0
TCN	Displays a cross reference between claims from the old system (identified by a TCN) and their converted counterpart claims (identified by a claim System Assigned Key) on the current MMIS.	Field	Character	17
TDOS	Displays the to date of service.	Field	Date (MM/DD/CCYY)	10

10.2.4 Claim Search Panel Field Edit Error Codes

Field	Error Message	To Correct
All fields	Invalid number / Invalid date / Invalid character data / Invalid alphanumeric data.	Ensure that the field matches the data type as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date fields must only contain valid dates; character fields must only contain A - Z; alphanumeric fields must only contain A - Z and 0 – 9.
	Field exceeds max length.	Ensure that the field matches the field lengths as documented in the field descriptions above.
	The total number of claims that	Add more items to the search criteria to try to narrow

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Field	Error Message	To Correct
	would be returned exceeds # which is the maximum number allowed. Please add additional search criteria that would limit the number of claims found. The total number of claims that would be returned is: # with a total billed amount of: $#.## and a total paid amount of: $#.##.	the results to a lower number of claims found.
ICN	ICN must be Numeric.	Enter a numeric ICN.
TDOS	FDOS must be less than or equal to TDOS.	Ensure that the date is on or after FDOS.

10.2.5 Claim Search Panel Extra Features

Field	Field Type
NPI or MCD	Hyperlink appears after the Rendering Provider ID field is populated with a valid provider ID. The NPI or MCD link indicates the provider number type displayed in the main panel: National Provider Identification (NPI) or Medicaid (MCD) number. Clicking NPI or MCD displays the Provider ID / Number panel, from which users can switch the provider number displayed from NPI to MCD.
Based on the User ID to NPI number association, the billing NPI number is automatically inserted as part of the search criteria. To search using a different billing NPI number, clerks may access the Switch Provider panel.	

10.2.6 Claim Search Panel Accessibility

10.2.6.1 To Access the Claim Search Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Search**.	Claim Search panel displays.

10.2.6.2 To Search on the Claim Search Panel

Step	Action	Response
1	Enter one or a combination of the following fields: **ICN**, **Recipient ID**, **TCN**, **FDOS**, **TDOS**, **Rendering Provider ID**, **Claim Type**, **Status** and/or **Date Paid**.	
2	Click **search**.	Claim Search Results panel displays.

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NOTE:

"No rows found" indicates a match was not identified based on the search criteria. A user can refine his or her search or contact the EDS Provider Assistance Center at 1 (800) 688-7989 for additional assistance during normal business hours; Monday – Friday from 8:00am – 5:00pm CST.

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10.3 Claim Search Results

10.3.1 Claim Search Results Panel Narrative

The Claim Search Results panel displays claim information matching the search criteria from the Claim Search panel. The billing NPI number is automatically used as part of the search criteria based on the provider account selected for the corresponding user identification number. To view claims for a different billing NPI number, the clerk must switch to that provider account by means of the Switch Provider panel. Only clerks with direct permission from the billing provider may access their account to view or submit claims.

Navigation Path: [Claims] – [Search] – [search]

10.3.2 Claim Search Results Panel Layout

Search Results

ICN	Recipient ID	FDOS	TDOS	Claim Type	Status	Date Paid	Amount Billed	Amount Paid
2208050000009	500000000000	07/10/2007	07/10/2007	PROFESSIONAL CLAIMS	PAID	0	$150.00	$100.00
4006000000007	500000000000	08/25/2005	08/25/2005	PROFESSIONAL CLAIMS	PAID	01/06/2006	$127.02	$63.3
2208050000007	500000000000	07/09/2007	07/09/2007	PROFESSIONAL CLAIMS	DENIED	0	$150.00	$0.00
2208050000007	500000000000	07/09/2007	07/11/2007	PROFESSIONAL CLAIMS	ADJUSTED	0	$124.21	$101.00
2208050000007	500000000000	07/08/2007	07/08/2007	PROFESSIONAL CLAIMS	SUSPENDED	0	$150.00	$0.00
2208050000007	500000000000	07/08/2007	07/08/2007	PROFESSIONAL CLAIMS	DENIED	0	$150.00	$0.00
5908050000007	500000000000	07/09/2007	07/09/2007	PROFESSIONAL CLAIMS	DENIED	0	$123.21	$0.00
5908050000007	500000000000	07/09/2007	07/09/2007	PROFESSIONAL CLAIMS	ADJUSTED	0	$150.00	$100.00
5908050000007	500000000000	07/09/2007	07/09/2007	PROFESSIONAL CLAIMS	ADJUSTED	0	$123.21	$100.00
2208050000005	500000000000	07/09/2007	07/09/2007	PROFESSIONAL CLAIMS	DENIED	0	$150.00	$0.00

Claim Count 14 Total Billed:$2,093.86 Total Paid: $764.30

1 2 Next >

10.3.3 Search Results Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Amount Billed	Displays the amount billed for the claim.	Field	Number (Decimal)	9
Amount Paid	Displays the amount paid for the claim.	Field	Number (Decimal)	9
Claim Type	Displays the type of claim.	Field	Alphanumeric	50
Date Paid	Displays the date on which the claim was paid.	Field	Date (MM/DD/CCYY)	10
FDOS	Displays the from date of service for the claim.	Field	Date (MM/DD/CCYY)	10
ICN	Displays the internal control number for the claim issued by Medicaid.	Field	Alphanumeric	13
Recipient ID	Displays the recipient's Medicaid identification number.	Field	Alphanumeric	12
Status	Displays the status of the claim.	Field	Alphanumeric	10
TDOS	Displays the end date of service for the claim.	Field	Date (MM/DD/CCYY)	10

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Field	Description	Field Type	Data Type	Length
Next	Displays the link to the next page of search results.	Hyperlink	N/A	0
Previous	Displays the link to the previous page of search results.	Hyperlink	N/A	0

10.3.4 Claim Search Results Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

10.3.5 Claim Search Results Panel Extra Features

Field	Field Type
No extra features found for this panel.	

10.3.6 Claim Search Results Panel Accessibility

10.3.6.1 To Access the Claim Search Results Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Search**.	Claim Search panel displays.
3	Enter search criteria and click **search**.	Claim Search Results panel displays.

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10.4 Dental

10.4.1 Dental Claim Panel Narrative

The Dental panel allows a dental provider to submit a claim and/or adjust or void a paid claim. The user has the capability to enter all of the required information to submit a dental claim, including multiple detail lines. For a paid claim, the user has the option of updating select fields and re-submitting the claim as an adjustment or to void the claim.

The Dental Claim panel includes the following sections:

- Dental Claim
- Third Party Liability (TPL)
- Detail
- Surfaces
- Claim Status Information
- Adjustment Information
- Explanation of Benefit (EOB) Information

NOTE:

The Adjustment Information and EOB Information panels appear after a claim has been submitted.

Navigation Path: [Claim] - [Dental] OR [Claim]-[click on Dental link] OR [Claim] - [Search] - [search for dental claims]-[select dental claim from search results]

NOTE:

Each field which contains an asterisk represents a required field. Therefore, the claim is not considered complete until those fields have been completed with the appropriate data.

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10.4.2 Dental Claim Panel Layout

Dental Claim

Billing Information

ICN
Provider ID 1932112117 NPI
Provider Name DENTALGROUP LLC
Recipient ID*
Last Name*
First Name*
Date of Birth
Patient Account #

Service Information

Emergency
POS* [Search]

Related Causes

Cause 1
Cause 2
Cause 3

Total Charges

Total Charges $0.00
TPL Amount $0.00
Total Paid Amount $0.00

TPL

	Plan Name	Policy Number	Relationship to Insured	Last Name	First Name	MI	Date of Birth
A							

Type data below for new record.

Policy Number
Plan Name
Relationship to Insured*
Carrier Code* [Search]
Carrier Name
Paid Date*

Policy Holder

Last Name*
First Name, MI*
Date of Birth*

delete add

Detail

	Item	Status	DOS	Procedure	Units	Tooth Number	Quadrant	Charges	Allowed Amount
A	1				0			$0.00	$0.00

Type data below for new record.

Item 1
Detail Status
Procedure* [Search]
Tooth Number
Quadrant
Rendering Provider [Search]

DOS*
Units* 0
Charges* $0.00
Allowed Amount $0.00
POS [Search]

delete add

Surfaces (Detail Item 1)

	Surface
A	

Type data below for new record.

Surface*

delete add

Claim Status Information

Claim Status Not Submitted

submit cancel

Adjustment Information

ICN	Date Adjusted	Claim Status History Date	Claim Status	Location	Adjustment Reason	Adjustment Analyst ID
5200164102001	06/13/2007	06/18/2007	DENIED	99	8200	

Claim Status Information

Claim Status PAID
Claim ICN 2007117110009
Paid Date 03/04/2007
Allowed Amount $29.00

EOB Information

Detail Number	Code	Description
1	9918	PRICING ADJUSTMENT - MAX FEE PRICING APPLIED

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NOTE:

Section 10.4.3 acts as a reference guide to further define each field, listed in alphabetical order, and the buttons available on the dental claim form. Please refer to section 10.4.6.2 for step by step instructions on how to complete the dental claim form.

10.4.3 Dental Claim Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button is used to add data to a panel (Detail, Surfaces, TPL).	Button	N/A	0
adjust	This button submits adjustments for a paid claim.	Button	N/A	0
cancel	This button cancels the current operation and discards any changes.	Button	N/A	0
copy claim	This button creates a new claim from the current claim.	Button	N/A	0
delete	This button is used to delete data from a panel (Detail, Surfaces, TPL).	Button	N/A	0
re-submit	This button submits modifications made to a denied claim for adjudication.	Button	N/A	0
submit	This button submits a claim for adjudication.	Button	N/A	0
void	This button submits a void request for a paid claim.	Button	N/A	0
Adjustment Analyst ID	Displays the identification number of the analyst that adjusted the claim. (Read-Only)	Field	Alphanumeric	10
Adjustment Reason	Displays the adjustment reason code. (Read-Only)	Field	Number (Integer)	4
Allowed Amount	Displays the amount approved to pay for services provided to a recipient. (Read-Only)	Field	Number (Decimal)	9
Carrier Code	Displays the 5-digit carrier code that identifies the recipient's TPL insurance plan.	Field	Number (Integer)	80
Carrier Name	Displays the carrier name based on the carrier code entered. (Read-Only)	Field	Character	45

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Field	Description	Field Type	Data Type	Length
Cause 1	Displays if the accident occurred at work, in an automobile or an environment other than work or an automobile.	Combo Box	Drop Down List Box	0
Cause 2	Displays if the accident occurred at work, in an automobile or an environment other than work or an automobile.	Combo Box	Drop Down List Box	0
Cause 3	Displays if the accident occurred at work, in an automobile or an environment other than work or an automobile.	Combo Box	Drop Down List Box	0
Charges	Displays the usual and customary charge for the service provided.	Field	Number (Decimal)	13
Claim ICN	Displays the claim's internal control number (ICN) issued by Medicaid. (Read-Only)	Field	Number (Integer)	13
Claim Status	Indicates the status after adjudication. Possible values are PAID, DENIED, SUSPENDED or ADJUSTED. The status of "Adjusted" reflects this claim is no longer paid. Refer to the Adjustment Information panel for claims which have reprocessed per the Adjustment process.	Field	N/A	0
Claim Status History Date	Displays the original claim date before the claim was adjusted. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Code	Displays the explanation of benefits code. (Read-Only)	Field	Number (Integer)	4
DOS	Displays the date of service on the claim.	Field	Date (MM/DD/CCYY)	10
Date Adjusted	Displays the date the claim was adjusted. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Date of Birth	Header: Displays the recipient's date of birth. (Read-Only and defaulted.) TPL: Displays the date of birth of the third party policy holder.	Field	Date (MM/DD/CCYY)	10
Denied Date	Displays the date the claim was denied. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Description	Displays the explanation of benefits description. (Read-Only)	Field	Alphanumeric	79
Detail Number	Displays the line item detail number of the claim. (Read-Only)	Field	Number (Integer)	2

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Field	Description	Field Type	Data Type	Length
Detail Status	Displays the status of the detail line. (Read-Only).	Field	Alphanumeric	10
Emergency	Displays if the service was provided as the result of an emergency situation.	Combo Box	Drop Down List Box	0
First Name	Displays the first name of the recipient on the header.	Field	Character	35
First Name, M	Displays the first name and middle initial of third party policy holder.	Field	Alphanumeric	25
ICN	Displays the claim's internal control number (ICN) issued by Medicaid. (Read-Only)	Field	Number (Integer)	13
Item	Displays the detail line number. (Read-Only)	Field	Number (Integer)	3
Last Name	Displays the last name of the recipient. TPL: Displays the last name of third party policy holder.	Field	Character	60
Location	Displays the location code of the claim.	Field	Number (Integer)	2
POS	Displays the place of service (POS) where the service was rendered.	Field	Number (Integer)	2
Paid Date	Displays the date the claim was billed and paid. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Patient Account	Displays the identification for a recipient assigned by a provider and used in their system.	Field	Character	38
Plan Name	Displays the TPL plan name.	Field	Alphanumeric	60
Policy Number	Displays the TPL policy number.	Field	Alphanumeric	30
Procedure	Displays the code used to identify a dental procedure.	Field	Alphanumeric	6
Provider ID	Displays the National Provider Identification number of the billing provider. (Read-Only and Defaulted.)	Field	Alphanumeric	10
Provider Name	Displays the name of the billing provider. (Read Only and defaulted on header panel.)	Field	Alphanumeric	15
Quadrant	Displays the quadrant of the mouth where services were performed.	Combo Box	Drop Down List Box	0

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Field	Description	Field Type	Data Type	Length
Recipient ID	Displays the recipient's Medicaid identification number.	Field	Number (Integer)	13
Relationship to Insured	Displays the third party liability's insured relationship.	Combo Box	Drop Down List Box	0
Rendering Provider	Displays the identification number of the rendering physician.	Field	Alphanumeric	10
Surface	Displays the code which identifies the tooth surface on which a service was performed. This surface displayed is associated to a specific detail as noted in the title bar as (Detail Item).	Combo Box	Drop Down List Box	0
TPL Amount	Displays the amount paid by a third party liability insurance.	Field	Number (Decimal)	14
Tooth Number	Displays the tooth number that identifies the tooth on which the provider rendered services. A letter indicates temporary teeth and a number indicates permanent teeth.	Field	Alphanumeric	2
Total Charges	Displays the total amount charged for the claim. (Read-Only and calculated from Detail Charges.)	Field	Number (Decimal)	13
Total Paid Amount	Displays the total amount paid. (Read-Only)	Field	Number (Decimal)	13
Units	Displays the units of service on this detail. (Dental services will always be billed one unit per line item.)	Field	Number (Decimal)	6

10.4.4 Dental Claim Panel Field Edit Error Codes

Field	Error Message	To Correct
adjust	Adjust was successful. See Claim Status Information for details.	Ensures that the claim adjustment request was sent successfully and status details can be viewed on the Claim Status Information panel.
copy claim	Copy was successful.	Ensures that the copy was successful and modifications can be made prior to submission.
submit	Submit was successful. See Claim Status Information for details.	Ensures that the claim was sent successfully and status details can be viewed on the Claim Status Information panel.

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Field	Error Message	To Correct
void	Void was successful. See Claim Status Information for details.	Ensures that the claim void request was sent successfully and status details can be viewed on the Claim Status Information panel.
All fields	Invalid number / Invalid date / Invalid character data/Invalid alphanumeric data.	Ensure that the field matches the data type as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date fields must only contain valid dates; character fields must only contain A - Z; alphanumeric fields must only contain A - Z and 0 - 9.
	Field exceeds max length.	Ensure that the field matches the field lengths as documented in the field descriptions above.
	Exceeded maximum number of details.	Exceeded maximum number of details - 50 detail lines.
Carrier Code	Carrier Code is required.	Enter a Carrier Code when TPL is being entered.
Charges	Charges must be less than or equal to 999999.99.	Ensure the amount is not greater than $999,999.99.
	Charges must be greater than or equal to 0.01.	Ensure that the amount is greater than or equal to 0.01.
	Charges is required.	Enter the detail charges.
DOS	DOS is required.	Enter the date of service.
	DOS must be less than or equal to Today.	Enter a date of service that is less than or equal to today's date.
	DOS must be greater than or equal to 01/01/1990.	Enter a date of service that is greater than or equal to 01/01/1990.
	DOS must be less than or equal to 12/31/2299.	Enter a date of service that is less than or equal to 12/31/2299.
Date of Birth	Date of Birth is required.	Ensure that the Date of Birth, on the TPL panel, is on or before today's date.
	Date of Birth must be greater than or equal to 01/01/1900.	Enter a Date of Birth greater than or equal to 01/01/1900.
	Date of Birth must be less than or equal to 12/31/2299.	Enter a Date of Birth less than or equal to 12/31/2299.
	Date of Birth must be less than or equal to Today.	Ensure that the Date of Birth, on the TPL panel, is on or before today's date.
First Name	First Name is required.	Enter the recipient's first name.
First Name, MI	First Name is required.	Enter a first name when TPL is applicable.

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Field	Error Message	To Correct
Last Name	Last Name is required.	Header: Enter the recipient's last name. TPL: Enter a last name when TPL is applicable.
POS	A valid POS is required.	Enter a valid Place of Service (POS).
	POS contains an invalid value.	Enter a valid Place of Service (POS).
Paid Date	Paid Date is required.	Enter a Paid Date when TPL is being entered.
	Paid Date must be greater than or equal to 01/01/1900.	Enter a Paid Date greater than or equal to 01/01/1900 when TPL is being entered.
	Paid Date must be less than or equal to 12/31/2299.	Enter a Paid Date less than or equal to 12/31/2299 when TPL is being entered.
	Paid Date must be less than or equal to Today.	Ensure that the date is on or before today's date.
Plan Name	Plan Name is required.	Enter a Plan Name when TPL is being entered.
Policy Number	Policy Number is required.	Enter a Policy Number when TPL is being entered.
Procedure	A valid Procedure is required.	Enter a valid ICD-9 procedure.
Recipient ID	A valid Recipient ID is required and must be 13 digits.	Enter a valid 13 digit Recipient ID.
Relationship to Insured	Relationship to Insured is required.	Select a Relationship to Insured when TPL is applicable.
Surface	A valid Surface is required.	Enter a valid tooth surface code.
TPL Amount	TPL Amount is required when TPL records are present.	Enter a TPL Amount in the Dental Claim panel when data is entered into the TPL panel.
	TPL Amount must be less than or equal to 999999.99.	Ensure that the amount is not greater than $999,999.99.
	TPL Amount must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
Tooth Number	Tooth Number is not valid.	Ensure that the tooth value is a valid value. Value = 00-33, A-T.
Total Charges	Total Charges must be less than or equal to 999999.99.	Ensure the amount is not greater than $999,999.99.
Units	Units must be less than or equal to 999999999999.999.	Ensure the units billed are not greater than 999,999,999,999.999.
	Units must be greater than or equal to 0.01.	Ensure that the amount is greater than or equal to 0.01.
	Units is required.	Enter the detail units.

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10.4.5 Dental Claim Panel Extra Features

Field	Field Type
Date of Birth	Read-only field displays after Recipient ID field populated.
First Name, MI	Read-only field displays after Recipient ID field populated.
Last Name	Read-only field displays after Recipient ID field populated.
NPI or MCD	Hyperlink appears after the Rendering Physician ID field is populated with a valid NPI number. The NPI or MCD link indicates the provider number type displayed in the main panel: National Provider Identification (NPI) or Medicaid (MCD) number. Clicking NPI or MCD displays the Provider ID / Number panel, from which users can switch the provider number displayed from NPI to MCD.
Provider ID	Read-only field displays the billing NPI number associated with the user's ID.
Provider Name	Read-only field associated with the Provider ID field.
Surface	There is a limit of five surfaces.

10.4.6 Dental Claim Panel Accessibility

10.4.6.1 To Access the Dental Claim Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Dental**.	Dental Claim panel displays.

10.4.6.2 To Add on the Dental Claim Panel

Step	Action	Response
1	Enter **Recipient ID**.	
2	Enter the recipient's **Last Name**.	
3	Enter the recipient's **First Name**.	
4	Enter **Patient Account #.**	
5	Select **Emergency** indicator from drop down list.	
6	Enter **POS** or click [Search] to select from list.	Clicking [Search] activates the POS Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
7	Select a related cause from the **Cause 1** drop down list.	
8	Select a related cause from the **Cause 2** drop down list.	

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Step	Action	Response
9	Select a related cause from the **Cause 3** drop down list.	
10	Enter **TPL Amount**.	
11	Click **add** in TPL section.	Activates fields for entry of data or selection from lists.
12	Enter **Policy Number**.	
13	Enter **Plan Name**.	
14	Select **Relationship to Insured** from drop down list.	
15	Enter **Carrier Code** or click [Search] to select from list.	Clicking [Search] activates the Carrier Code Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
16	Enter **Paid Date**.	
17	Enter policy holder **Last Name**.	
18	Enter policy holder **First Name, MI**.	
19	Enter policy holder **Date of Birth**.	
20	Click **add** in Detail section.	Activates fields for entry of data or selection from lists.
21	Enter **Procedure** code or click [Search] to select from list.	Clicking [Search] activates the Procedure Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
22	Enter **Tooth Number**.	
23	Select **Quadrant** from drop down list.	
24	Enter **Rendering Provider** number or click [Search] to select from list.	Clicking [Search] activates the Rendering Provider ID Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
25	Enter **DOS**.	
26	Enter **Units**.	
27	Enter **Charges**.	
28	Enter **POS** or click [Search] to select from list.	Clicking [Search] activates the POS Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
29	Click **add** in Surfaces section.	Activates fields for entry of data or selection from lists.
30	Select **Surface** from drop down list.	
31	Click **add** in Detail section to add another	Activates fields for entry of data or selection from

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Step	Action	Response
	service line and repeat steps 21 thru 30.	lists.
32	Click **submit**.	Submits dental claim.

10.4.6.3 To Update on the Dental Claim Panel

Step	Action	Response
1	Click row to update.	
2	Click in field(s) to update and perform update.	
3	Click **adjust, void** or **re-submit**.	Submits an adjustment, void or re-submits a denied dental claim.

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10.5 Institutional

10.5.1 Institutional Claim Panel Narrative

The Institutional panel allows an institutional provider to submit an inpatient, outpatient, long term care (LTC), or crossover claim, and/or adjust or void a paid claim. The user has the capability to enter all of the required information to submit an institutional claim, including multiple detail lines. For a paid claim, the user has the option of updating select fields and re-submitting the claim as an adjustment or to void the claim.

The Institutional Claim panel includes the following sections:

- Institutional Claim
- Diagnosis
- TPL
- Medicare Information
- Detail
- Claim Status Information
- Adjustment Information
- EOB Information

NOTE:

The Adjustment Information and EOB Information panels appear after a claim has been submitted.

Click the link to activate and display the following panels. Only one panel can be displayed at a time.

- Condition
- Payer
- Procedure
- Occurrence

Navigation Path: [Claim] – [Institutional] OR [Claim]-[click on Institutional link] OR [Claim] – [Search] - [search for institutional claims]-[select institutional claim from search results]

NOTE:

Each field which contains an asterisk represents a required field. Therefore, the claim is not considered complete until those fields have been completed with the appropriate data.

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10.5.2 Institutional Claim Panel Layout

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Institutional Claim

Billing Information

ICN
Provider ID 6063406006 NPI
Provider Name USA MEDICAL
Recipient ID*
Last Name*
First Name*
Date of Birth
Patient Account #
Medical Record #
Attending Phys* [Search]
Referring Phys [Search]
Operating Physician [Search]

Diagnosis

Admitting Diagnosis [Search]

Service Information

Claim Type*
Service Authorization
Delay Reason
Type Of Bill*
From Date*
To Date*
Patient Status [Search]
Admission Type [Search]
Admission Date
Admission Hour
Discharge Time
Covered Days 0
Non Covered Days 0
District Plan

Charges

TPL Amount $0.00
Total Charges $0.00
Total Copay $0.00
Total Paid Amount $0.00

Click the link below to activate the corresponding panel:
Condition Payer Procedure Occurrence

Diagnosis

Sequence	Diagnosis	Description
A		

Type data below for new record.

Sequence* Diagnosis* [Search]

delete add

TPL

Plan Name	Policy Number	Relationship to Insured	Last Name	First Name	MI	Date of Birth
A						

Type data below for new record.

Policy Number
Plan Name
Relationship to Insured*
Carrier Code* [Search]
Carrier Name
Paid Date*

Policy Holder

Last Name*
First Name, MI*
Date of Birth*

delete add

Medicare Information

Medicare Paid Date
Medicare Allowed Amount $0.00
Medicare Paid Amount $0.00
Lifetime Reserve Days
Deductible Amount $0.00
Coinsurance Amount $0.00
Coinsurance Days

Detail

Item	Status	Revenue Code	HCPCS	Units	Charges	Non Covered Charges	Allowed Amount
A	1			0	$0.00	$0.00	$0.00

Type data below for new record.

Item 1
Detail Status
From DOS
To DOS
Units* 0
Charges* $0.00
Non Covered Charges $0.00
Revenue Code* [Search]
HCPCS [Search]
Unit Rate 0
Modifiers [Search] [Search] [Search] [Search]
Units of Measurement Unit
Allowed Amount $0.00
CoPay Amount $0.00

delete add

Claim Status Information

Claim Status Not Submitted

submit cancel

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Adjustment Information

ICN	Date Adjusted	Claim Status History Date	Claim Status	Location	Adjustment Reason	Adjustment Analyst ID
4402363923643	09/10/2002	09/13/2002	DENIED	99	X989	

Claim Status Information

Claim Status	PAID
Claim ICN	4003403402055
Paid Date	07/22/2002
Allowed Amount	$32.00

EOB Information

Detail Number	Code	Description
1	X357	PAYMENT AMOUNT, IF ANY, REPRESENTS THE MAXIMUM PAYMENT ALLOWED BY MEDICAID.
2	X357	PAYMENT AMOUNT, IF ANY, REPRESENTS THE MAXIMUM PAYMENT ALLOWED BY MEDICAID.
3	X357	PAYMENT AMOUNT, IF ANY, REPRESENTS THE MAXIMUM PAYMENT ALLOWED BY MEDICAID.

NOTE:

Section 10.5.3 acts as a reference guide to further define each field, listed in alphabetical order, and the buttons available on the institutional claim form. Please refer to section 10.5.6.2 for step by step instructions on how to complete the institutional claim form.

10.5.3 Institutional Claim Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button is used to add data to a panel (Diagnosis, Condition, Payer, Procedure, Occurrence, TPL and Detail).	Button	N/A	0
adjust	This button submits adjustments for a paid claim.	Button	N/A	0
cancel	This button cancels the current operation and discards any changes.	Button	N/A	0
copy claim	This button creates a new claim from the current claim.	Button	N/A	0
delete	This button is used to delete data from a panel (Diagnosis, Condition, Payer, Procedure, Occurrence, TPL and Detail).	Button	N/A	0
re-submit	This button submits modifications made to a denied claim for adjudication.	Button	N/A	0
submit	This button submits a claim for adjudication.	Button	N/A	0
void	This button submits a void request for a paid claim.	Button	N/A	0
Adjustment Analyst ID	Displays the identification number of the analyst that adjusted the claim. (Read-Only)	Field	Alphanumeric	10

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Field	Description	Field Type	Data Type	Length
Adjustment Reason	Displays the adjustment reason code. (Read-Only)	Field	Number (Integer)	4
Admission Date	Displays the date that the recipient was admitted by the provider for inpatient care, outpatient care or start of care.	Field	Date (MM/DD/CCYY)	10
Admission Hour	Displays the hour during which the patient was admitted for inpatient or outpatient care, in military time.	Field	Number (Integer)	4
Admission Type	Displays the code which indicates the priority of the admission for inpatient or outpatient care.	Field	Character	2
Admitting Diagnosis	Displays the admitting diagnosis code.	Field	Character	5
Allowed Amount	Displays the amount approved to pay for services provided to a recipient. (Read-Only)	Field	Number (Decimal)	9
Attending Phys#	Displays the identification number of the physician who would be expected to certify and recertify the medical necessity of the services rendered and /or who has primary responsibility for the patient's medical care and treatment.	Field	Alphanumeric	10
Carrier Code	Displays the 5-digit carrier code that identifies the recipient’s third party liability’s insurance plan.	Field	Number (Integer)	5
Carrier Name	Displays the carrier name based on the carrier code entered. (Read-Only)	Field	Character	45
Charges	Displays the usual and customary charge for the service provided.	Field	Number (Decimal)	13
Claim ICN	Displays the claim's internal control number (ICN) issued by Medicaid. (Read-Only)	Field	Number (Integer)	13
Claim Status	Indicates the status after adjudication. Possible values are PAID, DENIED, SUSPENDED or ADJUSTED. The status of "Adjusted" reflects this claim is no longer paid. Refer to the Adjustment Information panel for claims which have reprocessed per the Adjustment process.	Field	N/A	0

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Field	Description	Field Type	Data Type	Length
Claim Status History Date	Displays the original claim date before the claim was adjusted. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Claim Type	Displays the code and description that specifies the type of claim. Note: Long Term Care Crossover claims are listed as claim type A – UB04 Inst Xover Claims.	Combo Box	Drop Down List Box	0
CoPay Amount	Displays the amount recipient is to pay for service rendered. (Read-Only)	Field	Number (Decimal)	9
Code	Displays the explanation of benefits code. (Read-Only)	Field	Number (Integer)	4
Coinsurance Amount	Displays the amount which represents the recipients' coinsurance payment.	Field	Number (Decimal)	8
Coinsurance Days	Displays the amount of coinsurance days used during the inpatient stay on this claim.	Field	Number (Integer)	5
Condition	Displays the code used to identify conditions relating to a UB04 claim that may affect payer processing.	Field	Character	2
Covered Days	Displays the number of days covered for the statement period of the claim.	Field	Number (Integer)	5
Date Adjusted	Displays the date the claim was adjusted. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Date of Birth	Header: Displays the recipient's date of birth. (Read-Only and defaulted.) TPL: Displays the date of birth of the third party policy holder.	Field	Date (MM/DD/CCYY)	10
Deductible Amount	Displays the amount the recipient must pay before Medicare.	Field	Number (Decimal)	8
Delay Reason	Displays the delay reason codes that are used by specific Medicaid providers. These do not affect hospitals, State Mental Health or Nursing Home providers. These delay reasons can not override claims over the year past filing limit.	Combo Box	Drop Down List Box	0
Denied Date	Displays the date the claim was denied. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Description	Displays the explanation of benefits description. (Read-Only)	Field	Alphanumeric	79

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Field	Description	Field Type	Data Type	Length
Detail	Displays the line item detail number of the claim. (Read-Only)	Field	Number (Integer)	2
Detail Number	Displays the line item detail number of the claim. (Read-Only)	Field	Number (Integer)	2
Detail Status	Displays the status of the detail line. (Read-Only).	Field	Alphanumeric	10
Diagnosis	Displays the diagnosis code.	Field	Character	5
Discharge Time	Displays the discharge time.	Field	Number (Integer)	4
District Plan	Displays the district code that identifies the type of encounter. H01 – H08 identifies a Partnership Hospital Program claim. P01 – P14 identifies a Maternity Care claim. (Read-Only)	Field	Alphanumeric	5
First Name	Displays the first name of the recipient.	Field	Character	35
First Name, MI	Displays the first name and middle initial of third party policy holder.	Field	Character	25
From DOS	Displays the beginning date on which service was provided.	Field	Date (MM/DD/CCYY)	10
From Date	Displays the date on which the statement period on the claim began. Occurrence: The date when the occurrence code began.	Field	Date (MM/DD/CCYY)	10
HCPCS	Displays the code that identifies the service that was provided.	Field	Alphanumeric	6
ICN	Displays the claim's internal control number (ICN) issued by Medicaid. (Read-Only)	Field	Number (Integer)	13
Item	Displays the line item number. (Read-Only)	Field	Number (Integer)	3
Last Name	Displays the last name of the recipient. TPL: Displays the last name of third party policy holder.	Field	Character	60

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Field	Description	Field Type	Data Type	Length
Lifetime Reserve Days	Displays the amount of lifetime reserve days used during the inpatient stay on this claim. Under Medicare, each beneficiary has a lifetime reserve of 60 additional days of inpatient hospital services after using 90 days of inpatient hospital services during a spell of illness.	Field	Number (Integer)	5
Location	Displays the place of service (POS) where the service was rendered.	Field	Number (Integer)	2
Medical Record#	Displays the medical record number assigned to the recipient by the provider for the service that was performed.	Field	Alphanumeric	30
Medicare Allowed Amount	Displays the amount allowed by Medicare.	Field	Number (Decimal)	10
Medicare Paid Amount	Displays the amount paid by Medicare.	Field	Number (Decimal)	10
Medicare Paid Date	Displays the date Medicare paid for the services rendered.	Field	Date (MM/DD/CCYY)	10
Modifiers 1	Displays the modifier when applicable.	Field	Number (Integer)	2
Modifiers 2	Displays the second modifier when applicable.	Field	Number (Integer)	2
Modifiers 3	Displays the third modifier when applicable.	Field	Number (Integer)	2
Modifiers 4	Displays the fourth modifier when applicable.	Field	Number (Integer)	2
Non Covered Charges	Displays the amount not covered by insurance.	Field	Number (Decimal)	8
Non Covered Days	Displays the number of days not covered for the statement period of the claim.	Field	Number (Integer)	5
Occurrence	Displays the code identifying a significant event relating to this bill that may affect payer processing.	Field	Character	2
Operating Physician	Displays the identification number of other physician who performed services.	Field	Alphanumeric	10

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Field	Description	Field Type	Data Type	Length
Paid Date	Displays the date the claim was billed and paid. (Read-Only) Medicare: Displays the date Medicare paid for the services. TPL: Displays the date third party policy paid for the services.	Field	Date (MM/DD/CCYY)	10
Patient Account#	Displays the identification for a recipient assigned by a provider and used in their system.	Field	Alphanumeric	38
Patient Status	Displays the code which indicates the status of the recipient as of the ending service date of the period covered on a UB04 claim.	Field	Alphanumeric	2
Payer	Displays if the payer is Medicaid, Medicare, or other third party.	Combo Box	Drop Down List Box	0
Plan Name	Displays the third party liability's plan name.	Field	Alphanumeric	60
Policy Number	Displays the third party liability's policy number.	Field	Alphanumeric	30
Prior Payment	Displays the amount that has been received prior to this billing from this payer.	Field	Number (Decimal)	9
Procedure	Displays the surgical code which identifies the service provided.	Field	Character	4
Procedure Date	Displays the date on which the surgical procedure code was performed.	Field	Date (MM/DD/CCYY)	10
Provider ID	Displays the National Provider Identification number of the billing provider. (Read-Only and Defaulted.)	Field	Alphanumeric	10
Provider Name	Displays the name of the billing provider. (Read Only and defaulted on header panel.)	Field	Alphanumeric	15
Recipient ID	Displays the recipient's Medicaid identification number.	Field	Number (Integer)	13
Referring Phys	Displays the identification number of the referring physician.	Field	Alphanumeric	10
Relationship to Insured	Displays the third party liability's insured relationship.	Combo Box	Drop Down List Box	0

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Field	Description	Field Type	Data Type	Length
Revenue Code	Displays the code which identifies a specific accommodation, ancillary service or billing calculation.	Field	Character	4
Sequence	Displays the sequence number which indicates the position in which the information occurs on the claim.	Field	Number (Integer)	2
Service Authorization	Displays the type of maternity override or if the service was due to an emergency.	Combo Box	Drop Down List Box	0
TPL Amount	Displays the dollar amount paid by a third party liability insurance. (Read-Only)	Field	Number (Decimal)	15
To DOS	Displays the ending date on which service was provided.	Field	Date (MM/DD/CCYY)	10
To Date	Displays the date on which the statement period on the claim ended.	Field	Date (MM/DD/CCYY)	10
Total Charges	Displays the total amount charged for the claim. (Read-Only and calculated from Detail Charges.)	Field	Number (Decimal)	13
Total Copay	Displays the total amount recipient is to pay for services rendered. (Read-Only)	Field	Number (Decimal)	9
Total Paid Amount	Displays the total amount paid. (Read-Only).	Field	Number (Decimal)	13
Type Of Bill	Displays bill type on a UB04 claim form.	Field	Alphanumeric	3
Units of Measurement	Displays the measurement of units. (Read-Only)	Combo Box	Drop Down List Box	0
Unit Rate	Displays the accommodation rate for the individual unit billed for revenue codes 100 – 219.	Field	Number (Decimal)	8
Units	Displays the units of service on this detail.	Field	Number (Integer)	6

10.5.4 Institutional Panel Field Edit Error Codes

Field	Error Message	To Correct
adjust	Adjust was successful. See Claim Status Information for details.	Ensures that the claim adjustment request was sent successfully and status details can be viewed on the Claim Status Information panel.
copy claim	Copy was successful.	Ensures that the copy was successful and modifications can be made prior to submission.

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Field	Error Message	To Correct
submit	Submit was successful. See Claim Status Information for details.	Ensures that the claim was sent successfully and status details can be viewed on the Claim Status Information panel.
void	Void was successful. See Claim Status Information for details.	Ensures that the claim was sent successfully and status details can be viewed on the Claim Status Information panel.
Admission Date	Admission Date is required for the selected Claim Type.	Enter the Admission Date when the claim type is Inpatient, Long Term Care or Inpatient Crossover.
	Admission Date must be less than or equal to Today.	Ensure that the date is on or before today's date.
Admission Hour	Admission Hour must be Numeric.	Enter a 4 digit numeric value represent time.
	Admission Hour must be 4 character(s) in length.	Ensure the Admission Hour is valid and in HHMM format.
	Admission Hour is required for the selected Claim Type and Type of Bill.	Enter the Admission Hour when the claim type is Inpatient Crossover and the Type of Bill begins with '1'.
Admission Type	Admission Type is required for the selected Claim Type and Type of Bill.	Enter the Admission Type when the claim type is Inpatient Crossover and the Type of Bill begins with '1'.
	Admission Type contains an invalid value.	Enter a valid Admission Type.
Admission Type	Admission Type is required for the selected Claim Type and Type of Bill.	Enter the Admission Type when the claim type is Inpatient Crossover and the Type of Bill begins with '1'.
All fields	Invalid number / Invalid date / Invalid character data / Invalid alphanumeric data.	Ensure that the field matches the data type as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date fields must only contain valid dates; character fields must only contain A - Z; alphanumeric fields must only contain A - Z and 0 - 9.
	Field exceeds max length.	Ensure that the field matches the field lengths as documented in the field descriptions above.
	Exceeded maximum number of details.	Enter a claim with 999 detail lines or less.
Attending Phys	Attending Phys is required.	Enter a valid Attending Physician.
Carrier Code	Carrier Code is required.	Enter a valid Carrier Code.
Charges	Charges must be less than or equal to 999999.99.	Ensure the amount is not greater than $999,999.99.

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Field	Error Message	To Correct
	Charges must be greater than or equal to 0.01.	Ensure that the amount is greater than or equal to 0.01.
	Charges is required.	Enter the detail charges.
Claim Type	A valid Claim Type is required.	Enter a valid Claim Type.
Coinsurance Amount	Coinsurance Amount must be less than or equal to 999999.99.	Ensure that the amount is not greater than $999,999.99.
	Coinsurance Amount must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
Coinsurance Days	Coinsurance Days must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
	Coinsurance Days must be less than or equal to 9999.99.	Ensure that the number of days is not greater than 9999.
Condition	A valid Condition is required.	Enter a valid condition if adding Conditions.
Covered Days	Covered Days must be less than or equal to 9999.	Ensure that the number of days is not greater than 9999.
	Covered Days is required for the selected Claim Type.	Enter the Covered Days when the claim type is Inpatient, Long Term Care or Inpatient Crossover.
Date of Birth	Date of Birth is required.	Enter a date of birth in the TPL panel.
	Date of Birth must be less than or equal to Today.	Ensure that the Date of Birth, on the TPL panel, is on or before today's date.
	Date of Birth must be greater than or equal to 01/01/1900.	Enter a Date of Birth greater than or equal to 01/01/1900.
	Date of Birth must be less than or equal to 12/31/2299.	Enter a Date of Birth less than or equal to 12/31/2299.
Deductible Amount	Deductible Amount must be less than or equal to 999999.99.	Ensure that the amount is not greater than $999,999.99.
	Deductible Amount must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
Diagnosis	A valid Diagnosis is required.	Enter a valid diagnosis code.
Discharge Time	Discharge Time is not valid.	Ensure the Discharge Time is valid and in HHMM format.
First Name	First Name is required.	Enter the recipient's first name.
First Name, MI	First Name is required.	Enter a first name when TPL is applicable.
From DOS	From DOS must be less than or equal to To DOS.	Ensure From DOS is less than or equal to the To DOS.

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Field	Error Message	To Correct
	From DOS must be less than or equal to Today.	Ensure that the date is on or before today's date.
	From DOS must be greater than or equal to 1/1/1990.	Enter a From date of service that is greater than or equal to 1/1/1990.
	From DOS must be less than or equal to 12/31/2299.	Enter a From date of service that is less than or equal to 12/31/2299.
From Date	From Date is required.	Enter a from date.
	From Date must be less than or equal to To Date.	Ensure From Date is less than or equal to the To Date.
	From Date must be less than or equal to Today.	Ensure that the date is on or before today's date.
	From Date must be greater than or equal to 01/01/1990.	Ensure From Date is greater than or equal to 01/01/1990.
	From Date must be less than or equal to 12/31/2299.	Ensure From Date is less than or equal to 12/31/2299.
HCPCS	HCPCS contains an invalid value.	Enter a valid HCPCS code.
Last Name	Last Name is required.	Header: Enter the recipient's last name. TPL: Enter a last name when TPL is applicable.
Lifetime Reserve Days	Lifetime Reserve Days must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
	Lifetime Reserve Days must be less than or equal to 9999.99.	Ensure that the number of days is not greater than 9999.
Medicare Allowed Amount	Medicare Allowed Amount must be less than or equal to 99999999.99.	Ensure that the amount is not greater than $99,999,999.99.
	Medicare Allowed Amount must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
Medicare Paid Amount	Medicare Paid Amount must be less than or equal to 99999999.99.	Ensure that the amount is not greater than $99,999,999.99.
	Medicare Paid Amount must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
Medicare Paid Date	Medicare Paid Date is required.	Enter a Medicare Paid Date when crossover information is entered.
	Medicare Paid Date must be greater than or equal to 01/01/1900.	Enter a Medicare Paid Date greater than or equal to 01/01/1900.
	Medicare Paid Date must be less than or equal to 12/31/2299.	Enter a Medicare Paid Date less than or equal to 12/31/2299.

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Field	Error Message	To Correct
	Medicare Paid Date must be less than or equal to Today.	Ensure that the date is on or before today's date.
Modifiers	Modifier 1 contains an invalid value.	Enter a valid Modifier Code.
Modifiers 2	Modifier 2 contains an invalid value.	Enter a valid Modifier Code.
Modifiers 3	Modifier 3 contains an invalid value.	Enter a valid Modifier Code.
Modifiers 4	Modifier 4 contains an invalid value.	Enter a valid Modifier Code.
Non Covered Charges	Non Covered Charges must be less than or equal to 999999.99.	Ensure the amount is not greater than $999,999.99.
	Non Covered Charges must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
Non Covered Days	Non Covered Days must be less than or equal to 9999.	Ensure that the number of days is not greater than 9999.
Occurrence Code	A valid Occurrence Code is required.	Enter a valid Occurrence Code if Occurrence is being added.
Paid Date	Paid Date is required.	Enter a Paid Date when TPL is being entered.
	Paid Date must be greater than or equal to 01/01/1900.	Enter a Paid Date greater than or equal to 01/01/1900.
	Paid Date must be less than or equal to 12/31/2299.	Enter a Paid Date less than or equal to 12/31/2299.
	Paid Date must be less than or equal to Today.	Ensure that the date is on or before today's date.
Patient Status	Patient Status is required for the selected Claim Type.	Enter the Patient Status when the claim type is Inpatient, Long Term Care or Inpatient Crossover.
	Patient Status contains an invalid value.	Enter a valid Patient Status.
Payer	Payer is required.	Enter a valid payer if adding Payers.
Plan Name	Plan Name is required.	Enter a Plan Name when TPL is being entered.
Policy Number	Policy Number is required.	Enter a Policy Number when TPL is being entered.
Prior Payment	Prior Payment must be greater than $0.00.	Ensure that the amount is greater than 0.
	Prior Payment must be greater than or equal to $0.00.	Ensure that the amount is greater than or equal to 0.
	Prior Payment must be less than or equal to 9999999.99.	Ensure that the amount is not greater than $9,999,999.99.
Procedure	A valid Procedure is required.	Enter a valid ICD-9 procedure.

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Field	Error Message	To Correct
Procedure Date	Procedure Date must be less than or equal to Today.	Ensure that the date is on or before today's date.
	Procedure Date must be greater than or equal to 1/1/1990.	Enter a Procedure Date that is greater than or equal to 1/1/1990.
	Procedure Date must be less than or equal to 12/31/2299.	Enter a Procedure Date that is less than or equal to 12/31/2299.
Recipient ID	Recipient ID is required and must be 13 digits.	Enter a valid 13 digit Recipient ID.
Relationship to Insured	Relationship to Insured is required.	Select a Relationship to Insured when TPL is applicable.
Revenue Code	A valid Revenue Code is required.	Enter a valid Revenue Code.
Sequence	Sequence is required.	Enter a valid sequence number.
	Sequence must be greater than or equal to 1.	Ensure that the sequence is greater than or equal to 1.
	Sequence must be less than or equal to 24.	Ensure the sequence is not greater than 24 on the ICD-9 panel.
	Sequence must be less than or equal to 3.	Ensure that the sequence is greater than or equal to 3 on the Payer panel.
	Sequence must be Numeric.	Ensure the sequence is numeric.
	Sequence contains duplicates.	Enter a unique sequence.
TPL Amount	TPL Amount must be less than or equal to 9999999.99.	Ensure that the amount is not greater than $999,999.99.
	TPL Amount must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
To DOS	To DOS must be less than or equal to Today.	Ensure that the date is on or before today's date.
	To DOS must be greater than or equal to 1/1/1990.	Enter a To date of service that is greater than or equal to 1/1/1990.
	To DOS must be less than or equal to 12/31/2299.	Enter a To date of service that is less than or equal to 12/31/2299.
To Date	To Date is required.	Enter a To Date at the header. The Occurrence To Date is optional.
	From Date must be less than or equal to To Date.	Ensure From Date is less than or equal to the To Date.
	To Date must be less than or equal to Today.	Ensure that the date is on or before today's date.

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Field	Error Message	To Correct
	To Date must be greater than or equal to 1/1/1990.	Ensure To Date is greater than or equal to 1/1/1990.
	To Date must be less than or equal to 12/31/2299.	Ensure To Date is less than or equal to 12/31/2299.
Total Charges	Total Charges must be less than or equal to 999999.99.	Ensure the amount is not greater than $999,999.99.
Type Of Bill	Type Of Bill is required.	Enter a valid Type of Bill.
	Type Of Bill must be at least 3 characters in length.	Enter a valid Type of Bill.
	Type Of Bill is not valid.	Enter a valid Type of Bill.
Unit Rate	Unit Rate Amount must be less than or equal to 999999.9999.	Ensure that the amount is not greater than $999,999.9999.
	Unit Rate must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
Units	Units must be less than or equal to 999999999999.999.	Ensure the units billed are not greater than 999,999,999,999.999.
	Units must be greater than 0.01.	Ensure that the amount is greater than or equal to 0.01.
	Units is required.	Enter the detail units.

10.5.5 Institutional Claim Panel Extra Features

Field	Field Type
Carrier Name	Read-only field displays after Carrier Code field populated.
Date of Birth	Read-only field displays after Recipient ID field populated.
NPI or MCD	Hyperlink appears after the Attending Phys, Referring Phys or Operating Physician field(s) is populated with a valid NPI number. The NPI or MCD link indicates the provider number type displayed in the main panel: National Provider Identification (NPI) or Medicaid (MCD) number. Clicking NPI or MCD displays the Provider ID / Number panel, from which users can switch the provider number displayed from NPI to MCD.
Provider ID	Read-only field displays the billing NPI number associated with the user's ID.
Provider Name	Read-only field associated with the Provider ID field.

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10.5.6 Institutional Claim Panel Accessibility

10.5.6.1 To Access the Institutional Claim Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Institutional**.	Institutional Claim panel displays.

10.5.6.2 To Add on the Institutional Claim Panel

Step	Action	Response
1	Enter **Recipient ID**.	
2	Enter the recipient's **Last Name**.	
3	Enter the recipient's **First Name**.	
4	Enter **Patient Account #**.	
5	Enter **Medical Record #**.	
6	Enter **Attending Phys** or click [Search] to select from list.	Clicking [Search] activates the Attending Phys Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
7	Enter **Referring Phys** or click [Search] to select from list.	Clicking [Search] activates the Referring Phys Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
8	Enter **Operating Physician** or click [Search] to select from list.	Clicking [Search] activates the Operating Physician Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
9	Enter **Admitting Diagnosis** or click [Search] to select from list.	Clicking [Search] activates the Admitting Diagnosis Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
10	Select **Claim Type** from drop down list.	
11	Select **Service Authorization** from drop down list.	
13	Select **Delay Reason** from drop down list.	
14	Enter **Type Of Bill**.	
15	Enter **From Date**.	
16	Enter **To Date**.	
17	Enter **Patient Status** or click [Search] to select from list.	Clicking [Search] activates the Patient Status Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.

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Step	Action	Response
18	Enter **Admission Type** or click [Search] to select from list.	Clicking [Search] activates the Admission Type Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
19	Enter **Admission Date**.	
20	Enter **Admission Hour**.	
21	Enter **Discharge Time**.	
22	Enter **Covered Days**.	
23	Enter **Non Covered Days**.	
24	Click **Condition**.	Condition panel displays. Please refer to section 10.6.6.2 for step by step instructions on how to complete the Condition panel.
25	Click **Payer**.	Payer panel displays. Please refer to section 10.7.6.2 for step by step instructions on how to complete the Condition panel.
26	Click **Procedure**.	Procedure panel displays. Please refer to section 10.8.6.2 for step by step instructions on how to complete the Condition panel.
27	Click **Occurrence.**	Occurrence panel displays. Please refer to section 10.9.6.2 for step by step instructions on how to complete the Condition panel.
28	Enter **Sequence**.	
29	Enter **Diagnosis** or click [Search] to select from list.	Clicking [Search] activates the Diagnosis Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
30	Click **add** in Diagnosis section to add another diagnosis and repeat steps 28 thru 29.	Activates fields for entry of data or selection from lists.
31	Click **add** in TPL section.	Activates fields for entry of data or selection from lists.
32	Enter **Policy Number**.	
33	Enter **Plan Name**.	
34	Select **Relationship to Insured** from drop down list.	
35	Enter **Carrier Code** or click [Search] to select from list.	Clicking [Search] activates the Carrier Code Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
36	Enter TPL **Paid Date**.	
37	Enter policy holder **Last Name**.	

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Step	Action	Response
38	Enter policy holder **First Name, MI**.	
39	Enter policy holder **Date of Birth**.	
40	Click **add** in TPL section to add another TPL carrier and repeat steps 32 thru 39.	Activates fields for entry of data or selection from lists.
41	Enter **Medicare Paid Date**.	
42	Enter **Medicare Allowed Amount**.	
43	Enter **Medicare Paid Amount**.	
44	Enter **Lifetime Reserve Days**.	
45	Enter **Deductible Amount**.	
46	Enter **Coinsurance Amount**.	
47	Enter **Coinsurance Days**.	
48	Enter **From DOS**.	
49	Enter **To DOS**.	
50	Enter **Units**.	
51	Enter **Charges**.	
52	Enter **Non Covered Charges**.	
53	Enter **Revenue Code** or click [Search] to select from list.	Clicking [Search] activates the Revenue Code Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
54	Enter **HCPCS** or click [Search] to select from list.	Clicking [Search] activates the HCPCS Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
55	Enter **Unit Rates**.	
56	Enter **Modifiers** or click [Search] to select from list.	Clicking [Search] activates the Modifiers Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
57	Click **add** in Detail section to add another service line and repeat steps 48 thru 56.	Activates fields for entry of data or selection from lists.
58	Click **submit**.	Submits institutional claim.

10.5.6.3 To Update on the Institutional Claim Panel

Step	Action	Response
1	Click row to update.	
2	Click in field(s) to update and perform update.	
3	Click **adjust, void** or **re-submit**.	Submits an adjustment, void or re-submits a

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Step	Action	Response
		denied institutional claim.

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10.6 Condition

10.6.1 Condition Panel Narrative

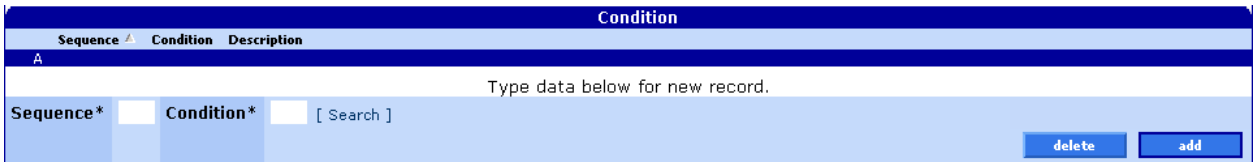
The Condition panel allows users to add condition information to an institutional claim.

Navigation Path: [Claims] – [Institutional] – [Condition]

NOTE:

Each field which contains an asterisk represents a required field after a user has clicked on 'add'. Therefore, the claim is not considered complete until those fields have been completed with the appropriate data. If you do not wish to complete these fields, click 'delete'.

10.6.2 Condition Panel Layout



10.6.3 Condition Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button is used to add data to a panel (Diagnosis, Condition, Payer, Procedure, Occurrence, TPL and Detail).	Button	N/A	0
delete	This button is used to delete data from a panel (Diagnosis, Condition, Payer, Procedure, Occurrence, TPL and Detail).	Button	N/A	0
Condition	Displays the code used to identify conditions relating to a UB04 claim that may affect payer processing.	Field	Character	2
Sequence	Displays the sequence number which indicates the position in which the information occurs on the claim.	Field	Number (Integer)	2

10.6.4 Condition Panel Field Edit Error Codes

Field	Error Message	To Correct
Condition	A valid Condition is required.	Enter a valid condition if adding Conditions.
Sequence	Sequence is required.	Enter a valid Sequence number.
	Sequence must be greater than or equal to 1.	Ensure that the Sequence is greater than or equal to 1.

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Field	Error Message	To Correct
	Sequence must be Numeric.	Ensure the Sequence is numeric.
	Sequence contains duplicates.	Enter a unique Sequence.

10.6.5 Condition Panel Extra Features

Field	Field Type
No extra features found for this panel.	

10.6.6 Condition Panel Accessibility

10.6.6.1 To Access the Condition Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Institutional**.	Institutional Claim panel displays.
3	Click **Condition**.	Condition panel displays.

10.6.6.2 To Add on the Condition Panel

Step	Action	Response
1	Click **add**.	Activates fields for entry of data or selection from lists.
2	Enter **Sequence**.	
3	Enter **Condition** or click [Search] to select from list.	Clicking [Search] activates the Condition Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
4	Click **submit**.	Submits institutional claim.

10.6.6.3 To Update on the Condition Panel

Step	Action	Response
1	Click row to update.	
2	Click in field(s) to update and perform update.	
3	Click **submit**.	Submits institutional claim.

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10.7 Payer

10.7.1 Payer Panel Narrative

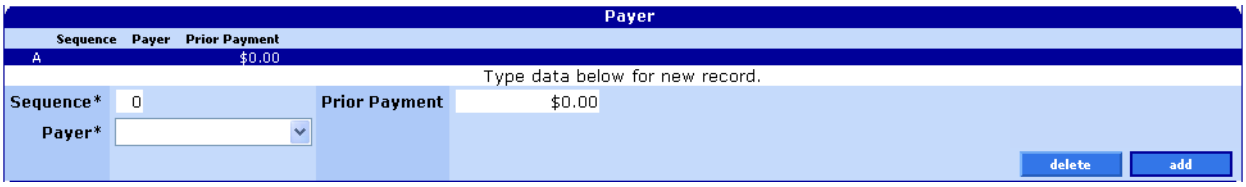
The Payer panel allows users to add payer information to an institutional claim.

Navigation Path: [Claims] – [Institutional] – [Payer]

NOTE:

Each field which contains an asterisk represents a required field after a user has clicked on 'add'. Therefore, the claim is not considered complete until those fields have been completed with the appropriate data. If you do not wish to complete these fields, click 'delete'.

10.7.2 Payer Panel Layout



10.7.3 Payer Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button is used to add data to a panel (Diagnosis, Condition, Payer, Procedure, Occurrence, TPL and Detail).	Button	N/A	0
delete	This button is used to delete data from a panel (Diagnosis, Condition, Payer, Procedure, Occurrence, TPL and Detail).	Button	N/A	0
Payer	Displays if the payer is Medicaid, Medicare, or other third party.	Combo Box	Drop Down List Box	0
Prior Payment	Displays the amount that has been received prior to this billing from this payer.	Field	Number (Decimal)	9
Sequence	Displays the sequence number which indicates the position in which the information occurs on the claim.	Field	Number (Integer)	2

10.7.4 Payer Panel Field Edit Error Codes

Field	Error Message	To Correct
Payer	Payer is required.	Enter a valid payer if adding Payers.
Prior Payment	Prior Payment must be greater than $0.00.	Ensure that the amount is greater than 0.

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Field	Error Message	To Correct
	Prior Payment must be greater than or equal to $0.00	Ensure that the amount is greater than or equal to 0.
	Prior Payment must be less than or equal to 9999999.99.	Ensure that the amount is not greater than $9,999,999.99.
Sequence	Sequence is required.	Enter a valid sequence number.
	Sequence must be greater than or equal to 1.	Ensure that the sequence is greater than or equal to 1.
	Sequence must be less than or equal to 3.	Ensure that the sequence is greater than or equal to 3 on the Payer panel.
	Sequence must be Numeric.	Ensure the sequence is numeric.
	Sequence contains duplicates.	Enter a unique sequence.

10.7.5 Payer Panel Extra Features

Field	Field Type
No extra features found for this panel.	

10.7.6 Payer Panel Accessibility

10.7.6.1 To Access the Payer Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Institutional**.	Institutional Claim panel displays.
3	Click **Payer**.	Payer panel displays.

10.7.6.2 To Add on the Payer Panel

Step	Action	Response
1	Click **add**.	Activates fields for entry of data or selection from lists.
2	Enter **Sequence**.	
3	Select **Payer** from drop down list.	
4	Enter **Prior Payment**.	
5	Enter **Estimated Amount Due**.	
6	Click **submit**.	Submits institutional claim.

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10.7.6.3 To Update on the Payer Panel

Step	Action	Response
1	Click row to update.	
2	Click in field(s) to update and perform update.	
3	Click **submit**.	Submits institutional claim.

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10.8 ICD-9 Procedures

10.8.1 ICD-9 Procedures Panel Narrative

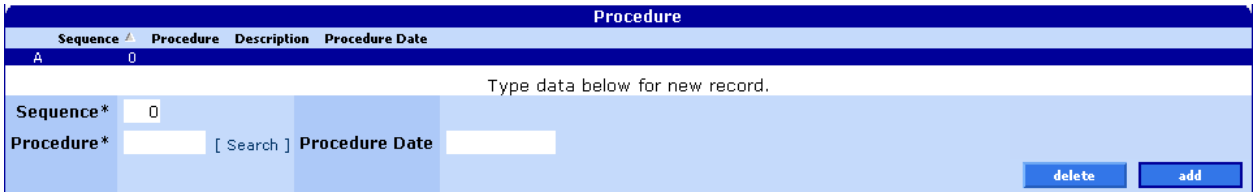
The ICD-9 Procedures panel allows users to add surgical procedure information to an institutional claim.

Navigation Path: [Claims] – [Institutional] – [Procedure]

NOTE:

Each field which contains an asterisk represents a required field after a user has clicked on 'add'. Therefore, the claim is not considered complete until those fields have been completed with the appropriate data. If you do not wish to complete these fields, click 'delete'.

10.8.2 ICD-9 Procedures Panel Layout



10.8.3 ICD-9 Procedures Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button is used to add data to a panel (Diagnosis, Condition, Payer, Procedure, Occurrence, TPL and Detail).	Button	N/A	0
delete	This button is used to delete data from a panel (Diagnosis, Condition, Payer, Procedure, Occurrence, TPL and Detail).	Button	N/A	0
Procedure	Displays the surgical code which identifies the service provided.	Field	Character	4
Procedure Date	Displays the date on which the surgical procedure code was performed.	Field	Date (MM/DD/CCYY)	10
Sequence	Displays the sequence number which indicates the position in which the information occurs on the claim.	Field	Number (Integer)	2

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10.8.4 ICD-9 Procedures Panel Field Edit Error Codes

Field	Error Message	To Correct
Procedure	A valid Procedure is required.	Enter a valid ICD-9 procedure.
Procedure Date	Procedure Date must be greater than or equal to 01/01/1990.	Enter a Procedure Date that is greater than or equal to 01/01/1990.
	Procedure Date must be less than or equal to 12/31/2299.	Enter a Procedure Date that is less than or equal to 12/31/2299.
Sequence	Sequence is required.	Enter a valid sequence number.
	Sequence must be greater than or equal to 1.	Ensure that the sequence is greater than or equal to 1.
	Sequence must be less than or equal to 24.	Ensure the sequence is not greater than 24 on the ICD-9 panel.
	Sequence must be Numeric.	Ensure the sequence is numeric.
	Sequence contains duplicates.	Enter a unique sequence.

10.8.5 ICD-9 Procedures Panel Extra Features

Field	Field Type
No extra features found for this panel.	

10.8.6 ICD-9 Procedures Panel Accessibility

10.8.6.1 To Access the ICD-9 Procedures Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Institutional**.	Institutional Claim panel displays.
3	Click **Procedure**.	ICD-9 Procedures panel displays.

10.8.6.2 To Add on the ICD-9 Procedures Panel

Step	Action	Response
1	Click **add**.	Activates fields for entry of data or selection from lists.
2	Enter **Sequence**.	
3	Enter **Procedure** or click [Search] to select from list.	Clicking [Search] activates the Procedure ICD-9 Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
4	Enter **Procedure Date**.	

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Step	Action	Response
5	Click **submit**.	Submits institutional claim.

10.8.6.3 To Update on the ICD-9 Procedures Panel

Step	Action	Response
1	Click row to update.	
2	Click in field(s) to update and perform update.	
3	Click **submit**.	Submits institutional claim.

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10.9 Occurrence

10.9.1 Occurrence Panel Narrative

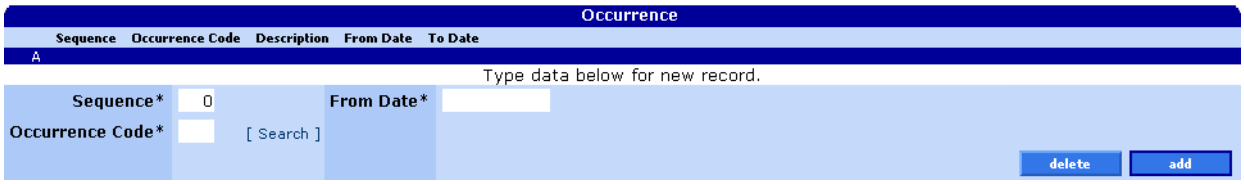
The Occurrence panel allows users to add occurrence and duration information to an institutional claim.

Navigation Path: [Claims] – [Institutional] – [Occurrence]

NOTE:

Each field which contains an asterisk represents a required field after a user has clicked on 'add'. Therefore, the claim is not considered complete until those fields have been completed with the appropriate data. If you do not wish to complete these fields, click 'cancel'.

10.9.2 Occurrence Panel Layout



10.9.3 Occurrence Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button is used to add data to a panel (Diagnosis, Condition, Payer, Procedure, Occurrence, TPL and Detail).	Button	N/A	0
delete	This button is used to delete data from a panel (Diagnosis, Condition, Payer, Procedure, Occurrence, TPL and Detail).	Button	N/A	0
From Date	Displays the date on which the statement period on the claim began. Occurrence: The date when the occurrence code began.	Field	Date (MM/DD/CCYY)	10
Occurrence Code	Displays the code identifying a significant event relating to this bill that may affect payer processing.	Field	Character	2
Sequence	Displays the sequence number which indicates the position in which the information occurs on the claim.	Field	Number (Integer)	1
To Date	Displays the date on which the statement period on the claim ended. Occurrence: The date when the occurrence code ended.	Field	Date (MM/DD/CCYY)	10

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10.9.4 Occurrence Panel Field Edit Error Codes

Field	Error Message	To Correct
From Date	From Date is required.	Enter a from date.
	From Date must be less than or equal to Today.	Ensure that the date is on or before today's date.
	From Date must be greater than or equal to 01/01/1990.	Ensure From Date is greater than or equal to 01/01/1990.
	From Date must be less than or equal to 12/31/2299.	Ensure From Date is less than or equal to 12/31/2299.
Occurrence Code	A valid Occurrence Code is required.	Enter a valid Occurrence Code if Occurrence is being added.
Sequence	Sequence is required.	Enter a valid sequence number.
	Sequence must be greater than or equal to 1.	Ensure that the sequence is greater than or equal to 1.
	Sequence must be Numeric.	Ensure the sequence is numeric.
	Sequence contains duplicates.	Enter a unique sequence.

10.9.5 Occurrence Panel Extra Features

Field	Field Type
No extra features found for this panel.	

10.9.6 Occurrence Panel Accessibility

10.9.6.1 To Access the Occurrence Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Institutional**.	Institutional Claim panel displays.
3	Click **Occurrence**.	Occurrence panel displays.

10.9.6.2 To Add on the Occurrence Panel

Step	Action	Response
1	Click **add**.	Activates fields for entry of data or selection from lists.
2	Enter **Sequence**.	
3	Enter **Occurrence Code** or click [Search] to select from list.	Clicking [Search] activates the Occurrence Code Search panel. Refer to Chapter 14 for additional

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Step	Action	Response
		information regarding this pop-up panel.
4	Enter **From Date**.	
5	Click **submit**.	Submits institutional claim.

10.9.6.3 To Update on the Occurrence Panel

Step	Action	Response
1	Click row to update.	
2	Click in field(s) to update and perform update.	
3	Click **submit**.	Submits institutional claim.

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10.10 Pharmacy

10.10.1 Pharmacy Claim Panel Narrative

The Pharmacy panel allows a pharmacy provider to submit a claim and/or adjust or void a paid claim. The user has the capability to enter all of the required information to submit a pharmacy claim, including multiple detail lines for a compounded drug claim. For a paid claim, the user has the option of updating selected fields and re-submitting the claim as an adjustment or to void an entire claim.

The Pharmacy Claim panel includes the following sections:

- Pharmacy Claim
- Detail
- Claim Status Information
- Adjustment Information
- EOB Information

NOTE:

The Adjustment Information and EOB Information panels appear after a claim has been submitted.

Navigation Path: [Claim] – [Pharmacy] OR [Claim]-[click on Pharmacy link] OR [Claim] – [Search] - [search for pharmacy claims]-[select pharmacy claim from search results].

NOTE:

Each field which contains an asterisk represents a required field. Therefore, the claim is not considered complete until those fields have been completed with the appropriate data.

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10.10.2 Pharmacy Claim Panel Layout

Pharmacy Claim

Billing Information

ICN	
Provider ID	1468468499 NPI
Provider Name	DRUG CITY
Recipient ID*	
Last Name*	
First Name*	
Date of Birth	
Prescriber License*	[Search]
Prescriber Name	
Pregnancy	Unknown
Emergency	
Nursing Facility	
Clarification Code	Not Specified
Other Coverage Code	0-Not Specified
TPL Date	

Prescription Information

Claim Type*	P - PHARMACY CLAIMS
Prescription Number*	
Date Dispensed*	
Date Prescribed*	
New/Refill*	
Days Supply*	0
Dispense/Written	0-No Product Selection Indicated
Prior Authorization #	
Diagnosis	[Search]

Charges

Total Charges	$0.00
TPL Amount	$0.00
Dispensing Fee	$0.00
CoPay Amount	$0.00
Total Paid Amount	$0.00

DUR Overrides

Intervention	Not Specified
Outcome	Not Specified
Conflict Code	Not Specified

Detail

	Item	Status	NDC Code	Quantity	Allowed Amount
A	1			0	$0.00

Type data below for new record.

Item	1	NDC Code*	[Search]
Detail Status		Charges*	$0.00
Quantity*	0	Allowed Amount	$0.00

delete add

Claim Status Information

Claim Status: Not Submitted

submit cancel

Adjustment Information

ICN	Date Adjusted	Claim Status History Date	Claim Status	Location	Adjustment Reason	Adjustment Analyst ID
4005964596429	12/09/2005	12/02/2005	ADJUSTED	99	X989	

Claim Status Information

Claim Status	DENIED
Claim ICN	4403923923469
Denied Date	12/09/2005
Allowed Amount	$0.00

EOB Information

Detail Number	Code	Description
0	X989	THIS CLAIM WAS RECOUPED PER YOUR REQUEST.
1	X989	THIS CLAIM WAS RECOUPED PER YOUR REQUEST.

NOTE:

Section 10.10.3 acts as a reference guide to further define each field, listed in alphabetical order, and the buttons available on the pharmacy claim form. Please refer to section 10.10.6.2 for step by step instructions on how to complete the pharmacy claim form.

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10.10.3 Pharmacy Claim Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button is used to add data to the detail panel. Only 25 detail lines are allowed for compound claim types.	Button	N/A	0
adjust	This button submits adjustments for a paid claim.	Button	N/A	0
cancel	This button cancels the current operation and discards any changes.	Button	N/A	0
copy claim	This button creates a new claim from the current claim.	Button	N/A	0
delete	This button is used to delete data from the detail panel.	Button	N/A	0
re-submit	This button submits modifications made to a denied claim for adjudication.	Button	N/A	0
submit	This button submits a claim for adjudication.	Button	N/A	0
void	This button submits a void request for a paid claim.	Button	N/A	0
Adjustment Analyst ID	Displays the identification number of the analyst that adjusted the claim. (Read-Only)	Field	Alphanumeric	10
Adjustment Reason	Displays the adjustment reason code. (Read-Only)	Field	Number (Integer)	4
Allowed Amount	Displays the amount approved to pay for services provided to a recipient. (Read-Only)	Field	Number (Decimal)	9
Charges	Displays the usual and customary charge for the service provided.	Field	Number (Decimal)	13
Claim ICN	Displays the claim's internal control number (ICN) issued by Medicaid. (Read-Only)	Field	Number (Integer)	13

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Field	Description	Field Type	Data Type	Length
Claim Status	Indicates the status after adjudication. Possible values are PAID, DENIED, SUSPENDED or ADJUSTED. The status of "Adjusted" reflects this claim is no longer paid. Refer to the Adjustment Information panel for claims which have reprocessed per the Adjustment process.	Field	N/A	0
Claim Status History Date	Displays the original claim date before the claim was adjusted. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Claim Type	Displays the code that specifies the type of claim.	Combo Box	Drop Down List Box	0
Clarification Code	Displays the code indicating that the pharmacist is clarifying the submission. Alabama recognizes a value of 8 for compound drugs.	Combo Box	Drop Down List Box	0
CoPay Amount	Displays the amount the recipient is to pay for services rendered. (Read-Only)	Field	Number (Decimal)	9
Code	Displays the explanation of benefits code. (Read-Only)	Field	Number (Integer)	4
Conflict Code	Displays the code for the drug utilization review conflict.	Combo Box	Drop Down List Box	0
Date Adjusted	Displays the date the claim was adjusted. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Date Dispensed	Displays the date on which a pharmacy filled a prescription for a recipient.	Field	Date (MM/DD/CCYY)	10
Date Prescribed	Displays the date on which physician prescribed a drug for a recipient.	Field	Date (MM/DD/CCYY)	10
Date of Birth	Displays the recipient's date of birth. (Read-Only and defaulted.)	Field	Date (MM/DD/CCYY)	10
Days Supply	Displays the number of days a prescribed drug should last a recipient.	Field	Number (Integer)	3
Denied Date	Displays the date the claim was denied. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Description	Displays the explanation of benefits description. (Read-Only)	Field	Character	79
Detail Number	Displays the line item detail number of the claim. (Read-Only)	Field	Number (Integer)	2

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Field	Description	Field Type	Data Type	Length
Detail Status	Displays the status of the detail line. (Read-Only)	Field	Alphanumeric	10
Diagnosis	Displays the diagnosis code.	Field	Alphanumeric	7
Dispense/Written	Displays the dispense as written indicator.	Combo Box	Drop Down List Box	0
Dispensing Fee	Displays the amount of the dispensing fee, if paid. Format 99999.99. (Read-Only)	Field	Number (Decimal)	7
Emergency	Displays if the service was provided as the result of an emergency situation.	Combo Box	Drop Down List Box	0
First Name	Displays the first name of the recipient.	Field	Character	35
ICN	Displays the claim's internal control number (ICN) issued by Medicaid. (Read-Only)	Field	Number (Integer)	13
Intervention	Displays the pharmacist's interaction when a conflict code has been established.	Combo Box	Drop Down List Box	0
Item	Displays the detail line number. (Read-Only)	Field	Number (Integer)	3
Last Name	Displays the last name of the recipient.	Field	Character	60
Location	Displays the place of service (POS) where the service was rendered.	Field	Number (Integer)	2
NDC Code	Displays the National Drug Code used to identify a specific drug.	Field	Alphanumeric	11
New/Refill	Displays if the prescription is new or a refill. '00' represents a "new" prescription.	Field	Character	2
Nursing Facility	Displays if the drug was prescribed in a nursing home facility.	Combo Box	Drop Down List Box	0
Other Coverage Code	Displays the code that indicates the recipient’s primary insurance coverage status on the particular prescription being filled.	Combo Box	Drop Down List Box	0
Outcome	Indicates the action taken by the pharmacist after a drug utilization review warning is returned.	Combo Box	Drop Down List Box	0
Paid Date	Displays the date the claim was billed and paid. (Read-Only)	Field	Date (MM/DD/CCYY)	10

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Field	Description	Field Type	Data Type	Length
Pregnancy	Displays the code indicating the patient as pregnant or not pregnant.	Combo Box	Drop Down List Box	0
Prescriber License	Displays the license number of the provider who prescribed the drugs being administered to the recipient.	Field	Alphanumeric	10
Prescriber Name	Displays the name of the prescriber. (Read-Only and defaulted on header panel.)	Field	Alphanumeric	2
Prescription Number	Displays the number which uniquely identifies a drug dispensed to a recipient.	Field	Alphanumeric	7
Prior Authorization	Displays the Prior Authorization number.	Field	Alphanumeric	10
Provider ID	Displays the National Provider Identification number of the billing provider. (Read-Only and Defaulted.)	Field	Alphanumeric	10
Provider Name	Displays the name of the billing provider. (Read-Only and defaulted on header panel.)	Field	Alphanumeric	15
Quantity	Displays the number of units of a drug dispensed to a recipient.	Field	Number (Integer)	14
Recipient ID	Displays the recipient's Medicaid identification number.	Field	Number (Integer)	13
TPL Amount	Displays the dollar amount paid by a third party liability insurance.	Field	Number (Decimal)	14
TPL Date	Displays the date the third party paid towards the drug.	Field	Date (MM/DD/CCYY)	10
Total Charges	Displays the total amount charged for the claim. (Read-Only and calculated from Detail Charges.)	Field	Number (Decimal)	13
Total Paid Amount	Displays the total amount paid. (Read-Only)	Field	Number (Decimal)	13

10.10.4 Pharmacy Claim Panel Field Edit Error Codes

Field	Error Message	To Correct
add	Only 25 details are allowed for Compound claim types.	Add button will be disabled after 25 detail lines for Compound claim types.

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Field	Error Message	To Correct
adjust	Adjust was successful. See Claim Status Information for details.	Ensures that the claim adjustment request was sent successfully and status details can be viewed on the Claim Status Information panel.
copy claim	Copy was successful.	Ensures that the copy was successful and modifications can be made prior to submission.
submit	Submit was successful. See Claim Status Information for details.	Ensures that the claim was sent successfully and status details can be viewed on the Claim Status Information panel.
void	Void was successful. See Claim Status Information for details.	Ensures that the claim void request was sent successfully and status details can be viewed on the Claim Status Information panel.
All fields	Invalid number / Invalid date / Invalid character data / Invalid alphanumeric data.	Ensure that the field matches the data type as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date fields must only contain valid dates; character fields must only contain A - Z; alphanumeric fields must only contain A - Z and 0 - 9.
	Field exceeds max length.	Ensure that the field matches the field lengths as documented in the field descriptions above.
Charges	Charges must be less than or equal to 999999.99.	Ensure the amount is not greater than $999,999.99.
	Charges must be greater than or equal to 0.01.	Ensure that the amount is greater than or equal to 0.01.
	Charges is required.	Enter the detail charges.
Date Dispensed	Date Dispensed is required.	Enter the dispensed date.
	Date Dispensed must be less than or equal to Today.	Enter a dispensed date that is less than or equal to today's date.
	Date Dispensed must be greater than or equal to 01/01/1990.	Enter a dispensed date that is greater than or equal to 01/01/1990.
	Date Dispensed must be less than or equal to 12/31/2299.	Enter a dispensed date that is less than or equal to 12/31/2299.
Date Prescribed	Date Prescribed is required.	Enter the prescribed date.
	Date Prescribed must be less than or equal to Today.	Enter a prescribed date that is less than or equal to today's date.
	Date Prescribed must be greater than or equal to 1/1/1990.	Enter a prescribed date that is greater than or equal to 1/1/1990.
	Date Prescribed must be less than or equal to 12/31/2299.	Enter a prescribed date that is less than or equal to 12/31/2299.

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Field	Error Message	To Correct
Days Supply	Days Supply is required.	Enter a Days Supply.
	Days Supply must be greater than 0.	Ensure that the days supply is greater than 0.
First Name	First Name is required.	Enter the recipient's first name.
Last Name	Last Name is required.	Enter the recipient's last name.
NDC Code	A valid NDC Code is required.	Enter a valid NDC code.
New/Refill	New/Refill is required.	Enter a New/Refill.
	New/Refill must be Numeric.	Enter a valid numeric value.
Prescriber License	A valid Prescriber License is required.	Enter a valid prescriber license.
Prescription Number	Prescription Number is required.	Enter a prescription number.
	Prescription Number must be AlphaNumeric.	Enter a prescription number that contains alpha [A-Z] or numeric [0-9] values.
Quantity	Quantity must be less than or equal to 9999999.999.	Ensure the quantity billed is not greater than 9,999,999.999.
	Quantity must be greater than or equal to 0.001.	Ensure that the quantity is greater than or equal to 0.001.
	Quantity is required.	Enter the detail quantity.
Recipient ID	Recipient ID is required and must be 13 digits.	Enter a valid 13 digit Recipient ID.
TPL Amount	TPL Amount must be less than or equal to 999999.99.	Ensure that the amount is not greater than $999,999.99.
	TPL Amount must be greater than or equal to 0.	Enter a TPL amount greater than or equal to 0.
TPL Date	TPL Date must be less than or equal to Today.	Ensure that the date is on or before today's date.
	TPL Date must be greater than or equal to 1/1/1990.	Enter a TPL Date greater than or equal to 01/01/1900.
	TPL Date must be less than or equal to 12/31/2299.	Enter a TPL Date less than or equal to 12/31/2299.
Total Charges	Total Charges must be less than or equal to 999999.99.	Ensure the amount is not greater than $999,999.99.

10.10.5 Pharmacy Claim Panel Extra Features

Field	Field Type

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Field	Field Type
Date of Birth	Read-only field displays after Recipient ID field populated.
Prescriber ID	Entering and tabbing through the Prescriber ID field displays the Prescriber Name field.
Provider ID	Read-only field displays the billing NPI number associated with the user's ID.
Provider Name	Read-only field associated with the Provider ID field.

10.10.6 Pharmacy Claim Panel Accessibility

10.10.6.1 To Access the Pharmacy Claim Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Pharmacy**.	Pharmacy Claim panel displays.

10.10.6.2 To Add on the Pharmacy Claim Panel

Step	Action	Response
1	Enter **Recipient ID**.	
2	Enter the recipient's **Last Name**.	
3	Enter the recipient's **First Name**.	
4	Enter **Prescriber License** or click [Search] to select from list.	Clicking [Search] activates the Prescriber License Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
5	Select **Pregnancy** indicator from drop down list.	
6	Select **Emergency** indicator from drop down list.	
7	Select **Nursing Facility** indicator from drop down list.	
8	Select **Clarification Code** from drop down list.	
9	Select **Other Coverage Code** from drop down list.	
10	Enter **TPL Date**.	
11	Select **Claim Type** from drop down list.	
12	Enter **Prescription Number**.	
13	Enter **Date Dispensed**.	

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Step	Action	Response
14	Enter **Date Prescribed**.	
15	Enter **New/Refill**.	
16	Enter **Days Supply**.	
17	Select **Dispense / Written** from drop down list.	
18	Enter **Prior Authorization #**.	
19	Enter **Diagnosis** or click [Search] to select from list.	Clicking [Search] activates the Diagnosis Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
20	Enter **TPL Amount**.	
21	Select **Intervention** from drop down list.	
22	Select **Outcome** from drop down list.	
23	Select **Conflict Code** from drop down list.	
24	Enter **Quantity**.	
25	Enter **NDC Code** or click [Search] to select from list.	Clicking [Search] activates the NDC Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
26	Enter **Charges**.	
27	Click **add** in Detail section to add another service line and repeat steps 24 thru 26.	Activates fields for entry of data or selection from lists.
28	Click **submit**.	Submits pharmacy claim.

10.10.6.3 To Update on the Pharmacy Claim Panel

Step	Action	Response
1	Click row to update.	
2	Click in field(s) to update and perform update.	
3	Click **adjust, void** or **re-submit**.	Submits an adjustment, void or re-submits a denied pharmacy claim.

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10.11 Professional

10.11.1 Professional Claim Panel Narrative

The Professional panel allows a medical provider to submit a professional or crossover claim and/or adjust or void a paid claim. The user has the capability to enter all of the required information to submit a professional claim, to include multiple detail lines. For a paid claim, the user has the option of updating select fields and re-submitting the claim as an adjustment or to void the claim.

The Professional Claim panel includes the following sections:

- Professional Claim
- Diagnosis
- TPL
- Detail
- Claim Status Information
- Adjustment Information
- EOB Information

NOTE:

The Adjustment Information and EOB Information panels appear after a claim has been submitted.

Navigation Path: [Claim] -[Professional] OR [Claim]-[click on Professional link] OR [Claim] – [Search] - [search for professional claims]-[select professional claim from search results]

NOTE:

Each field which contains an asterisk represents a required field. Therefore, the claim is not considered complete until those fields have been completed with the appropriate data.

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10.11.2 Professional Claim Panel Layout

Professional Claim

Billing Information

ICN
Provider ID 1442342388 NPI
Provider Name ABERNATHY JR, WILBER J
Recipient ID*
Last Name*
First Name*
Date of Birth
Medical Record #
Patient Account #
Referring Physician [Search]

Service Information

Claim Type* M - PROFESSIONAL CLAIMS
Service Authorization
Delay Reason

Related Causes

Cause 1
Cause 2
Cause 3

Charges

TPL Amount $0.00
Total Charges $0.00
Total Copay $0.00
Total Paid Amount $0.00

Diagnosis

Sequence	Diagnosis	Description
A		

Type data below for new record.

Sequence* Diagnosis* [Search]

delete add

TPL

Plan Name	Policy Number	Relationship to Insured	Last Name	First Name	MI	Date of Birth
A						

Type data below for new record.

Policy Number
Plan Name
Relationship to Insured*
Carrier Code* [Search]
Carrier Name
Paid Date*

Policy Holder

Last Name*
First Name, MI*
Date of Birth*

delete add

Detail

Item	Status	From DOS	To DOS	Procedure	Units	Charges	Paid Amount
A 1					0	$0.00	$0.00

Type data below for new record.

Item 1
Detail Status
From DOS*
To DOS*
Units* 0
Charges* $0.00
Rendering Physician* [Search]
Diagnosis Code Pointer*
Modifiers [Search] [Search] [Search] [Search]
Referring Physician [Search]

POS* [Search]
Procedure* [Search]
Emergency
EPSDT Ref
Family Planning
Allowed Amount $0.00
CoPay Amount $0.00
Paid Amount $0.00

Medicare Information

Medicare Paid Date
Allowed Amount $0.00
Paid Amount $0.00

Coinsurance Amount $0.00
Deductible Amount $0.00

delete add

Claim Status Information

Claim Status Not Submitted

submit cancel

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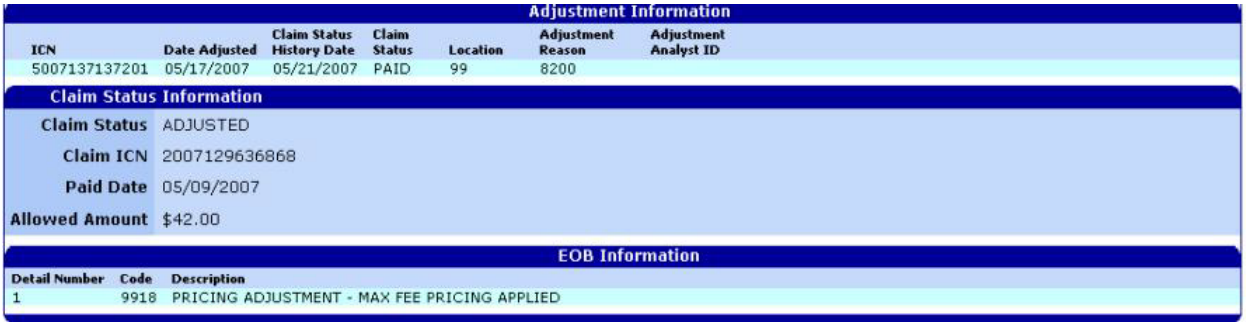

Adjustment Information

ICN	Date Adjusted	Claim Status History Date	Claim Status	Location	Adjustment Reason	Adjustment Analyst ID
5007137137201	05/17/2007	05/21/2007	PAID	99	8200	

Claim Status Information

Claim Status	ADJUSTED
Claim ICN	2007129636868
Paid Date	05/09/2007
Allowed Amount	$42.00

EOB Information

Detail Number	Code	Description
1	9918	PRICING ADJUSTMENT - MAX FEE PRICING APPLIED

NOTE:

Section 10.11.3 acts as a reference guide to further define each field, listed in alphabetical order, and the buttons available on the professional claim form. Please refer to section 10.11.6.2 for step by step instructions on how to complete the professional claim form.

10.11.3 Professional Claim Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button is used to add data to a panel (Diagnosis, TPL and Detail). This button becomes disabled in the Diagnosis panel after eight diagnoses have been added, and in the Detail panel after 50 details have been added.	Button	N/A	0
adjust	This button submits adjustments for a paid claim.	Button	N/A	0
cancel	This button cancels the current operation and discards any changes.	Button	N/A	0
copy claim	This button creates a new claim from the current claim.	Button	N/A	0
delete	This button is used to delete data from a panel (Diagnosis, TPL and Detail).	Button	N/A	0
re-submit	This button submits modifications made to a denied claim for adjudication.	Button	N/A	0
submit	This button submits a claim for adjudication.	Button	N/A	0
void	This button submits a void request for a paid claim.	Button	N/A	0
Adjustment Analyst ID	Displays the identification number of the analyst that adjusted the claim. (Read-Only)	Field	Alphanumeric	10

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Field	Description	Field Type	Data Type	Length
Adjustment Reason	Displays the adjustment reason code. (Read-Only)	Field	Number (Integer)	4
Allowed Amount	Displays the amount approved to pay for services provided to a recipient. (Read-Only) Medicare: Displays the amount allowed by Medicare.	Field	Number (Decimal)	10
Carrier Code	Displays the 5-digit carrier code that identifies the recipient's TPL insurance plan.	Field	Number (Integer)	5
Carrier Name	Displays the carrier name based on the carrier code entered. (Read-Only)	Field	Character	45
Cause 1	Displays if the accident occurred at work, in an automobile or an environment other than work or an automobile.	Combo Box	Drop Down List Box	0
Cause 2	Displays if the accident occurred at work, in an automobile or an environment other than work or an automobile.	Combo Box	Drop Down List Box	0
Cause 3	Displays if the accident occurred at work, in an automobile or an environment other than work or an automobile.	Combo Box	Drop Down List Box	0
Charges	Displays the usual and customary charge for the service provided.	Field	Number (Decimal)	13
Claim ICN	Displays the claim's internal control number (ICN) issued by Medicaid. (Read-Only)	Field	Number (Integer)	13
Claim Status	Indicates the status after adjudication. Possible values are PAID, DENIED, SUSPENDED or ADJUSTED. The status of "Adjusted" reflects this claim is no longer paid. Refer to the Adjustment Information panel for claims which have reprocessed per the Adjustment process.	Field	N/A	0
Claim Status History Date	Displays the original claim date before the claim was adjusted. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Claim Type	Displays the code and description that specifies the type of claim.	Combo Box	Drop Down List Box	0
Coinsurance Amount	Displays the amount which represents the recipients' coinsurance payment.	Field	Number (Decimal)	1

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Field	Description	Field Type	Data Type	Length
CoPay Amount	Displays the amount the recipient is to pay for services rendered. (Read-Only)	Field	Number (Decimal)	9
Code	Displays the explanation of benefits code. (Read-Only)	Field	Number (Integer)	4
Date Adjusted	Displays the date the claim was adjusted. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Date of Birth	Header: Displays the recipient's date of birth. (Read-Only and defaulted.) TPL: Displays the date of birth of the third party policy holder	Field	Date (MM/DD/CCYY)	10
Deductible Amount	Displays the amount the recipient must pay before Medicare.	Field	Number (Decimal)	10
Delay Reason	Displays the delay reason codes that are used by specific Medicaid providers. These do not affect hospitals, State Mental Health or Nursing Home providers. These delay reasons can not override claims over the year past filing limit.	Combo Box	Drop Down List Box	0
Denied Date	Displays the date the claim was denied. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Description	Displays the explanation of benefits description. (Read-Only)	Field	Alphanumeric	79
Detail Number	Displays the line item detail number of the claim. (Read-Only)	Field	Number (Integer)	2
Detail Status	Displays the status of the detail line. (Read-Only).	Field	Alphanumeric	10
Diagnosis	Displays the diagnosis code.	Field	Character	5
Diagnosis Code Pointer	Indicates which diagnosis (or diagnoses) for which services were provided. If a diagnosis code was entered, enter the matching sequence number as seen on the ‘Diagnosis’ panel to indicate which diagnosis the procedure is a result of.	Field	Alphanumeric	2

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Field	Description	Field Type	Data Type	Length
Diagnosis Code Pointer 2	Indicates which diagnosis (or diagnoses) for which services were provided. If a diagnosis code was entered, enter the matching sequence number as seen on the 'Diagnosis' panel to indicate which diagnosis the procedure is a result of.	Field	Alphanumeric	2
Diagnosis Code Pointer 3	Indicates which diagnosis (or diagnoses) for which services were provided. If a diagnosis code was entered, enter the matching sequence number as seen on the 'Diagnosis' panel to indicate which diagnosis the procedure is a result of.	Field	Alphanumeric	2
Diagnosis Code Pointer 4	Indicates which diagnosis (or diagnoses) for which services were provided. If a diagnosis code was entered, enter the matching sequence number as seen on the 'Diagnosis' panel to indicate which diagnosis the procedure is a result of.	Field	Alphanumeric	2
EPSDT Ref	Displays if the service being billed is due to an EPSDT referral.	Combo Box	Drop Down List Box	0
Emergency	Displays if the service was provided as the result of an emergency situation.	Combo Box	Drop Down List Box	0
Family Planning	Displays if the service is family planning related.	Combo Box	Drop Down List Box	0
First Name	Displays the first name of the recipient on the header.	Field	Character	35
First Name, MI	Displays the first name and middle initial of third party policy holder.	Field	Character	25
From DOS	Displays the beginning date on which service was provided.	Field	Date (MM/DD/CCYY)	10
ICN	Displays the claim's internal control number (ICN) issued by Medicaid. (Read-Only)	Field	Number (Integer)	13
Item	Displays the line item number. (Read-Only)	Field	Number (Integer)	3
Last Name	Displays the last name of the recipient. TPL: Displays the last name of third party policy holder	Field	Character	60

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Field	Description	Field Type	Data Type	Length
Medical Record#	Displays the medical record number assigned to the recipient by the provider for the service that was performed.	Field	Alphanumeric	30
Medicare Paid Date	Displays the date Medicare paid for the services rendered.	Field	Date (MM/DD/CCYY)	10
Modifier 1	Displays the first modifier when applicable.	Field	Alphanumeric	2
Modifiers 2	Displays the second modifier when applicable.	Field	Alphanumeric	2
Modifiers 3	Displays the third modifier when applicable.	Field	Alphanumeric	2
Modifiers 4	Displays the fourth modifier when applicable.	Field	Alphanumeric	2
POS	Displays the place of service (POS) where the service was rendered.	Field	Number (Integer)	2
Paid Amount	Detail: Displays the dollar amount paid by Medicaid for the services. (Read-Only) Medicare: Displays the amount paid by Medicare	Field	Character	1
Paid Date	Displays the date the claim was billed and paid. (Read-Only) TPL: Displays the date the third party paid for the services rendered.	Field	Date (MM/DD/CCYY)	10
Patient Account#	Displays the identification for a recipient assigned by a provider and used in their system.	Field	Alphanumeric	38
Plan Name	Displays the TPL plan name.	Field	Alphanumeric	60
Policy Number	Displays the TPL policy number.	Field	Alphanumeric	30
Procedure	Displays the code which identifies the service provided.	Field	Alphanumeric	6
Provider ID	Displays the National Provider Identification number of the billing provider. (Read-Only and Defaulted.)	Field	Alphanumeric	10
Provider Name	Displays the name of the billing provider. (Read Only and defaulted on header panel.)	Field	Alphanumeric	15

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Field	Description	Field Type	Data Type	Length
Recipient ID	Displays the recipient's Medicaid identification number.	Field	Number (Integer)	13
Referring Physician	Displays the identification number of the referring physician.	Field	Alphanumeric	10
Relationship to Insured	Displays the third party liabilities insured relationship.	Combo Box	Drop Down List Box	0
Rendering Physician	Displays the rendering (performing) provider's NPI number.	Field	Alphanumeric	10
Sequence	Displays the sequence number which indicates the position in which the information occurs on the claim.	Field	Alphanumeric	2
Service Authorization	Displays the type of maternity override or if the service was due to an emergency.	Combo Box	Drop Down List Box	0
TPL Amount	Displays the dollar amount paid by third party liability.	Field	Number (Decimal)	14
To DOS	Displays the ending date on which service was provided.	Field	Date (MM/DD/CCYY)	10
Total Charges	Displays the total amount charged for the claim. (Read-Only and calculated from Detail Charges.)	Field	Number (Decimal)	13
Total Copay	Displays the total amount the recipient is to pay for services rendered. (Read-Only)	Field	Number (Decimal)	9
Total Paid Amount	Displays the total amount paid. (Read-Only).	Field	Number (Decimal)	13
Units	Displays the units of service on this detail.	Field	Number (Integer)	12

10.11.4 Professional Claim Panel Field Edit Error Codes

Field	Error Message	To Correct
adjust	Adjust was successful. See Claim Status Information for details.	Ensures that the claim adjustment request was sent successfully and status details can be viewed on the Claim Status Information panel.
copy claim	Copy was successful.	Ensures that the copy was successful and modifications can be made prior to submission.
submit	Submit was successful. See Claim Status Information for details.	Ensures that the claim was sent successfully and status details can be viewed on the Claim Status Information panel.

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Field	Error Message	To Correct
void	Void was successful. See Claim Status Information for details.	Ensures that the claim void request was sent successfully and status details can be viewed on the Claim Status Information panel.
All fields	Invalid number / Invalid date / Invalid character data / Invalid alphanumeric data.	Ensure that the field matches the data type as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date fields must only contain valid dates; character fields must only contain A - Z; alphanumeric fields must only contain A - Z and 0 - 9.
	Field exceeds max length.	Ensure that the field matches the field lengths as documented in the field descriptions above.
	Exceed maximum number of details.	Ensure that the maximum number of details are not exceeded - 50 detail lines.
	Exceed maximum number of diagnoses.	Ensure that the maximum number of diagnoses are not exceeded - 8 diagnosis lines.
Allowed Amount	Allowed Amount must be less than or equal to 999999.99.	Ensure that the amount is not greater than $999,999.99.
	Allowed Amount must be greater than or equal to 0.01.	Ensure that the amount is greater than or equal to 0.01.
Carrier Code	Carrier Code is required.	Enter a valid Carrier Code.
Charges	Charges must be less than or equal to 999999.99.	Ensure the amount is not greater than $999,999.99.
	Charges must be greater than or equal to 0.01.	Ensure that the amount is greater than or equal to 0.01.
	Charges is required.	Enter the detail charges.
Coinsurance Amount	Coinsurance Amount must be less than or equal to 999999.99.	Ensure that the amount is not greater than $999,999.99.
	Either Coinsurance Amount or Deductible Amount must be greater than $0.00.	Ensure either the Coinsurance or Deductible Amount is greater than $0.00.
Date of Birth	Date of Birth is required.	Enter a date of birth in the TPL panel.
	Date Of Birth must be less than or equal to Today.	Ensure that the Date of Birth, on the TPL panel, is on or before today's date.
	Date of Birth must be greater than or equal to 01/01/1900.	Enter a Date of Birth greater than or equal to 01/01/1900.
	Date of Birth must be less than or equal to 12/31/2299.	Enter a Date of Birth less than or equal to 12/31/2299.
Deductible	Deductible Amount must be less	Ensure that the amount is not greater than $999,999.99.

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Field	Error Message	To Correct
Amount	than or equal to 999999.99.	
	Either Coinsurance Amount or Deductible Amount must be greater than $0.00.	Ensure either the Coinsurance or Deductible Amount is greater than $0.00.
Diagnosis	A valid Diagnosis is required.	Enter a diagnosis code.
Diagnosis Code Pointer	Diagnosis indicator must be less than or equal to number of diagnosis on the claim.	Ensure all of the numbers in any of the Diagnosis Code Pointer fields are less than or equal to the total number of diagnoses on the claim.
	Diagnosis Code Pointer cannot contain duplicate values.	Ensure the Diagnosis Code Pointer fields do not contain the same number for the same claim detail.
	Diagnosis Code Pointer is required.	Enter a diagnosis code pointer.
First Name	First Name is required.	Enter the recipient's first name.
First Name, MI	First Name is required.	Enter a First Name when TPL is applicable.
From DOS	From DOS is required.	Enter a from date of service.
	From DOS must be less than or equal to To DOS.	Ensure From DOS is less than or equal to the To DOS.
	From DOS must be less than or equal to Today.	Ensure that the date is on or before today's date.
	From DOS must be greater than or equal to 01/01/1990.	Enter a From date of service that is greater than or equal to 01/01/1990.
	From DOS must be less than or equal to 12/31/2299.	Enter a From date of service that is less than or equal to 12/31/2299.
Last Name	Last Name is required.	Header: Enter the recipient's last name. TPL: Enter a last name when TPL is applicable.
Medicare Paid Date	Medicare Paid Date is required.	Enter a Medicare Paid Date when crossover information is entered.
	Medicare Paid Date must be greater than or equal to 01/01/1990.	Enter a Medicare Paid Date greater than or equal to 01/01/1990.
	Medicare Paid Date must be less than or equal to Today.	Ensure that the date is on or before today's date.
Modifiers	Modifier1 contains an invalid value.	Enter a valid Modifier Code.
Modifiers 2	Modifier2 contains an invalid value.	Enter a valid Modifier Code.
Modifiers 3	Modifier3 contains an invalid value.	Enter a valid Modifier Code.
Modifiers 4	Modifier4 contains an invalid value.	Enter a valid Modifier Code.
POS	A valid POS is required.	Enter a Place of Service (POS).

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Field	Error Message	To Correct
Paid Amount	Paid Amount must be less than or equal to 999999.99.	Ensure that the amount is not greater than $999,999.99.
	Paid Amount must be greater than or equal to .01.	Ensure that the amount is greater than or equal to 0.01.
Paid Date	Paid Date is required.	Enter a Paid Date when TPL is being entered.
	Paid Date must be greater than or equal to 0/01/1900.	Enter a Paid Date greater than or equal to 01/01/1900.
	Paid Date must be less than or equal to 12/31/2299.	Enter a Paid Date less than or equal to 12/31/2299.
	Paid Date must be less than or equal to Today.	Ensure that the date is on or before today's date.
Plan Name	Plan Name is required.	Enter a Plan Name when TPL is being entered.
Policy Number	Policy Number is required.	Enter a Policy Number when TPL is being entered.
Procedure	A valid Procedure is required.	Enter a valid ICD-9 procedure.
Recipient ID	Recipient ID is required and must be 13 digits.	Enter a valid 13 digit Recipient ID.
Relationship to Insured	Relationship to Insured is required.	Select a Relationship to Insured when TPL is applicable.
Rendering Physician	A valid Rendering Physician is required.	Enter a valid Rendering Physician.
Sequence	Sequence is required.	Enter a valid sequence number.
	Sequence must be greater than or equal to 1.	Ensure that the sequence is greater than or equal to 1.
	Sequence must be Numeric.	Ensure the sequence is numeric.
	Sequence contains duplicates.	Enter a unique sequence.
TPL Amount	TPL Amount is required when TPL records are present.	Enter a TPL Amount in the Professional Claim panel when data is entered into the TPL panel.
	TPL Amount must be less than or equal to 9999999.99.	Ensure that the amount is not greater than $999,999.99.
	TPL Amount must be greater than or equal to 0.	Ensure that the amount is greater than or equal to 0.
To DOS	To DOS is required.	Enter a to date of service.
	To DOS must be less than or equal to Today.	Ensure that the date is on or before today's date.
	To DOS must be greater than or	Enter a To date of service that is greater than or equal to

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Field	Error Message	To Correct
	equal to 01/01/1990.	01/0/1990.
	To DOS must be less than or equal to 12/31/2299.	Enter a To date of service that is less than or equal to 12/31/2299.
Total Charges	Total Charges must be less than or equal to 999999.99.	Ensure the amount is not greater than $999,999.99.
Units	Units must be less than or equal to 999999999999.999.	Ensure the units billed are not greater than 999,999,999,999.999.
	Units must be greater than 0.001.	Ensure that the amount is greater than or equal to 0.001.
	Units is required.	Enter the detail units.

10.11.5 Professional Claim Panel Extra Features

Field	Field Type
Carrier Name	Read-only field displays after Carrier Code field populated.
Date of Birth	Read-only field displays after Recipient ID field populated.
NPI or MCD	Hyperlink appears after the Referring Physician or Rendering Physician field(s) is populated with a valid NPI number. The NPI or MCD link indicates the provider number type displayed in the main panel: National Provider Identification (NPI) or Medicaid (MCD) number. Clicking NPI or MCD displays the Provider ID / Number panel, from which users can switch the provider number displayed from NPI to MCD.
Provider ID	Read-only field displays the billing NPI number associated with the user's ID.
Provider Name	Read-only field associated with the Provider ID field.

10.11.6 Professional Claim Panel Accessibility

10.11.6.1 To Access the Professional Claim Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Professional**.	Professional Claim panel displays.

10.11.6.2 To Add on the Professional Claim Panel

Step	Action	Response
1	Enter **Recipient ID**.	
2	Enter the recipient's **Last Name**.	
3	Enter the recipient's **First Name**.	

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Step	Action	Response
4	Enter **Medical Record #**.	
5	Enter **Patient Account #**.	
6	Enter **Referring Physician** or click [Search] to select from list.	Clicking [Search] activates the Referring Physician Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
7	Select **Claim Type** from drop down list.	
8	Select **Service Authorization** from drop down list.	
9	Select **Delay Reason** from drop down list.	
10	Select **Cause 1** accident related cause indicator from drop down list.	
11	Select **Cause 2** accident related cause indicator from drop down list.	
12	Select **Cause 3** accident related cause indicator from drop down list.	
13	Enter **TPL Amount**.	
14	Enter **Sequence**.	
15	Enter **Diagnosis** or click [Search] to select from list.	Clicking [Search] activates the Diagnosis Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
16	Click **add** in TPL section.	Activates fields for entry of data or selection from lists.
17	Enter **Policy Number**.	
18	Enter **Plan Name**.	
19	Select **Relationship to Insured** from drop down list.	
20	Enter **Carrier Code** or click [Search] to select from list.	Clicking [Search] activates the Carrier Code Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
21	Enter TPL **Paid Date**.	
22	Enter policy holder **Last Name**.	
23	Enter policy holder **First Name, MI**.	
24	Enter policy holder **Date of Birth**.	
25	Enter **From DOS**.	
26	Enter **To DOS**.	
27	Enter **Units**.	

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Step	Action	Response
28	Enter **Charges**.	
29	Enter **Rendering Physician** or click [Search] to select from list.	Clicking [Search] activates the Rendering Physician Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
30	Enter **Diagnosis Code Pointer**(s).	
31	Enter **Modifier**(s) or click [Search] to select from list.	Clicking [Search] activates the Modifiers Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
32	Enter **Referring Physician** or click [Search] to select from list.	Clicking [Search] activates the Referring Physician Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
33	Enter **POS** or click [Search] to select from list.	Clicking [Search] activates the POS Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
34	Enter **Procedure** or click [Search] to select from list.	Clicking [Search] activates the Procedure Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
35	Select **Emergency** indicator from drop down list.	
36	Select **EPSDT Ref** indicator from drop down list.	
37	Select **Family Planning** indicator from drop down list.	
38	Enter **Medicare Paid Date**.	
39	Enter Medicare **Allowed Amount**.	
40	Enter Medicare **Paid Amount**.	
41	Enter Medicare **Coinsurance Amount**.	
42	Enter Medicare **Deductible Amount**.	
43	Click **add** in Detail section to add another service line and repeat steps 25 thru 42.	Activates fields for entry of data or selection from lists.
44	Click **submit**.	Submits professional claim.

10.11.6.3 To Update on the Professional Claim Panel

Step	Action	Response
1	Click row to update.	
2	Click in field(s) to update and perform	

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Step	Action	Response
	update.	
3	Click **adjust, void** or **re-submit**.	Submits an adjustment, void or re-submits a denied professional claim.

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11. Eligibility

The Eligibility and Verification Request (270 transaction) and Response (271 transaction) web pages are used by the provider to request and receive eligibility verification information for a recipient.

The HouseHold Inquiry request and response web pages are used by the provider to obtain a household member's recipient identification number using the parent/guardian's identification number and the household member's date of birth.

From the Eligibility link in the Main Menu toolbar, users can access the following Sub Menu options:

- Eligibility Verification
- HouseHold Inquiry

11.1 Eligibility Verification

11.1.1 Eligibility Verification Request Panel Narrative

The Eligibility panel allows users to verify eligibility of recipients for Alabama Medicaid.

Navigation Path: [Eligibility] – [Eligibility Verification]

11.1.2 Eligibility Verification Request Panel Layout

11.1.3 Eligibility Verification Request Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears all search criteria fields.	Button	N/A	0
search	This button initiates the search process.	Button	N/A	0
Birth Date	Displays the date of birth of the recipient.	Field	Date (MM/DD/CCYY)	10
First Name	Displays the first name of the recipient.	Field	Character	30
From DOS	Displays the from date of service.	Field	Date (MM/DD/CCYY)	10
Last Name	Displays the last name of the recipient.	Field	Character	30
Recipient ID	Displays the recipient's Medicaid identification number.	Field	Number (Integer)	12

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Field	Description	Field Type	Data Type	Length
SSN	Displays the social security number of the recipient. Ex. 000-12-1234.	Field	Number (Integer)	11
To DOS	Displays the thru date of service.	Field	Date (MM/DD/CCYY)	10

11.1.4 Eligibility Verification Request Panel Field Edit Error Codes

Field	Error Message	To Correct
search	At least one search field should be entered for search criteria.	Enter at least one search field to complete the search request.
All Fields	Invalid number / Invalid date / Invalid character data.	Ensure that the field matches the datatype as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date fields must only contain valid dates; character fields must only contain A - Z; alphanumeric fields must only contain A - Z and 0 - 9.
	Field exceeds max length.	Ensure that the field matches the field lengths as documented in the field descriptions above.
Birth Date	Recipient last name, first name, and date of birth are required if there is no SSN or Recipient ID.	Enter the recipient's Last Name, First Name and DOB.
	No Recipient match using search criteria Last Name: [], First Name: [], and DOB: [].	Ensure search criteria are correct or attempt the search with the Recipient ID.
	No Recipient match using search criteria SSN: [] and DOB: [].	Ensure search criteria are correct or attempt the search with the Recipient ID.
First Name	Recipient First Name, Last Name and Birth Date is required.	Enter the recipient's Last Name, First Name and DOB.
	No Recipient match using search criteria Last Name: [], First Name: [], and DOB: [].	Ensure search criteria are correct or attempt the search with the Recipient ID.
From DOS	The from and to dates of service must be in a 13 month window.	Date must not be greater than 13 months in the past.
	The to date of service must be on or after the from date of service.	Ensure From DOS is less than or equal to the To DOS.
	Future eligibility cannot be requested.	Enter a date of service that is equal to or less than the current date.
	Service Dates not within Provider Plan Enrollment.	Enter a From Date of Service that is within the provider's active enrollment period.
Last Name	Recipient First Name, Last Name and Birth	Enter the recipient's Last Name, First Name

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Field	Error Message	To Correct
	Date is required.	and DOB.
	No Recipient match using search criteria Last Name: [], First Name: [], and DOB: [].	Ensure search criteria are correct or attempt the search with the Recipient ID.
Recipient ID	Recipient ID is Invalid or not Active.	Ensure the Recipient ID is correct and try again. If correct, contact the Provider Assistance Center for further information. (800-688-7989)
SSN	No Recipient match using search criteria SSN: [] and DOB: [].	Ensure search criteria are correct or attempt the search with the Recipient ID.
To DOS	The from and to dates of service must be in a 13 month window.	Date must not be greater than 13 months in the past.
	The to date of service must be on or after the from date of service.	Ensure From DOS is less than or equal to the To DOS.
	Future eligibility cannot be requested.	Enter a date of service that is equal to or less than the current date.
	Service Dates not within provider plan enrollment.	Enter a To Date of Service that is within the provider's active enrollment period.

11.1.5 Eligibility Verification Request Panel Extra Features

Field	Field Type
No extra features found for this panel.	

11.1.6 Eligibility Verification Request Panel Accessibility

11.1.6.1 To Access the Eligibility Verification Request Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.

11.1.6.2 To Search on the Eligibility Verification Request Panel

Step	Action	Response
1	Enter one or a combination of the following fields: **Recipient ID**, **SSN**, **Last Name**, **First Name**, **Birth Date**, **From DOS** and/or **To DOS**.	
2	Click **search**.	Displays Recipient Eligibility Information for the requested timeframe.

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NOTE:

"No rows found" indicates a match was not identified based on the search criteria. A user can refine his or her search or contact the EDS Provider Assistance Center at 1 (800) 688-7989 for additional assistance during normal business hours; Monday – Friday from 8:00am – 5:00pm CST.

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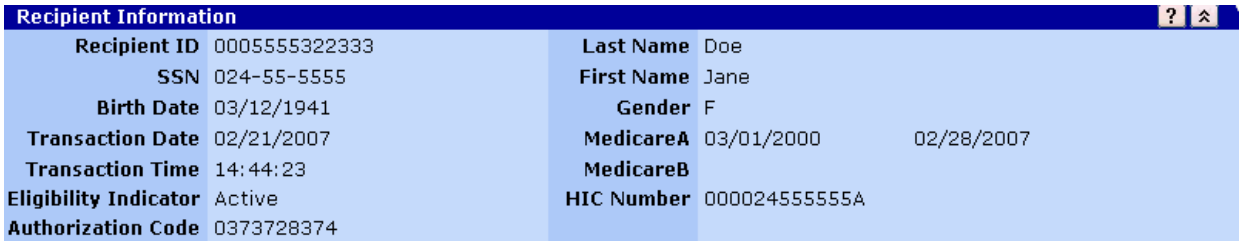
11.2 Recipient Information

11.2.1 Recipient Information Panel Narrative

The Recipient Information panel displays basic information about the recipient.

Navigation Path: [Eligibility] – [Eligibility Verification] – [search]

11.2.2 Recipient Information Panel Layout



Recipient Information

Recipient ID	0005555322333	Last Name	Doe	
SSN	024-55-5555	First Name	Jane	
Birth Date	03/12/1941	Gender	F	
Transaction Date	02/21/2007	MedicareA	03/01/2000	02/28/2007
Transaction Time	14:44:23	MedicareB		
Eligibility Indicator	Active	HIC Number	000024555555A	
Authorization Code	0373728374			

11.2.3 Recipient Information Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Authorization Code	Displays the authorization number for the eligibility transaction. Also called a Verification Number.	Field	Alphanumeric	10
Birth Date	Displays the date of birth of the recipient.	Field	Date (MM/DD/CCYY)	10
Eligibility Indicator	Displays the HIPAA eligibility indicators if the recipient is 'Active' or 'Inactive'.	Field	Alphanumeric	10
First Name	Displays the first name of the recipient.	Field	Character	20
Gender	Displays the recipient's gender.	Field	Alphanumeric	1
HIC Number	Displays the recipient's Medicare HIC number.	Field	Alphanumeric	15
Last Name	Displays the last name of the recipient.	Field	Character	30
Medicare A	Displays the dates the recipient is eligible for Medicare Part A.	Field	Date (MM/DD/CCYY)	10
Medicare B	Displays the dates the recipient is eligible for Medicare Part B.	Field	Date (MM/DD/CCYY)	10
Recipient ID	Displays the recipient's Medicaid identification number.	Field	Number (Integer)	13
SSN	Displays the social security number (SSN) of the recipient.	Field	Number (Integer)	9

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Field	Description	Field Type	Data Type	Length
Transaction Date	Displays the date the eligibility transaction was performed.	Field	Date (MM/DD/CCYY)	10
Transaction Time	Displays the time that the eligibility transaction was performed.	Field	Alphanumeric	8

11.2.4 Recipient Information Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.2.5 Recipient Information Panel Extra Features

Field	Field Type
No extra features found for this panel.	

11.2.6 Recipient Information Panel Accessibility

11.2.6.1 To Access the Recipient Information Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.
3	Enter search criteria and click **search**.	Recipient Information panel displays.

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11.3 Coverage Type

11.3.1 Coverage Type Panel Narrative

The Coverage Type panel displays specific information about the recipient's coverage type.

Navigation Path: [Eligibility] – [Eligibility Verification] – [search]

11.3.2 Coverage Type Panel Layout

Coverage Type

County Code	County Name	Aid Code	Aid Description	Effective Date	End Date
18	Craig	73	Full Medicaid Coverage	07/01/2001	03/31/2006
18	Craig	42	Full MCaid&Care w/co-ded no QMB	04/01/2006	02/28/2007

11.3.3 Coverage Type Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Aid Code	Displays the recipient's eligibility aid category code.	Field	Alphanumeric	2
Aid Description	Displays the recipient's eligibility aid category code description.	Field	Character	50
County Code	Displays the recipient's eligibility aid county code.	Field	Alphanumeric	2
County Name	Displays the recipient's eligibility aid county code description.	Field	Character	20
Effective Date	Displays the recipients eligibility begin/effective date.	Field	Date (MM/DD/CCYY)	10
End Date	Displays the recipient's eligibility end/stop date.	Field	Date (MM/DD/CCYY)	10

11.3.4 Coverage Type Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.3.5 Coverage Type Panel Extra Features

Field	Field Type
No extra features found for this panel.	

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11.3.6 Coverage Type Panel Accessibility

11.3.6.1 To Access the Coverage Type Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.
3	Enter search criteria and click **search**.	Coverage Type panel displays.

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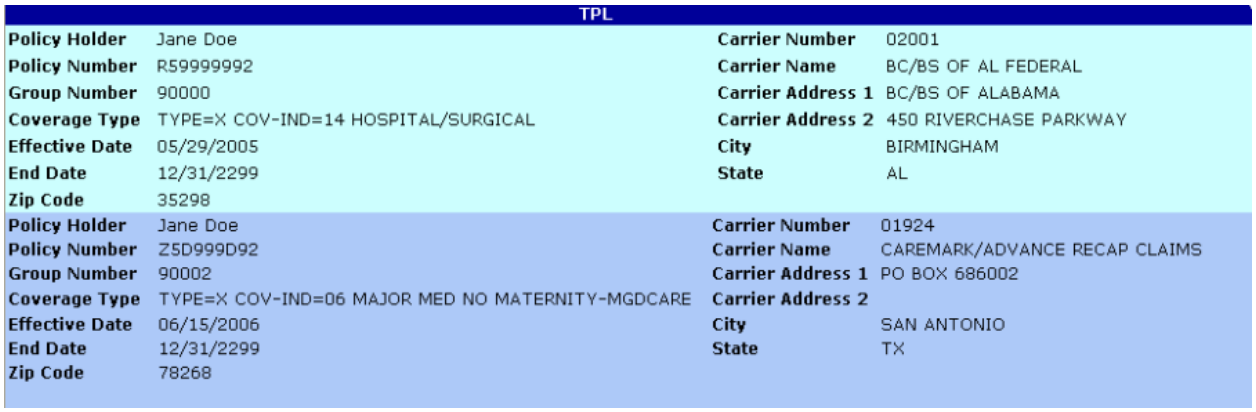
11.4 TPL

11.4.1 TPL Panel Narrative

The TPL panel displays specific information about the recipient's third party liability (TPL) coverage.

Navigation Path: [Eligibility] – [Eligibility Verification] – [search]

11.4.2 TPL Panel Layout



TPL

Policy Holder	Jane Doe	**Carrier Number**	02001
Policy Number	R59999992	**Carrier Name**	BC/BS OF AL FEDERAL
Group Number	90000	**Carrier Address 1**	BC/BS OF ALABAMA
Coverage Type	TYPE=X COV-IND=14 HOSPITAL/SURGICAL	**Carrier Address 2**	450 RIVERCHASE PARKWAY
Effective Date	05/29/2005	**City**	BIRMINGHAM
End Date	12/31/2299	**State**	AL
Zip Code	35298		
Policy Holder	Jane Doe	**Carrier Number**	01924
Policy Number	Z5D999D92	**Carrier Name**	CAREMARK/ADVANCE RECAP CLAIMS
Group Number	90002	**Carrier Address 1**	PO BOX 686002
Coverage Type	TYPE=X COV-IND=06 MAJOR MED NO MATERNITY-MGDCARE	**Carrier Address 2**	
Effective Date	06/15/2006	**City**	SAN ANTONIO
End Date	12/31/2299	**State**	TX
Zip Code	78268		

11.4.3 TPL Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Carrier Address 1	Displays the primary address of each third party liability carrier.	Field	Character	55
Carrier Address 2	Displays the secondary address of each third party liability carrier.	Field	Character	55
Carrier Name	Displays the name of each third party liability carrier.	Field	Alphanumeric	30
Carrier Number	Displays the number of each third party liability carrier.	Field	Alphanumeric	7
City	Displays the city of each third party liability carrier.	Field	Character	30
Coverage Type	Displays the coverage type of the third party liability insurance.	Field	Alphanumeric	120
Effective Date	Displays the effective date of each third party liability insurance.	Field	Date (MM/DD/CCYY)	10
End Date	Displays the end date of each third party liability insurance.	Field	Date (MM/DD/CCYY)	10

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Field	Description	Field Type	Data Type	Length
Group Number	Displays the group number of the policy.	Field	Alphanumeric	30
Policy Holder	Displays the policy holder of the third party liability insurance.	Field	Alphanumeric	30
Policy Number	Displays the policy number of the third party liability insurance.	Field	Alphanumeric	16
State	Displays the state of each third party liability carrier.	Field	Alphanumeric	2
Zip Code	Displays the zip code of each third party liability carrier.	Field	Number (Integer)	15

11.4.4 TPL Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.4.5 TPL Panel Extra Features

Field	Field Type
No extra features found for this panel.	

11.4.6 TPL Panel Accessibility

11.4.6.1 To Access the TPL Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.
3	Enter search criteria and click **search**.	TPL panel displays.

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11.5 Managed Care

11.5.1 Managed Care Panel Narrative

The Managed Care panel displays specific information about the recipient's managed care coverage.

Navigation Path: [Eligibility] – [Eligibility Verification] – [search]

11.5.2 Managed Care Panel Layout

Managed Care

Plan Code	Provider Name	Provider Phone	24 Hour Phone	Effective Date	End Date
PT1ST	DAVISON NW MEDICAL	(999)551-3607	( ) -	01/01/2007	02/28/2007

11.5.3 Managed Care Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
24 Hour Phone	Displays the 24 hour phone number of the primary care physician.	Field	Character	13
Effective Date	Displays the effective date of the Managed Care coverage.	Field	Date (MM/DD/CCYY)	10
End Date	Displays the end date of the Managed Care coverage.	Field	Date (MM/DD/CCYY)	10
Plan Code	Displays the recipient's Managed Care Plan Code. MDADV denotes Medicare Advantage and PT1ST denotes Patient 1st .	Field	Alphanumeric	5
Provider Name	Displays the name of the primary care physician for the managed care program or the name of the Medicare Advantage Plan.	Field	Alphanumeric	20
Provider Phone	Displays the phone number of the primary care physician.	Field	Character	13

11.5.4 Managed Care Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.5.5 Managed Care Panel Extra Features

Field	Field Type
No extra features found for this panel.	

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11.5.6 Managed Care Panel Accessibility

11.5.6.1 To Access the Managed Care Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.
3	Enter search criteria and click **search**.	Managed Care panel displays.

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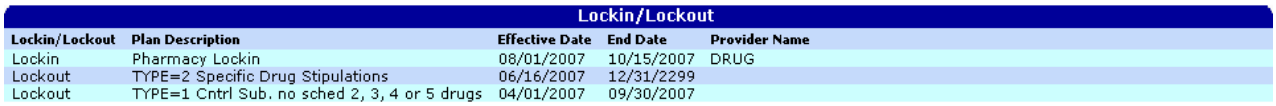
11.6 Lockin/Lockout

11.6.1 Lockin/Lockout Panel Narrative

The Lockin/Lockout panel displays specific information about the recipient's lockin and lockout coverage.

Navigation Path: [Eligibility] – [Eligibility Verification] – [search]

11.6.2 Lockin/Lockout Panel Layout



Lockin/Lockout

Lockin/Lockout	Plan Description	Effective Date	End Date	Provider Name
Lockin	Pharmacy Lockin	08/01/2007	10/15/2007	DRUG
Lockout	TYPE=2 Specific Drug Stipulations	06/16/2007	12/31/2299	
Lockout	TYPE=1 Cntrl Sub. no sched 2, 3, 4 or 5 drugs	04/01/2007	09/30/2007	

11.6.3 Lockin/Lockout Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Effective Date	Displays the effective date of each lockin period.	Field	Date (MM/DD/CCYY)	10
End Date	Displays the end date of each lockin period.	Field	Date (MM/DD/CCYY)	10
Lockin/Lockout	Displays if the recipient is locked in or locked out of the plan.	Field	Alphanumeric	10
Plan Description	Displays the lockin plan for the recipient.	Field	Character	50
Provider Name	Displays the name of the lockin provider.	Field	Alphanumeric	30

11.6.4 Lockin/Lockout Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.6.5 Lockin/Lockout Panel Extra Features

Field	Field Type
No extra features found for this panel.	

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11.6.6 Lockin/Lockout Panel Accessibility

11.6.6.1 To Access the Lockin/Lockout Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.
3	Enter search criteria and click **search**.	Lockin/Lockout panel displays.

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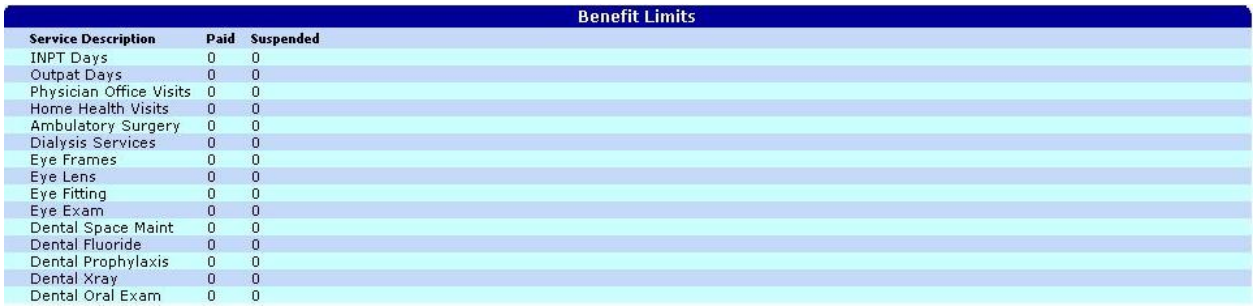
11.7 Benefit Limits

11.7.1 Benefit Limits Panel Narrative

The Benefit Limits panel displays information about the recipient's services suspended and services paid for the requested year.

Navigation Path: [Eligibility] – [Eligibility Verification] – [search]

11.7.2 Benefit Limits Panel Layout



Benefit Limits

Service Description	Paid	Suspended
INPT Days	0	0
Outpat Days	0	0
Physician Office Visits	0	0
Home Health Visits	0	0
Ambulatory Surgery	0	0
Dialysis Services	0	0
Eye Frames	0	0
Eye Lens	0	0
Eye Fitting	0	0
Eye Exam	0	0
Dental Space Maint	0	0
Dental Fluoride	0	0
Dental Prophylaxis	0	0
Dental Xray	0	0
Dental Oral Exam	0	0

11.7.3 Benefit Limits Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Paid	Displays the amount of services paid for the calendar year, to date.	Field	Number (Integer)	3
Service Description	Displays the types of service offered.	Field	Character	20
Suspended	Displays the amount of services suspended for the calendar year, to date.	Field	Number (Integer)	3

11.7.4 Benefit Limits Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.7.5 Benefit Limits Panel Extra Features

Field	Field Type
No extra features found for this panel.	

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11.7.6 Benefit Limits Panel Accessibility

11.7.6.1 To Access the Benefit Limits Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.
3	Enter search criteria and click **search**.	Benefit Limits panel displays.

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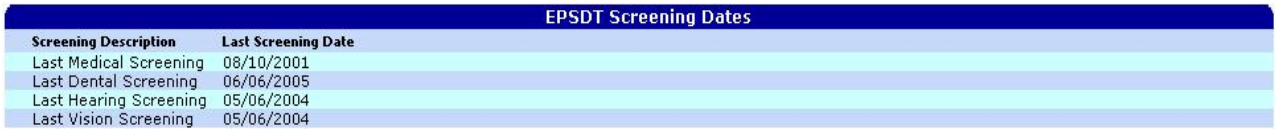
11.8 EPSDT Screening Dates

11.8.1 EPSDT Screening Dates Panel Narrative

The EPSDT Screening Dates panel displays information about the recipient's last EPSDT screening date(s).

Navigation Path: [Eligibility] – [Eligibility Verification] – [search]

11.8.2 EPSDT Screening Dates Panel Layout



EPSDT Screening Dates

Screening Description	Last Screening Date
Last Medical Screening	08/10/2001
Last Dental Screening	06/06/2005
Last Hearing Screening	05/06/2004
Last Vision Screening	05/06/2004

11.8.3 EPSDT Screening Dates Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Last Screening Date	Displays the date of the last Medical, Dental, Hearing and Vision EPSDT screening.	Field	Date (MM/DD/CCYY)	10
Screening Description	Displays the description for the type of EPSDT screening.	Field	Alphanumeric	30

11.8.4 EPSDT Screening Dates Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.8.5 EPSDT Screening Dates Panel Extra Features

Field	Field Type
No extra features found for this panel.	

11.8.6 EPSDT Screening Dates Panel Accessibility

11.8.6.1 To Access the EPSDT Screening Dates Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.
3	Enter search criteria and click **search**.	EPSDT Screening Dates panel displays.

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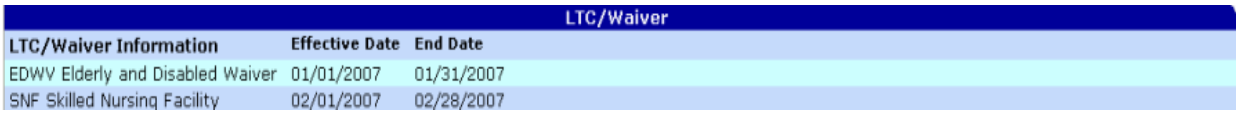
11.9 LTC/Waiver

11.9.1 LTC/Waiver Panel Narrative

The LTC/Waiver Information panel displays information about the recipient's waiver type, description and date information. This panel also returns Long Term Care (LTC) admission information based on the dates requested.

Navigation Path: [Eligibility] – [Eligibility Verification] – [search]

11.9.2 LTC/Waiver Panel Layout



LTC/Waiver

LTC/Waiver Information	Effective Date	End Date
EDWV Elderly and Disabled Waiver	01/01/2007	01/31/2007
SNF Skilled Nursing Facility	02/01/2007	02/28/2007

11.9.3 LTC/Waiver Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Effective Date	Displays the effective date of the LTC or waiver admission period.	Field	Date (MM/DD/CCYY)	10
End Date	Displays the end date of the LTC or waiver admission period.	Field	Date (MM/DD/CCYY)	10
LTC/Waiver Information	Displays the code and description of the LTC or waiver enrollment type.	Field	Character	50

11.9.4 LTC/Waiver Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.9.5 LTC/Waiver Panel Extra Features

Field	Field Type
No extra features found for this panel.	

11.9.6 LTC/Waiver Panel Accessibility

11.9.6.1 To Access the LTC/Waiver Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.

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Step	Action	Response
3	Enter search criteria and click **search**.	LTC/Waiver panel displays.

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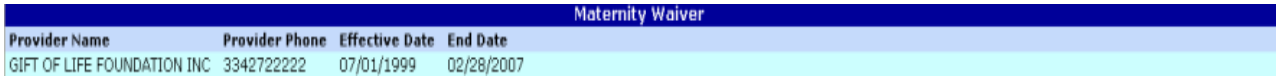
11.10 Maternity Waiver

11.10.1 Maternity Waiver Panel Narrative

The Maternity Waiver Information panel displays information about the recipient's maternity waiver provider and effective/end dates.

Navigation Path: [Eligibility] – [Eligibility Verification] – [search]

11.10.2 Maternity Waiver Panel Layout



Maternity Waiver

Provider Name	Provider Phone	Effective Date	End Date
GIFT OF LIFE FOUNDATION INC	3342722222	07/01/1999	02/28/2007

11.10.3 Maternity Waiver Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Effective Date	Displays the effective date of the waiver.	Field	Date (MM/DD/CCYY)	10
End Date	Displays the end date of the waiver.	Field	Date (MM/DD/CCYY)	10
Provider Name	Displays the provider's name.	Field	Character	20
Provider Phone	Displays the provider's phone number.	Field	Character	10

11.10.4 Maternity Waiver Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.10.5 Maternity Waiver Panel Extra Features

Field	Field Type
No extra features found for this panel.	

11.10.6 Maternity Waiver Panel Accessibility

11.10.6.1 To Access the Maternity Waiver Information Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.
3	Enter search criteria and click **search**.	Maternity Waiver panel displays.

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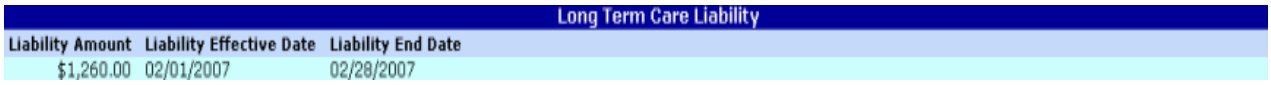
11.11 Long Term Care Liability

11.11.1 Long Term Care Liability Panel Narrative

The Long Term Care Liability panel displays information about the recipient's long term care liability dates and amounts.

Navigation Path: [Eligibility] – [Eligibility Verification] – [search]

11.11.2 Long Term Care Liability Panel Layout



11.11.3 Long Term Care Liability Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Liability Amount	Displays the long term care liability amount.	Field	Character	9
Liability Effective Date	Displays the long term care liability effective date.	Field	Date (MM/DD/CCYY)	10
Liability End Date	Displays the long term care liability end date.	Field	Date (MM/DD/CCYY)	10

11.11.4 Long Term Care Liability Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.11.5 Long Term Care Liability Panel Extra Features

Field	Field Type
No extra features found for this panel.	

11.11.6 Long Term Care Liability Panel Accessibility

11.11.6.1 To Access the Long Term Care Liability Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **Eligibility Verification**.	Eligibility Verification panel displays.
3	Enter search criteria and click **search**.	Long Term Care Liability panel displays.

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11.12 HouseHold Inquiry

11.12.1 HouseHold Inquiry Panel Narrative

The HouseHold Inquiry panel allows users to inquire on recipient records based on the payee's Medicaid number.

Navigation Path: [Eligibility] – [HouseHold Inquiry]

11.12.2 HouseHold Inquiry Panel Layout

11.12.3 HouseHold Inquiry Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears all the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Records	Displays the number of records to display per page in the Search Results list.	Combo Box	Drop Down List Box	0
Parent ID Number	Displays the parent's first 12-digits of their Medicaid identification number.	Field	Number (Integer)	12
Recipient Date of Birth	Displays the child's date of birth.	Field	Date (MM/DD/CCYY)	10

11.12.4 HouseHold Inquiry Panel Field Edit Error Codes

Field	Error Message	To Correct
Parent ID Number	Parent ID Number and Recipient Date of Birth is required for search criteria.	Enter the Parent ID Number and Recipient Date of Birth.
	Parent ID Number must be numeric.	Enter a valid parent ID.
Recipient Date of Birth	Parent ID Number and Recipient Date of Birth is required for search criteria.	Enter the Parent ID Number and Recipient Date of Birth.
	Invalid date. Format is MM/DD/YYYY.	Enter a valid date in MM/DD/CCYY format.

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11.12.5 HouseHold Inquiry Panel Extra Features

Field	Field Type
No extra features found for this panel.	

11.12.6 HouseHold Inquiry Panel Accessibility

11.12.6.1 To Access the HouseHold Inquiry Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **HouseHold Inquiry**.	HouseHold Inquiry panel displays.

11.12.6.2 To Add on the HouseHold Inquiry Panel

Step	Action	Response
1	Enter **Parent ID Number**.	
2	Enter **Recipient Date of Birth.**	
3	Select **Records** from drop down list.	Determines the number of records to display in the search results panel.
4	Click **search**.	HouseHold Inquiry Search Results panel displays.

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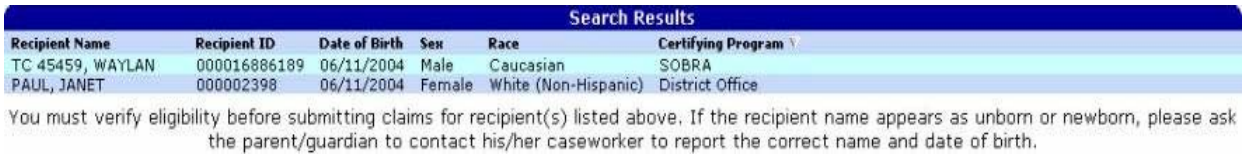
11.13 HouseHold Inquiry Search Results

11.13.1 Search Results Panel Narrative

The HouseHold Inquiry Search Results panel displays household inquiry information matching the search criteria from the HouseHold Inquiry Search panel.

Navigation Path: [Eligibility] – [HouseHold Inquiry] – [search]

11.13.2 Search Results Panel Layout



11.13.3 Search Results Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Certifying Program	Displays the child's eligibility category.	Field	Character	20
Date of Birth	Displays the child's date of birth.	Field	Date (MM/DD/CCYY)	10
Race	Displays the child's race.	Field	Character	15
Recipient ID	Displays the child's first 12 digits of their Medicaid identification number.	Field	Number (Integer)	12
Recipient Name	Displays the child's name in Last Name, First Name format.	Field	Character	50
Sex	Displays the child's sex.	Field	Character	7

11.13.4 Search Results Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

11.13.5 Search Results Panel Extra Features

Field	Field Type
No extra features found for this panel.	

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11.13.6 Search Results Panel Accessibility

11.13.6.1 To Access the Search Results Panel

Step	Action	Response
1	Click **Eligibility**.	Eligibility page opens.
2	Click **HouseHold Inquiry**.	HouseHold Inquiry panel displays.
3	Enter search criteria and click **search**.	HouseHold Inquiry Search Results panel displays.

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12. Trade Files

Trading Partners can upload batch files from directories within their personal computer (PC) or Local Area Network (LAN) to Alabama Medicaid's web server for processing. Authorized users can access the Interactive Services website to perform this function or use a software program that runs on a user's PC or server that connects to the secure website.

Another function within the Interactive Services website allows users to download batch files from Alabama Medicaid's web server to directories within their PC or LAN. Authorized users can access the Interactive Services website to perform this function or use a software program that runs on a user's PC or server that connects to the secure website. The user's site sends a request using the HTTPS protocol containing parameters that include the User ID, the associated password, and the requested transaction type.

From the Trade Files link in the Main Menu toolbar, users can access the following Sub Menu options:

- Download
- Upload

12.1 Download

12.1.1 File Download Search Narrative

This window allows the user to download specific files from the state's secure website. The files are ordered by the date they become available, beginning with the most recent. A hyperlink is provided to allow users to download and install Adobe Acrobat Reader which is required to view an electronic Explanation of Payment (EOP).

The File Download panel allows users to download specific files from the Alabama Medicaid secure website. The user has the capability to search for files based on transaction type, and then download selected files from the available files.

Providers may use this feature to download an electronic Remittance Advice (RA) or their Managed Care Enrollment Roster in the PDF format, which requires Adobe Acrobat Reader.

Navigation Path: [Trade Files] – [Download]

12.1.2 File Download Search Layout

12.1.3 File Download Search Field Descriptions

Field	Description	Field Type	Data Type	Length
search	This button initiates the search.	Button	N/A	0

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Field	Description	Field Type	Data Type	Length
Transaction Type	Displays the transaction type of the file to be searched.	Combo Box	Drop Down List Box	0

12.1.4 File Download Search Field Edit Error Codes

Field	Error Message	To Correct
Transaction Type	A Transaction Type is required. Please select a Transaction Type and try your search again.	Select a Transaction Type and try your search again.

12.1.5 File Download Search Extra Features

Field	Field Type
Adobe Acrobat Reader	Hyperlink to http://www.adobe.com/products/acrobat/readstep2.html.

12.1.6 File Download Search Accessibility

12.1.6.1 To Access the File Download Search Panel

Step	Action	Response
1	Click **Trade Files**.	Trade Files page opens.
2	Click **Download**.	File Download Search panel opens.

12.1.6.2 To Add on the File Download Search Panel

Step	Action	Response
1	Select **Transaction Type** from drop down list.	
2	Click **search**.	Current Files Available for Download panel displays.

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12.2 Current Files Available for Download

12.2.1 Current Files Available for Download Panel Narrative

The Current Files Available for Download panel displays the files available for download that match the search criteria from the Download panel.

Navigation Path: [Trade Files] – [Download] – [search]

12.2.2 Current Files Available for Download Panel Layout

Files are listed in order of the date they become available.

Current Files Available for Download

File Name	Transaction Type	Date Available	Date Downloaded
4923_4916_405EB6C1_271X12BATCH_37468_100000003.271	Eligibility Response	09/26/2007	09/26/2007
4832_4826_F590B421_271X12BATCH_36203_100000003.271	Eligibility Response	09/20/2007	Has Not Been Downloaded
4644_4640_E5D8B07B_271X12BATCH_34422_100000003.271	Eligibility Response	09/14/2007	Has Not Been Downloaded
4608_4596_039B859B_271X12BATCH_34132_100000003.271	Eligibility Response	09/13/2007	Has Not Been Downloaded
3794_3788_1229DA7B_271X12BATCH_29929_100000003.271	Eligibility Response	09/08/2007	Has Not Been Downloaded
3796_3790_4ADDB291_271X12BATCH_29931_100000003.271	Eligibility Response	09/08/2007	Has Not Been Downloaded
3795_3789_6B6ABEE0_271X12BATCH_29930_100000003.271	Eligibility Response	09/08/2007	Has Not Been Downloaded
2404_2371_7C950CC2_271X12BATCH_22058_100000003.271	Eligibility Response	08/22/2007	Has Not Been Downloaded
2283_2268_B2DD0397_271X12BATCH_20886_100000003.271	Eligibility Response	08/17/2007	Has Not Been Downloaded
2282_2267_86E4116A_271X12BATCH_20872_100000003.271	Eligibility Response	08/17/2007	Has Not Been Downloaded

1 2 Next >

12.2.3 Current Files Available for Download Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Date Available	Displays the date the file became available for download.	Field	Date (MM/DD/CCYY)	10
Date Downloaded	Displays the date the file was downloaded.	Field	Date (MM/DD/CCYY)	10
File Name	Displays the name of the file available for download.	Field	Alphanumeric	50
Transaction Type	Displays the file type.	Field	Alphanumeric	20

12.2.4 Current Files Available for Download Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

12.2.5 Current Files Available for Download Panel Extra Features

Field	Field Type
No extra features found for this panel.	

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12.2.6 Current Files Available for Download Panel Accessibility

12.2.6.1 To Access the Current Files Available for Download Panel

Step	Action	Response
1	Click **Trade Files**.	Trade Files page opens.
2	Click **Download**.	File Download Search panel opens.
3	Select a transaction type and click **search**.	Current Files Available for Download panel displays.

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12.3 Upload

12.3.1 File Upload Panel Narrative

The Upload panel allows the user to upload HIPAA compliant files to the Alabama Medicaid secure web server. The trading partner has the capability to view all the files uploaded to the Alabama Medicaid secure web server.

Navigation Path: [Trade Files] – [Upload]

NOTE:

Each field which contains an asterisk represents a required field. Therefore, the corresponding panel is not considered complete until those fields have been completed with the appropriate data.

12.3.2 File Upload Panel Layout

12.3.3 File Upload Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Browse	This button allows the user to navigate their hard drive to select a local file they wish to upload.	Button	N/A	0
upload	This button initiates the upload process.	Button	N/A	0
Transaction Type	Displays a type of transaction that is being transmitted.	Combo Box	Drop Down List Box	0
Save As Filename	Displays the name the user wishes to name the uploaded file. This overrides the selected file name.	Field	Alphanumeric	50
Upload File	Allows the user to select the file they wish to upload.	Field	Character	50

12.3.4 File Upload Panel Field Edit Error Codes

Field	Error Message	To Correct
Upload	Please select a file to upload.	Click on <browse> button to select a file to upload onto the server.
	File is either invalid or has 0 bytes size.	File selected for upload is empty. Select a non-

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Field	Error Message	To Correct
	Please validate file and upload again.	empty or correct file name.
Transaction Type	Transaction Type is required.	Select a Transaction Type.

12.3.5 File Upload Panel Extra Features

Field	Field Type
No extra features found for this panel.	

12.3.6 File Upload Panel Accessibility

12.3.6.1 To Access the File Upload Panel

Step	Action	Response
1	Click **Trade Files**.	Trade Files page opens.
2	Click **Upload**.	File Upload panel opens.

12.3.6.2 To Add on the File Upload Panel

Step	Action	Response
1	Click **Browse**.	Allows the user to navigate their hard drive to select a local file to upload.
2	Select **Transaction Type** from drop down list.	Identifies the type of file being uploaded.
3	Enter **Save as filename**.	Overrides the selected file name.
4	Click **upload**.	Uploads file and Uploaded Files panel displays.

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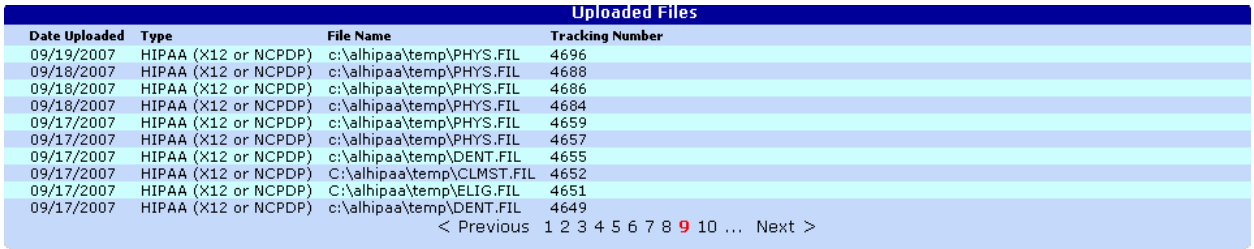
12.4 Uploaded Files

12.4.1 Uploaded Files Panel Narrative

The Uploaded Files panel allows users to view files that have been uploaded to the Alabama Medicaid secure website using the File Upload panel.

Navigation Path: [Trade Files] – [Upload – [click on upload]

12.4.2 Uploaded Files Panel Layout



Uploaded Files

Date Uploaded	Type	File Name	Tracking Number
09/19/2007	HIPAA (X12 or NCPDP)	c:\alhipaa\temp\PHYS.FIL	4696
09/18/2007	HIPAA (X12 or NCPDP)	c:\alhipaa\temp\PHYS.FIL	4688
09/18/2007	HIPAA (X12 or NCPDP)	c:\alhipaa\temp\PHYS.FIL	4686
09/18/2007	HIPAA (X12 or NCPDP)	c:\alhipaa\temp\PHYS.FIL	4684
09/17/2007	HIPAA (X12 or NCPDP)	c:\alhipaa\temp\PHYS.FIL	4659
09/17/2007	HIPAA (X12 or NCPDP)	c:\alhipaa\temp\PHYS.FIL	4657
09/17/2007	HIPAA (X12 or NCPDP)	c:\alhipaa\temp\DENT.FIL	4655
09/17/2007	HIPAA (X12 or NCPDP)	C:\alhipaa\temp\CLMST.FIL	4652
09/17/2007	HIPAA (X12 or NCPDP)	C:\alhipaa\temp\ELIG.FIL	4651
09/17/2007	HIPAA (X12 or NCPDP)	c:\alhipaa\temp\DENT.FIL	4649

< Previous 1 2 3 4 5 6 7 8 9 10 ... Next >

12.4.3 Uploaded Files Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Date Uploaded	Displays the date the file was uploaded.	Field	Date (MM/DD/CCYY)	10
File Name	Displays the name of the file that was uploaded.	Field	Alphanumeric	30
Tracking Number	Displays the tracking number used to identify and track the uploaded file.	Field	Number (Integer)	15
Type	Displays the type of file that was uploaded.	Field	Alphanumeric	25

12.4.4 Uploaded Files Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

12.4.5 Uploaded Files Panel Extra Features

Field	Field Type
No extra features found for this panel.	

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12.4.6 Uploaded Files Panel Accessibility

12.4.6.1 To Access the Uploaded Files Panel

Step	Action	Response
1	Click **Trade Files**.	Trade Files page opens.
2	Click **Upload**.	File Upload panel opens.
3	Click **Browse**.	Allows the user to navigate their hard drive to select a local file to upload.
4	Select **Transaction Type** from drop down list.	Identifies the type of file being uploaded.
5	Enter **Save as filename**.	Overrides the selected file name.
6	Click **upload**.	Uploads file and Uploaded Files panel displays.

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13. Prior Authorization

The Prior Authorization features allow users to search for or submit prior authorizations via the Interactive Services website.

From the Prior Authorization link in the Main Menu toolbar, users can access the following Sub Menu options:

- Search
- Submit
- Submit New

13.1 Search

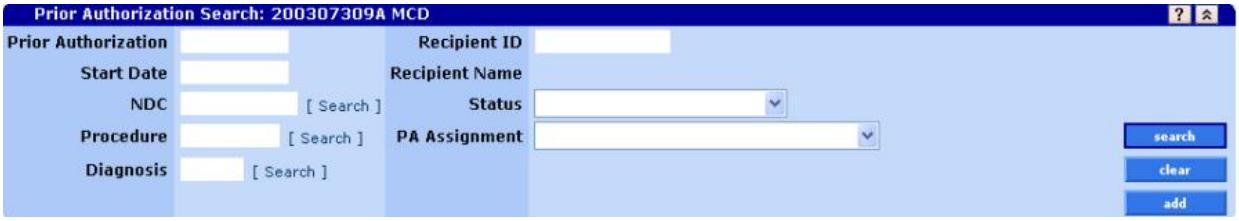
13.1.1 Prior Authorization Search Panel Narrative

The Prior Authorization panel allows users to search for prior authorizations and determine their status. The user has the capability to view the details and status of each prior authorization submitted or start a new prior authorization.

The corresponding prior authorization search results appear on the Prior Authorization panel in a list of ten prior authorizations per page. This list contains summary information about the prior authorization. The prior authorization number is hyperlinked to the prior authorization Submit panel for review. The prior authorization wizard process, used to submit a new prior authorization request, can be initiated by clicking the add button.

Navigation Path: [Prior Authorization] – [Search]

13.1.2 Prior Authorization Search Panel Layout



13.1.3 Prior Authorization Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button initiates adding a new prior authorization.	Button	N/A	0
clear	This button clears all the search criteria fields.	Button	N/A	0
search	This button initiates the query.	Button	N/A	0

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Field	Description	Field Type	Data Type	Length
Diagnosis	Displays the diagnosis code.	Field	Alphanumeric	5
NDC	Displays the National Drug Code used to identify a specific drug.	Field	Alphanumeric	11
PA Assignment	Displays the type of the prior authorization request.	Combo Box	Drop Down List Box	0
Prior Authorization	Displays the number assigned to identify a specific Prior Authorization request.	Field	Alphanumeric	10
Procedure	Displays the code to uniquely identify a procedure.	Field	Alphanumeric	9
Recipient ID	Displays the recipient who received the service.	Field	Alphanumeric	13
Recipient Name	Displays the recipient name. (Read-Only)	Field	Alphanumeric	40
Start Date	Displays the date the prior authorization was added.	Field	Date (MM/DD/CCYY)	10
Status	Displays the status of the prior authorization.	Combo Box	Drop Down List Box	0

13.1.4 Prior Authorization Search Panel Field Edit Error Codes

Field	Error Message	To Correct
Prior Authorization	Prior Authorization is not valid.	Enter a valid Prior Authorization number.
Recipient ID	Recipient ID is not valid.	Enter a valid Recipient ID.
	Recipient ID or Prior Authorization is required.	Enter either a Recipient ID or a Prior Authorization number.

13.1.5 Prior Authorization Search Panel Extra Features

Field	Field Type
Recipient Name	Read-only field displays after Recipient ID field populated.

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13.1.6 Prior Authorization Search Panel Accessibility

13.1.6.1 To Access the Prior Authorization Search Panel

Step	Action	Response
1	Click **Prior Authorization**.	Prior Authorization page displays.
2	Click **Search**.	Prior Authorization Search panel displays.

13.1.6.2 To Search on the Prior Authorization Search Panel

Step	Action	Response
1	Enter one or a combination of the following fields: **Prior Authorization** number, **Start Date**, **NDC** or click [Search] to select from list, **Procedure** or click [Search] to select from list, **Diagnosis** or click [Search] to select from list, **Recipient ID**, **Status** and/or **PA Assignment**.	Clicking [Search] activates the NDC, Procedure, and/or Diagnosis Search panel(s). Refer to Chapter 14 for additional information regarding these pop-up panels.
2	Click **search**.	Clicking search displays the Prior Authorization Search panel.

NOTE:

"No rows found" indicates a match was not identified based on the search criteria. A user can refine his or her search or contact the EDS Provider Assistance Center at 1 (800) 688-7989 for additional assistance during normal business hours; Monday – Friday from 8:00am – 5:00pm CST.

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13.2 Prior Authorization Search Results

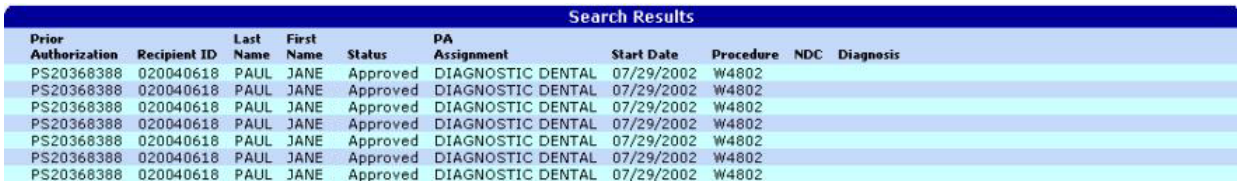
13.2.1 Search Results Panel Narrative

The Prior Authorization Search Results panel displays records that match the search criteria from the Prior Authorization Search panel.

This panel displays the prior authorization information that matched the search criteria.

Navigation Path: [Prior Authorization] – [Search] – [search]

13.2.2 Search Results Panel Layout



Search Results

Prior Authorization	Recipient ID	Last Name	First Name	Status	PA Assignment	Start Date	Procedure	NDC	Diagnosis
PS20368388	020040618	PAUL	JANE	Approved	DIAGNOSTIC DENTAL	07/29/2002	W4802		
PS20368388	020040618	PAUL	JANE	Approved	DIAGNOSTIC DENTAL	07/29/2002	W4802		
PS20368388	020040618	PAUL	JANE	Approved	DIAGNOSTIC DENTAL	07/29/2002	W4802		
PS20368388	020040618	PAUL	JANE	Approved	DIAGNOSTIC DENTAL	07/29/2002	W4802		
PS20368388	020040618	PAUL	JANE	Approved	DIAGNOSTIC DENTAL	07/29/2002	W4802		
PS20368388	020040618	PAUL	JANE	Approved	DIAGNOSTIC DENTAL	07/29/2002	W4802		
PS20368388	020040618	PAUL	JANE	Approved	DIAGNOSTIC DENTAL	07/29/2002	W4802		

13.2.3 Search Results Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
Diagnosis	Displays the diagnosis code.	Field	Alphanumeric	5
First Name	Displays the first name of the recipient.	Field	Character	13
Last Name	Displays the last name of the recipient.	Field	Character	15
NDC	Displays the National Drug Code used to uniquely identify a drug.	Field	Alphanumeric	11
PA Assignment	Displays the type of prior authorization request.	Field	Alphanumeric	20
Prior Authorization	Displays the prior authorization number. Clicking the link will direct user to the Prior Authorization Detailed Info Display panel.	Field	Alphanumeric	10
Procedure	Displays the code to uniquely identify a procedure.	Field	Alphanumeric	5
Recipient ID	Displays the Recipient's first 12-digits of their Medicaid identification number, for who received the service.	Field	Alphanumeric	12
Start Date	Displays the date the prior authorization was added.	Field	Date (MM/DD/CCYY)	10

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Field	Description	Field Type	Data Type	Length
Status	Displays the Prior Authorization current status.	Field	Alphanumeric	11
Next	Displays the link to the next page of search results.	Hyperlink	N/A	0
Previous	Displays the link to the previous page of search results.	Hyperlink	N/A	0

13.2.4 Search Results Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

13.2.5 Search Results Panel Extra Features

Field	Field Type
No extra features found for this panel.	

13.2.6 Search Results Panel Accessibility

13.2.6.1 To Access the Search Results Panel

Step	Action	Response
1	Click **Prior Authorization**.	Prior Authorization page displays.
2	Click **Search**.	Prior Authorization Search panel displays.
3	Enter search criteria and click **search**.	Prior Authorization Search Results panel displays.

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13.3 Prior Authorization Submit

13.3.1 Prior Authorization Submit Panel Narrative

The Prior Authorization Submit panel allows users to update a prior authorization (PA) using the web application. The user has the capability to review/update existing PAs. Users can also view/update the notes provided for the PA. However, only the requesting provider is permitted to view/update a prior authorization request.

Navigation Path: [Prior Authorization] – [Search] - [search] - [select row in search results]

NOTE:
Each field which contains an asterisk represents a required field. Therefore, the prior authorization is not considered complete until those fields have been completed with the appropriate data.

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13.3.2 Prior Authorization Submit Panel Layout

Base Information

Prior Authorization	1307044051	PA Assignment	DENTAL CARE
Recipient ID	0000204405197	Diagnosis	[Search]
Last Name	MONOLO	Servicing Provider	1982117117 NPI
First Name, MI	SADIQ N	Clerk	
Date of Birth	02/09/2000	Provider	1982117117 NPI
		Managed Care Indicator	

Line Item

Line Item	Requested Units	Requested Dollars	Authorized Units	Authorized Dollars	Procedure	Thru Service	NDC	Revenue Code	Status
01	3.000	$0.00	0.000	$0.00	D2391				Evaluation
02	1.000	$0.00	1.000	$0.00	D9420				Approved
03	1.000	$0.00	0.000	$0.00	D2930				Denied
04	2.000	$0.00	0.000	$0.00	D2930				Pending

Type changes below.

Line Item	01		
Service Type Code*	Procedure Code		
Procedure	D2391 [Search]	Thru Service	[Search]
Modifier 1:	[Search]	2:	[Search]
Modifier 3:	[Search]	4:	[Search]
Tooth 1:	19 [Search]	Tooth 2:	[Search]
Tooth 3:	[Search]	Tooth 4:	[Search]
Tooth 5:	[Search]	Tooth 6:	[Search]
Tooth 7:	[Search]	Tooth 8:	[Search]
Quad	[Search]		
NDC Lock		NDC	[Search]
Revenue Code	[Search]	Requested Eff/End Dates*	02/06/2007 08/06/2007
Status	Evaluation	Requested Units/Dollars	3.000 $0.00
		Authorized Eff/End Dates	
		Balance Units/Dollars	0.000 $0.00
		Quantity Used Units/Dollars	0.000 $0.00
		Authorized Units/Dollars	0.000 $0.00

delete add

Notes

Date Entered	Description
07/18/2007	Please consider this request for the patient.
07/18/2007	This is another form of internal text when the first record reached the max 540-
07/18/2007	This is the internal text from the provider to explain what the clinical issues

Type changes below.

Description* Please consider this request for the patient.

delete add

Attachments

Line Item	Type	Transmission Code	Control Number	Description
1	Photographs	By Mail	446DD-ADDWEDDA6	Photographs of the p
2	Dental Models	By Mail	556ASDE-D5AEE8A	Molds of the patient
3	Symptoms Document	By Mail	5D58A-5D5E8AA6A	To document the symp

Type changes below.

Control Number	556ASDE-D5AEE8A-AA
Transmission	BM By Mail
Report Type	DA Dental Models
Description	Molds of the patient's mouth to prove service is necessary.

delete add

save cancel

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13.3.3 Prior Authorization Submit Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button is used to add data to a panel.	Button	N/A	0
cancel	This button cancels the current operation and discards any changes.	Button	N/A	0
delete	This button removes the record.	Button	N/A	0
save	This button saves current operation and re-submits the request to Medicaid.	Button	N/A	0
Authorized Eff/End Dates	Displays the requested prior authorization start and stop date for the line item. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Authorized Units/Dollars	Displays the units and/or dollar amount authorized for the prior authorization line item service. (Read-Only)	Field	Number (Decimal)	14
Balance Units/Dollars	Displays the units and/or dollar amount balance for the prior authorization line item service. (Read-Only)	Field	Number (Decimal)	14
Clerk	Displays the clerk that entered the prior authorization. Defaulted to clerk that is logged in. Consist of User Name and First and Last Name. (Read-Only)	Field	Alphanumeric	130
Control Number	Displays the attachment/paperwork identifier (E.G. Document Control Number).	Field	Character	80
Date Entered [Notes List]	Displays the date that the PA note was entered. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Date of Birth	Displays the date of birth of the recipient. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Description	Displays the free form text for the internal text (clinical note).	Field	Character	540
Description [Attachment Panel]	Displays the free form text for the attachment/paperwork.	Field	Character	80
Diagnosis	Displays the code used to identify the primary or other diagnoses.	Field	Alphanumeric	5

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Field	Description	Field Type	Data Type	Length
First Name, MI	Displays the first name and middle initial of the recipient on the header. (Read-Only and defaulted on header panel.)	Field	Character	15
Last Name	Displays the last name of the recipient. (Read-Only and defaulted on header panel.)	Field	Character	15
Line Item	Displays the line items (or details) of a prior authorization record. (Read-Only)	Field	N/A	2
Line Item [Attachment Panel]	Displays the line number of the Prior Authorization attachment form text entered. It is used to uniquely identify rows of attachment form text that may have been entered for the same prior authorization.	Field	N/A	2
Managed Care Indicator	Displays whether a recipient participates in Managed care.	Combo Box	Drop Down List Box	0
Modifier 1	Displays a procedure code modifier. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Modifier 2	Displays a procedure code modifier. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Modifier 3	Displays a procedure code modifier. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Modifier 4	Displays a procedure code modifier. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
NDC	Displays the NDC. Dynamic field that appears when 'NDC' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	11
NDC Lock	Displays the drop down list to indicate National Drug Code Lock. Valid values: P - GCN, T - GC3, N – NDC.	Combo Box	Drop Down List Box	0

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Field	Description	Field Type	Data Type	Length
PA Assignment	Displays the type of prior authorization request. (Read-Only)	Combo Box	Drop Down List Box	0
Prior Authorization	Displays the number assigned to identify a specific Prior Authorization request. (Read-Only)	Field	Number (Integer)	10
Procedure	Displays the procedure code. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	6
Provider	Displays the requesting/prescribing provider for the prior authorization. (Read-Only. Defaulted from login provider.)	Field	Alphanumeric	10
Quad	Displays the tooth quadrant. Dynamic field that appears when Procedure is selected from the Service Type Code drop down list.	Field	Alphanumeric	3
Quantity Used Units/Dollars	Displays the units and/or dollar amount used for the prior authorization line item service. (Read-Only)	Field	Number (Decimal)	14
Recipient ID	Displays the recipient's Medicaid identification number. (Read-Only)	Field	Number (Integer)	13
Report Type	Displays the code describing the type of attachment/paperwork.	Combo Box	Drop Down List Box	0
Requested Eff/End Dates	Displays the requested Prior Authorization start and stop date for the line item.	Field	Date (MM/DD/CCYY)	10
Requested Units/Dollars	Displays the number of units and/or the dollar amount requested for the Prior Authorization line item service.	Field	Number (Decimal)	14
Revenue Code	Displays the revenue code. Dynamic field that appears when 'Revenue Code' is selected from the 'Service Type Code' drop down list.	Field	Number (Integer)	4
Service Type Code	Displays the drop down list to indicate the service type code.	Combo Box	Drop Down List Box	0

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Field	Description	Field Type	Data Type	Length
Servicing Provider	Displays the servicing provider. Servicing Provider is also referred to as the Performing, Rendering or Billing provider. (Read-Only)	Field	Alphanumeric	10
Status	Displays the status of the prior authorization line item. (Read-Only). Default to Evaluation.	Combo Box	Drop Down List Box	0
Thru Service	Displays the thru procedure code, used to represent a range of procedure codes. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	6
Tooth 1	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 2	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 3	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 4	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 5	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 6	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 7	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2

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Field	Description	Field Type	Data Type	Length
Tooth 8	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Transmission	Displays the code defining timing, transmission method or format of attachment/paperwork.	Combo Box	Drop Down List Box	0

13.3.4 Prior Authorization Submit Panel Field Edit Error Codes

Field	Error Message	To Correct
add	Exceeded maximum number of Line Items.	Enter a prior authorization with 26 detail lines or less.
save	Cannot save any changes when a line item has a status outside of Evaluation!	PA record cannot be updated if any of the line items are no longer in an Evaluation status.
All fields	Invalid number / Invalid date / Invalid character data / Invalid alphanumeric data.	Ensure that the field matches the datatype as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date fields must only contain valid dates; character fields must only contain A - Z; alphanumeric fields must only contain A - Z and 0 – 9.
	Field exceeds max length.	Ensure that the field matches the field lengths as documented in the field descriptions above.
Description	Description is required.	Enter data in the Description box.
Diagnosis	Diagnosis contains an invalid value.	Enter a valid Diagnosis Code.
Modifier 1	Modifier 1 is not valid.	Enter a valid Modifier Code
Modifier 2	Modifier 2 is not valid.	Enter a valid Modifier code.
	Duplicate Modifier on same Line Item.	Ensure a duplicate modifier is not on the same PA line item.
Modifier 3	Modifier 3 is not valid.	Enter a valid Modifier Code.
	Duplicate Modifier on same Line Item.	Ensure a duplicate modifier is not on the same PA line item.
Modifier 4	Modifier 4 is not valid.	Enter a valid Modifier Code.
	Duplicate Modifier on same Line Item.	Ensure a duplicate modifier is not on the same PA line item.
Procedure	Procedure Code is required.	Enter a valid procedure code.

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Field	Error Message	To Correct
	Procedure Code is not valid.	Enter a valid procedure code.
Quad	Quad is not valid.	Enter a valid Quadrant Code.
Report Type	A valid Type is required.	Select a valid Report Type.
Requested Eff/End Dates	Requested Eff Date is required.	Enter a valid Requested Effective Date.
	Requested Eff Date must be less than or equal to Requested End Date.	Ensure Requested Effective Date is less than or equal to the Requested End Date .
	Requested Eff Date must be greater than or equal to 01/01/1900.	Enter a Requested Effective Date that is greater than or equal to 01/01/1900.
	Requested Eff Date must be less than or equal to 12/31/2299.	Enter a Requested Effective Date that is less than or equal to 12/31/2299.
	Requested End Date is required.	Enter a valid Requested End Date.
	Requested End Date must be greater than or equal to 01/01/1900.	Enter a Requested End Date that is greater than or equal to 01/01/1900.
	Requested End Date must be less than or equal to 12/31/2299.	Enter a Requested End Date that is less than or equal to 12/31/2299.
Requested Units/Dollars	Requested Dollars must be greater than or equal to 0.00.	Ensure that this field is greater than or equal to zero.
	Requested Dollars must be less than or equal to 9999999.99.	Ensure the requested amount is not greater than $9,999,999.99.
	Requested Units must be greater than or equal to 0.000.	Ensure that this field is greater than or equal to zero.
	Requested Units must be less than or equal to 9999999.999.	Ensure the units requested are not greater than 9,999,999.999.
	Either Requested Units or Requested Dollars is required.	Enter a value in either the Requested Dollars or Requested Units fields.
Revenue Code	Revenue Code is not valid.	Enter a valid Revenue Code.
	Revenue Code is required.	Enter a valid Revenue Code.
Service Type Code	Service Type Code is required.	Select a valid Service Type Code.
	Service Type Code must be one of the following values: Empty, 1 = Revenue Code, 2 = Procedure Code.	A PA with the 'Service Type Code' of 'NDC Code' cannot be updated. Only an authorized clerk at EDS or HID may update a PA with an NDC service type.
Thru Service	Thru Service is not valid.	Enter a valid procedure code for the Thru

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Field	Error Message	To Correct
		Service.
Tooth 1	Tooth is not valid.	Enter a valid Tooth number.
Tooth 2	Tooth 2 is not valid.	Enter a valid Tooth number.
Tooth 3	Tooth 3 is not valid.	Enter a valid Tooth number.
Tooth 4	Tooth 4 is not valid.	Enter a valid Tooth number.
Tooth 5	Tooth 5 is not valid.	Enter a valid Tooth number.
Tooth 6	Tooth 6 is not valid.	Enter a valid Tooth number.
Tooth 7	Tooth 7 is not valid.	Enter a valid Tooth number.
Tooth 8	Tooth 8 is not valid.	Enter a valid Tooth number.
Transmission	A valid Transmission Code is required.	Select a valid Transmission Code.

13.3.5 Prior Authorization Submit Panel Extra Features

Field	Field Type
No extra features found for this page/panel.	

13.3.6 Prior Authorization Submit Panel Accessibility

13.3.6.1 To Access the Prior Authorization Submit Panel

Step	Action	Response
1	Click **Prior Authorization**.	Prior Authorization page displays.
2	Click **Search**.	Prior Authorization Search panel displays.
3	Enter search criteria and click **search**.	Prior Authorization Search Results panel displays.
4	Click line item from search results panel.	Prior Authorization Submit panel displays.

13.3.6.2 To Add on the Prior Authorization Submit Panel

Step	Action	Response
1	Click **add** in Line Item section.	Activates fields for entry of data or selection from lists.
2	Select a **Service Type Code** from the drop down list.	
3	If applicable, enter a **Procedure** or click [Search] to select from list.	Clicking [Search] activates the Procedure Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
4	If applicable, enter a **Modifier 1**, **Modifier**	Clicking [Search] activates the Modifiers Search

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Step	Action	Response
	2, **Modifier 3** or **Modifier 4** code, or click [Search] to select from list.	panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
5	If applicable, enter a **Tooth 1**, **Tooth 2**, **Tooth 3**, **Tooth 4**, **Tooth 5**, **Tooth 6**, **Tooth 7** or **Tooth 8** code, or click [Search] to select from list.	Clicking [Search] activates the Tooth Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
6	If applicable, enter a **Quad** or click [Search] to select from list.	Clicking [Search] activates the Quadrant Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
7	If applicable, enter **Revenue Code** or click [Search] to select from list.	Clicking [Search] activates the Revenue Code Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
8	If applicable, enter a **Thru Service** procedure or click [Search] to select from list.	Clicking [Search] activates the Procedure Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
9	Enter **Requested Eff Dates** date.	
10	Enter **Requested End Dates** date.	
11	Enter **Requested Units** number.	
13	Enter **Requested Dollars** amount.	
14	Click **add** in Notes section.	Activates fields for entry of data or selection from lists.
15	Enter **Description**.	
16	Click **add** in Attachments section.	Activates fields for entry of data or selection from lists.
17	Enter **Control Number**.	
18	Select **Transmission** from drop down list.	
19	Select **Report Type** from drop down list.	
20	Enter **Description**.	
21	Click **save**.	Prior Authorization information saved and re-sent to Medicaid for further review.

13.3.6.3 To Update on the Prior Authorization Submit Panel

Step	Action	Response
1	Select item from list.	
2	Click in field(s) to update and perform update.	
3	Click **save**.	Prior Authorization information saved and re-sent to Medicaid for further review.

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13.4 Prior Authorization New

13.4.1 Base Information Panel Narrative

The Base Information panel allows users to enter base information for a new prior authorization.

The Base Information panel is the first of four steps in the prior authorization wizard process, used to submit a new prior authorization.

Navigation Path: [Prior Authorization] – [New] OR [Prior Authorization - Search] – [add]

NOTE:

Each field which contains an asterisk represents a required field. Therefore, the prior authorization is not considered complete until those fields have been completed with the appropriate data.

13.4.2 Base Information Panel Layout

13.4.3 Base Information Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
New	This button is used to add a new PA request.	Button	N/A	0
Next	This button redirects the user to the next panel for the prior authorization new submit process.	Button	N/A	0
Clerk	Displays the clerk that entered the prior authorization. (Read-Only)	Field	Alphanumeric	8
Diagnosis	Displays the code used to identify the primary or other diagnoses.	Field	Alphanumeric	5
Managed Care Indicator	Displays whether a recipient participates in the Managed Care program.	Combo Box	Drop Down List Box	0
PA Assignment	Displays the type of prior authorization request.	Combo Box	Drop Down List Box	0

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Field	Description	Field Type	Data Type	Length
Recipient ID	Displays the recipient's Medicaid identification number.	Field	Number (Integer)	13
Servicing Provider	Displays the servicing provider. Servicing Provider is also referred to as the Performing, Rendering or Billing provider.	Field	Alphanumeric	10

13.4.4 Base Information Panel Field Edit Error Codes

Field	Error Message	To Correct
PA Assignment	PA Assignment is required.	Select a PA Assignment.
Recipient ID	Recipient ID is required.	Enter a valid recipient ID.
	Recipient ID contains an Invalid number.	Enter a valid 13 digit Recipient ID.
	The Check Digit Number is not Valid for this recipient.	Enter the correct check digit for the recipient.
	Recipient ID must be 13 Digits with a valid Check Digit Number.	Enter a valid 13 digit Recipient ID.
Servicing Provider	Servicing Provider is Required.	Enter a valid servicing provider ID.

13.4.5 Base Information Panel Extra Features

Field	Field Type
NPI or MCD	Hyperlink appears after the Servicing Provider field is populated with a valid NPI number. The NPI or MCD link indicates the provider number type displayed in the main panel: National Provider Identification (NPI) or Medicaid (MCD) number. Clicking NPI or MCD displays the Provider ID / Number panel, from which users can switch the provider number displayed from NPI to MCD.
Based on the User ID to NPI number association, the requesting/prescribing NPI number is automatically inserted as part of the prior authorization request. To submit a prior authorization request using a different NPI number, access the Switch Provider panel.	

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13.4.6 Base Information Panel Accessibility

13.4.6.1 To Access the Base Information Panel

Step	Action	Response
1	Click **Prior Authorization**.	Prior Authorization page displays.
2	Click **New**, or click **Search** and then **add**.	Base Information panel displays.

13.4.6.2 To Add on the Base Information Panel

Step	Action	Response
1	Enter **Recipient ID**.	
2	Select **PA Assignment** from drop down list.	
3	Enter **Diagnosis** or click [Search] to select from list.	Clicking [Search] activates the Diagnosis Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
4	Enter **Servicing Provider**.	
5	Select **Managed Care Indicator** from drop down list.	
6	Click **Next**.	Line Item panel displays.

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13.5 Line Item

13.5.1 Line Item Panel Narrative

The Line Item panel allows users to enter multiple line items for a new prior authorization.

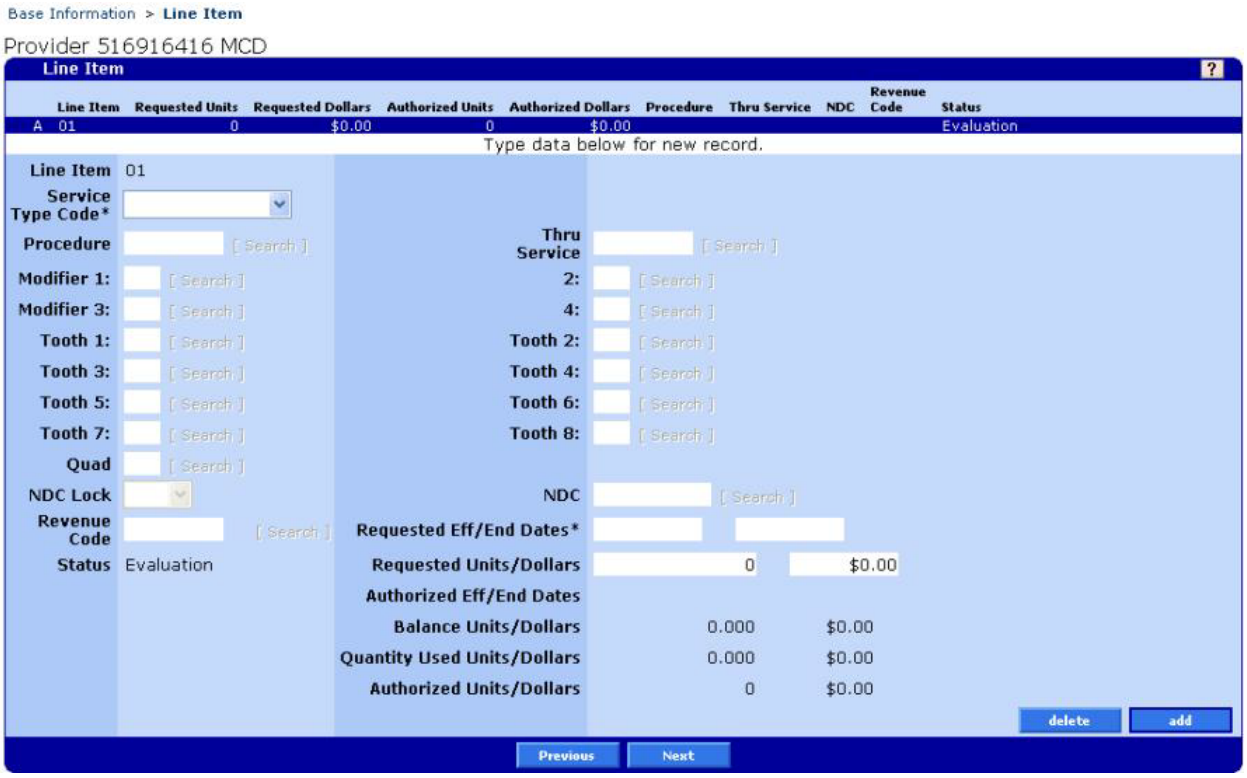
The Line Item panel is the second of four steps in the prior authorization wizard process, used to submit a new prior authorization.

Navigation Path: [Prior Authorization] – [New] – [click on Next from the Base Information panel]

NOTE:

Each field which contains an asterisk represents a required field. Therefore, the prior authorization is not considered complete until those fields have been completed with the appropriate data.

13.5.2 Line Item Panel Layout



13.5.3 Line Item Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button adds detail lines.	Button	N/A	0

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Field	Description	Field Type	Data Type	Length
delete	This button is used to remove detail lines.	Button	N/A	0
New	This button is used to add a new PA request.	Button	N/A	0
Next	This button redirects the user to the next panel for the prior authorization new submit process.	Button	N/A	0
Previous	This button redirects the user to the previous panel in prior authorization new submit process.	Button	N/A	0
Authorized Eff/End Dates	Displays the requested prior authorization start and stop date for the line item. (Read-Only)	Field	Date (MM/DD/CCYY)	10
Authorized Units/Dollars	Displays the units and/or dollar amount authorized for the prior authorization line item service. (Read-Only)	Field	Number (Decimal)	14
Balance Units/Dollars	Displays the units and/or dollar amount balance for the prior authorization line item service. (Read-Only)	Field	Number (Decimal)	14
Line Item	Displays the line items (or details) of a prior authorization record. (Read-Only)	Field	Number (Integer)	2
Modifier 1	Displays a procedure code modifier. Dynamic field that appears when ‘Procedure’ is selected from the ‘Service Type Code’ drop down list.	Field	Alphanumeric	2
Modifier 2	Displays a procedure code modifier. Dynamic field that appears when ‘Procedure’ is selected from the ‘Service Type Code’ drop down list.	Field	Alphanumeric	2
Modifier 3	Displays a procedure code modifier. Dynamic field that appears when ‘Procedure’ is selected from the ‘Service Type Code’ drop down list.	Field	Alphanumeric	2
Modifier 4	Displays a procedure code modifier. Dynamic field that appears when ‘Procedure’ is selected from the ‘Service Type Code’ drop down list.	Field	Alphanumeric	2

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Field	Description	Field Type	Data Type	Length
NDC	Displays the NDC. Dynamic field that appears when 'NDC' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	11
NDC Lock	Displays the drop down list to indicate National Drug Code Lock. Valid values: P - GCN, T - GC3, N – NDC.	Combo Box	Drop Down List Box	0
Procedure	Displays the procedure code. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	6
Quad	Displays the tooth quadrant. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	3
Quantity Used Units/Dollars	Displays the units and/or dollar amount used for the prior authorization line item service. (Read-Only)	Field	Number (Decimal)	14
Requested Eff/End Dates	Displays the requested Prior Authorization start and stop date for the line item.	Field	Date (MM/DD/CCYY)	10
Requested Units/Dollars	Displays the number of units and/or the dollar amount requested for the Prior Authorization line item service.	Field	Number (Decimal)	14
Revenue Code	Displays the revenue code. Dynamic field that appears when 'Revenue Code' is selected from the 'Service Type Code' drop down list.	Field	Number (Integer)	4
Service Type Code	Displays the drop down list to select the service type code.	Combo Box	Drop Down List Box	0
Status	Displays the status of the prior authorization line item. (Read-Only). Default to Evaluation.	Combo Box	Drop Down List Box	0
Thru Service	Displays the thru procedure code, used to represent a range of procedure codes. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	6

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Field	Description	Field Type	Data Type	Length
Tooth 1	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 2	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 3	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 4	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 5	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 6	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 7	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2
Tooth 8	Displays the tooth number. Dynamic field that appears when 'Procedure' is selected from the 'Service Type Code' drop down list.	Field	Alphanumeric	2

13.5.4 Line Item Panel Field Edit Error Codes

Field	Error Message	To Correct
add	Exceeded maximum number of Line Items.	Enter a prior authorization with 26 detail lines or less.
All fields	Invalid number / Invalid date / Invalid character data / Invalid alphanumeric data.	Ensure that the field matches the datatype as documented in the field descriptions above. Number fields must only contain digits 0 - 9; date

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		fields must only contain valid dates; character fields must only contain A - Z; alphanumeric fields must only contain A - Z and 0 – 9.
	Field exceeds max length.	Ensure that the field matches the field lengths as documented in the field descriptions above.
Modifier 1	Modifier 1 is not valid.	Enter a valid Modifier code.
Modifier 2	Modifier 2 is not valid.	Enter a valid Modifier code.
	Duplicate Modifier on same Line Item.	Ensure a duplicate modifier is not on the same PA line item.
Modifier 3	Modifier 3 is not valid.	Enter a valid Modifier Code.
	Duplicate Modifier on same Line Item.	Ensure a duplicate modifier is not on the same PA line item.
Modifier 4	Modifier 4 is not valid.	Enter a valid Modifier Code.
	Duplicate Modifier on same Line Item.	Ensure a duplicate modifier is not on the same PA line item.
Procedure	Procedure Code is required.	Enter a valid procedure code.
	Procedure Code is not valid.	Enter a valid procedure code.
Quad	Quad is not valid.	Enter a valid Quadrant Code.
Requested Eff /End Dates	Requested Eff Date is required.	Enter a valid Requested Effective Date.
	Requested Eff Date must be less than or equal to Requested End Date.	Ensure Requested Effective Date is less than or equal to the Requested End Date
	Requested Eff Date must be greater than or equal to 01/01/1900.	Enter a Requested Effective Date that is greater than or equal to 01/01/1900.
	Requested Eff Date must be less than or equal to 12/31/2299.	Enter a Requested Effective Date that is less than or equal to 12/31/2299.
	Requested End Date is required.	Enter a valid Requested End Date.
	Requested End Date must be greater than or equal to 01/01/1900.	Enter a Requested End Date that is greater than or equal to 01/01/1900.
	Requested End Date must be less than or equal to 12/31/2299.	Enter a Requested End Date that is less than or equal to 12/31/2299.
Requested Units/Dollars	Requested Dollars must be greater than or equal to 0.00.	Ensure that this field is greater than or equal to zero.
	Requested Dollars must be less than or equal to 9999999.99.	Ensure the requested amount is not greater than $9,999,999.99.
	Requested Units must be greater than or equal to 0.000.	Ensure that this field is greater than or equal to zero.

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	Requested Units must be less than or equal to 9999999.999.	Ensure the units requested are not greater than 9,999,999.999.
	Either Requested Units or Requested Dollars is required.	Enter a value in either the Requested Dollars or Requested Units fields.
Revenue Code	Revenue Code is not valid.	Enter a valid Revenue Code.
	Revenue Code is required.	Enter a valid Revenue Code.
Service Type Code	Service Type Code is required.	Select a valid Service Type Code.
Thru Service	Thru Service is not valid.	Enter a valid procedure code for the Thru Service.
Tooth 1	Tooth is not valid.	Enter a valid Tooth number.
Tooth 2	Tooth 2 is not valid.	Enter a valid Tooth number.
Tooth 3	Tooth 3 is not valid.	Enter a valid Tooth number.
Tooth 4	Tooth 4 is not valid.	Enter a valid Tooth number.
Tooth 5	Tooth 5 is not valid.	Enter a valid Tooth number.
Tooth 6	Tooth 6 is not valid.	Enter a valid Tooth number.
Tooth 7	Tooth 7 is not valid.	Enter a valid Tooth number.
Tooth 8	Tooth 8 is not valid.	Enter a valid Tooth number.

13.5.5 Line Item Panel Extra Features

Field	Field Type
Service Type Code	Selecting “Procedure Code” from the Service Type Code drop down list option activates the Procedure Code fields.
	Selecting “Revenue Code” from the Service Type Code drop down list option activates the Revenue Code fields.

13.5.6 Line Item Panel Accessibility

13.5.6.1 To Access the Line Item Panel

Step	Action	Response
1	Click **Prior Authorization**.	Prior Authorization page displays.
2	Click **New**.	Base Information panel displays.
3	Click **Next**.	Line Item panel displays.

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13.5.6.2 To Add on the Line Item Panel

Step	Action	Response
1	Select a **Service Type Code** from the drop down list.	
2	Enter a **Procedure** or click [Search] to select from list.	Clicking [Search] activates the Procedure Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
3	Enter a **Modifier 1**, **Modifier 2**, **Modifier 3** or **Modifier 4** code, or click [Search] to select from list.	Clicking [Search] activates the Modifiers Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
4	Enter a **Tooth 1**, **Tooth 2**, **Tooth 3**, **Tooth 4**, **Tooth 5**, **Tooth 6**, **Tooth 7** or **Tooth 8** code, or click [Search] to select from list.	Clicking [Search] activates the Tooth Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
5	Enter a **Quad** or click [Search] to select from list.	Clicking [Search] activates the Quadrant Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
6	Enter **Revenue Code** or click [Search] to select from list.	Clicking [Search] activates the Revenue Code Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
7	Enter a **Thru Service** procedure or click [Search] to select from list.	Clicking [Search] activates the Procedure Search panel. Refer to Chapter 14 for additional information regarding this pop-up panel.
8	Enter **Requested Eff Dates** date.	
9	Enter **Requested End Dates** date.	
10	Enter **Requested Units** number.	
11	Enter **Requested Units** dollar amount.	
12	Click **add** in Line Item section to add another service line and repeat steps 1 thru 11.	Activates fields for entry of data or selection from lists.
13	Click **Next**.	Notes panel displays.

13.5.6.3 To Update on the Line Item Panel

Step	Action	Response
1	Select item from list.	
2	Click in field(s) to update and perform update.	
3	Click **Next**.	Notes panel displays.

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13.6 Notes

13.6.1 Notes Panel Narrative

The Notes panel allows users to enter multiple clinical notes for a new prior authorization.

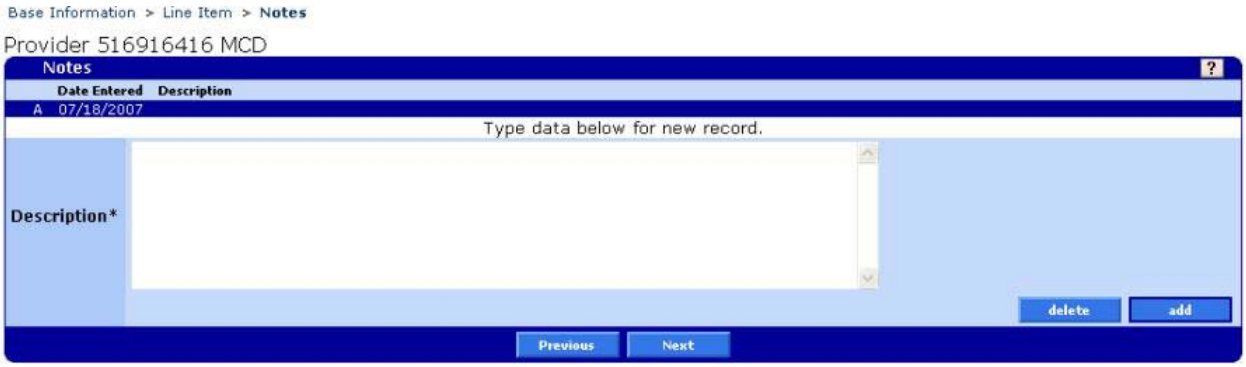
The Notes panel is the third of four steps in the prior authorization wizard process, used to submit a new prior authorization.

Navigation Path: [Prior Authorization] - New – [click on Next from the Line Item panel]

NOTE:

This panel is for informational purposes only. It does not permit a user to attach an electronic file for submission to Alabama Medicaid. If attachment information is included, please print and attach the PA response to the required attachments. Mail these attachments to EDS, Attention to: PA Unit. Address: PO Box 244032, Montgomery, AL 36124.

13.6.2 Notes Panel Layout



13.6.3 Notes Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button adds a new note record.	Button	N/A	0
delete	This button deletes a note record.	Button	N/A	0
New	This button is used to add a new PA request.	Button	N/A	0
Next	This button redirects the user to the next panel for the prior authorization new submit process.	Button	N/A	0
Previous	This button redirects the user to the previous panel in prior authorization new submit process.	Button	N/A	0

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Field	Description	Field Type	Data Type	Length
Date Entered [List]	Displays the date that the prior authorization note was entered.	Field	Date (MM/DD/CCYY)	10
Description	Displays the free form text for the internal text (clinical note).	Field	Character	540
Line Item [List]	Displays the line item of the prior authorization.	Field	Number (Integer)	2

13.6.4 Notes Panel Field Edit Error Codes

Field	Error Message	To Correct
Description	Description is required.	Enter data in the notes Description box.

13.6.5 Notes Panel Extra Features

Field	Field Type
No extra features found for this panel.	

13.6.6 Notes Panel Accessibility

13.6.6.1 To Access the Notes Panel

Step	Action	Response
1	Click **Prior Authorization**.	Prior Authorization page displays.
2	Click **New**.	Base Information panel displays.
3	Click **Next**.	Line Item panel displays.
4	Click **Next**.	Notes panel displays.

13.6.6.2 To Add on the Notes Panel

Step	Action	Response
1	Click **add**.	Activates fields for entry of data or selection from lists.
2	Enter **Description**.	
3	Click **save** or **Next**.	Notes information saves and/or Attachments panel displays.

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13.6.6.3 To Update on the Notes Panel

Step	Action	Response
1	Select item from list.	
2	Click in field(s) to update and perform update.	
3	Click **save** or **Next**.	Notes information saves and/or Attachments panel displays.

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13.7 Attachments

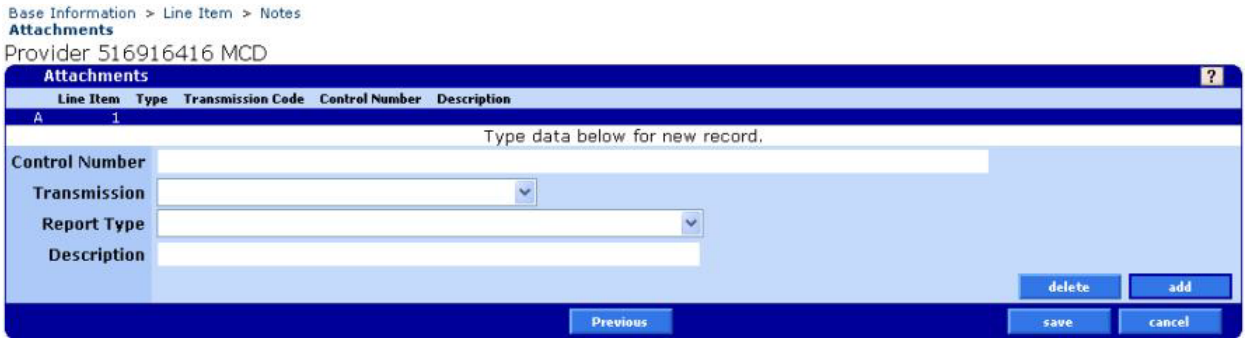
13.7.1 Attachments Panel Narrative

The Attachments panel allows users to enter multiple, internal attachments for a new prior authorization.

The Attachments panel is the last of four steps in the prior authorization wizard process, used to submit a new prior authorization.

Navigation Path: [Prior Authorization] - New – [click on Next from the Notes panel]

13.7.2 Attachments Panel Layout



13.7.3 Attachments Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
add	This button adds a new note record.	Button	N/A	0
cancel	This button cancels the current operation and discards any changes.	Button	N/A	0
delete	This button deletes a note record.	Button	N/A	0
new	This button is used to add a new PA request.	Button	N/A	0
save	This button saves current operation and submits the request to Medicaid.	Button	N/A	0
Control Number	Displays the attachment/paperwork identifier (e.g. Document Control Number).	Field	Character	80
Description	Displays the free form text for the attachment/paperwork.	Field	Character	80

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Field	Description	Field Type	Data Type	Length
Line Item	Displays the line number of the prior authorization attachment form text entered. It is used to uniquely identify rows of attachment form text that may have been entered for the same prior authorization.	Field	Number (Integer)	3
Report Type	Displays the code describing the type of attachment/paperwork.	Combo Box	Drop Down List Box	0
Transmission Code	Displays the code defining timing, transmission method or format of attachment/paperwork.	Combo Box	Drop Down List Box	0

13.7.4 Attachments Panel Field Edit Error Codes

Field	Error Message	To Correct
Report Type	A valid Type is required.	Select a valid Report Type.
Transmission Code	A valid Transmission Code is required.	Select a valid Transmission Code.

13.7.5 Attachments Panel Extra Features

Field	Field Type
No extra features found for this panel.	

13.7.6 Attachments Panel Accessibility

13.7.6.1 To Access the Attachments Panel

Step	Action	Response
1	Click **Prior Authorization**.	Prior Authorization page displays.
2	Click **New**.	Base Information panel displays.
3	Click **Next**.	Line Item panel displays.
4	Click **Next**.	Notes panel displays.
5	Click **Next**.	Attachments panel displays.

13.7.6.2 To Add on the Attachments Panel

Step	Action	Response
1	Click **add**.	Activates fields for entry of data or selection from lists.
2	Enter **Control Number**.	

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Step	Action	Response
3	Select **Transmission** from drop down list.	
4	Select **Report Type** from drop down list.	
5	Enter **Description**.	
6	Click **save**.	Attachments information saves.

13.7.6.3 To Update on the Attachments Panel

Step	Action	Response
1	Select item from list.	
2	Click in field(s) to update and perform update.	
3	Click **save**.	Attachments information saved.

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14. Search Pop-Up Panels

Search pop-up panels are accessed by means of a [search] hyperlink which is displayed alongside the related field. Each search window is related to a specific field and will permit a user to enter search criteria when the particular value or number is not known.

NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to check eligibility, billing restrictions and/or requirements as noted within the Alabama Medicaid Provider Manual.

The Search Pop-Up panels include the following sections:

- Search – Admission Type
- Search – Carrier Code
- Search – Condition
- Search – Diagnosis
- Search – Modifiers
- Search – NDC
- Search – Occurrence Code
- Search – Patient Status
- Search – POS
- Search – Prescriber License
- Search – Procedure
- Search – Procedure ICD-9
- Search – Provider ID
- Search – Quadrant
- Search – Revenue Code
- Search – Tooth
- Search – User Name

Navigation Path: [search] hyperlink.

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14.1 Admission Type Search

14.1.1 Admission Type Search Panel Narrative

The Admission Type Search pop-up panel allows for the search of an admission type.

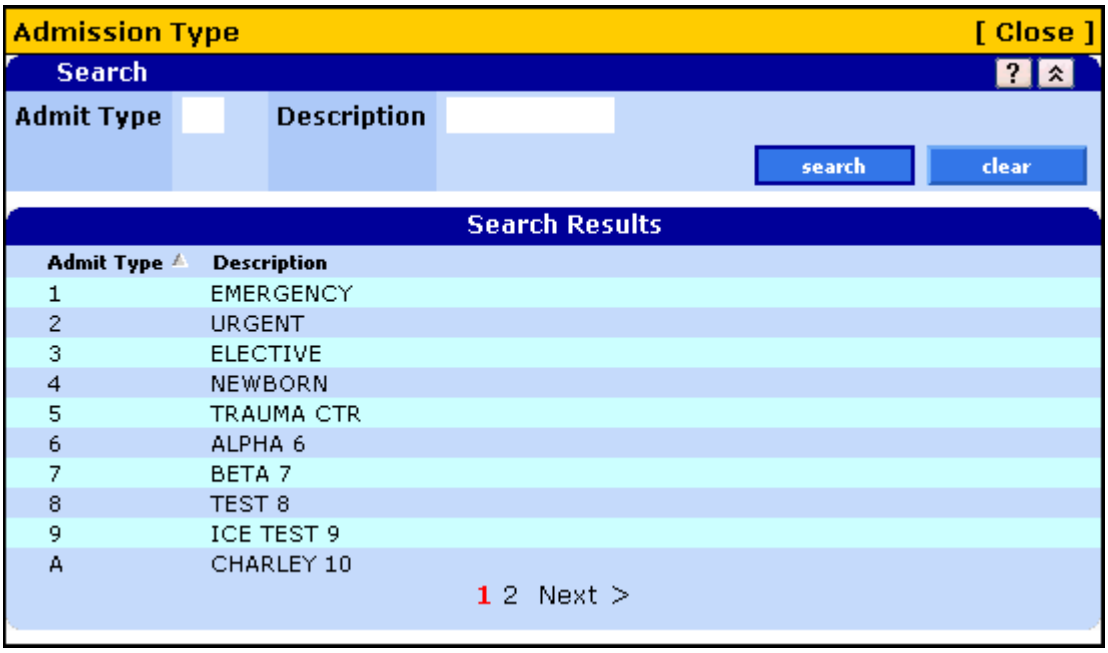
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [Institutional] – [Search]

14.1.2 Admission Type Search Panel Layout



14.1.3 Admission Type Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0

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Field	Description	Field Type	Data Type	Length
Admit Type	Displays the code which indicates the priority of the admission of a recipient for inpatient services.	Field	Character	1
Description	Displays the description for the priority of the admission of a recipient for inpatient services.	Field	Alphanumeric	10

14.1.4 Admission Type Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.1.5 Admission Type Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.1.6 Admission Type Search Panel Accessibility

14.1.6.1 To Access the Admission Type Search Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Institutional**.	Institutional Claim panel displays.
3	Click **[Search]**.	Admission Type Search panel displays.

14.1.6.2 To Search on the Admission Type Search Panel

Step	Action	Response
1	Enter **Admit Type** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

14.2 Carrier Code Search

14.2.1 Carrier Code Search Panel Narrative

The Carrier Code Search pop-up panel allows for the search of a carrier.

NOTE:

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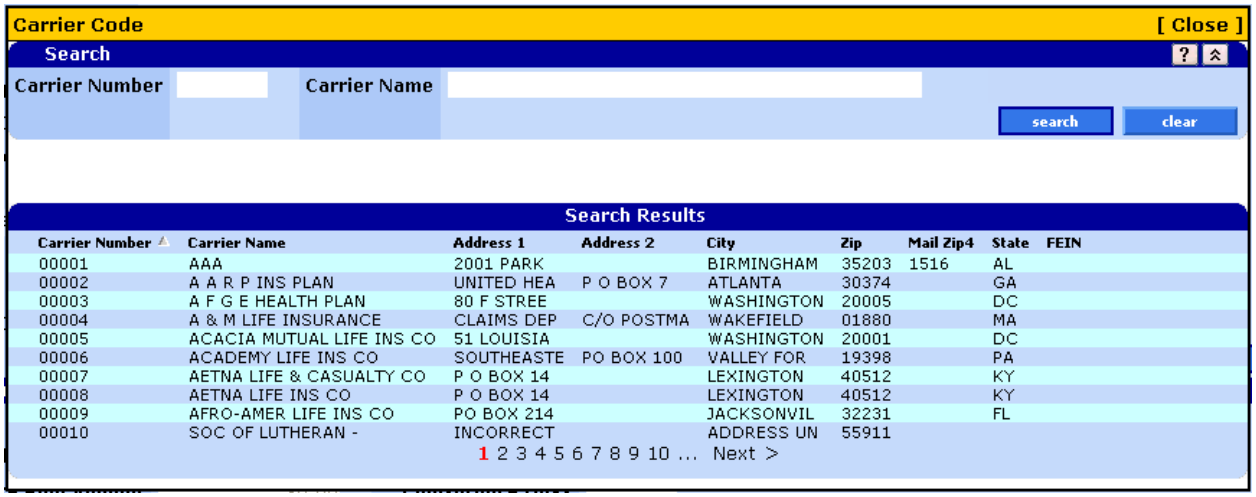
This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [(Select a Dental, Institutional or Professional claim form)] – [TPL Panel] – [Search]

14.2.2 Carrier Code Search Panel Layout



14.2.3 Carrier Code Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Address 1	Displays the street address for the carrier.	Field	Character	30
Address 2	Displays the second street address for the carrier.	Field	Character	30
Carrier Name	Displays the description of the carrier code.	Field	Character	45
Carrier Number	Displays the carrier code.	Field	Number (Integer)	7
City	Displays the city for the carrier.	Field	Character	15
FEIN	Displays the Federal Employer Identification Number (FEIN) for the carrier.	Field	Number (Integer)	9

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Field	Description	Field Type	Data Type	Length
Mail Zip4	Displays the zip code + 4 for the carrier.	Field	Number (Integer)	4
State	Displays the state for the carrier.	Field	Alphanumeric	2
Zip	Displays the first 5 digits of the zip code for the carrier.	Field	Number (Integer)	5

14.2.4 Carrier Code Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.2.5 Carrier Code Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.2.6 Carrier Code Search Panel Accessibility

14.2.6.1 To Access the Carrier Code Search Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Select a **Dental**, **Institutional** or **Professional** claim form.	Claim panel displays.
3	Select a row or click add on the TPL panel.	TPL panel is activated, displaying the Carrier Code field.
4	Click **[Search]**.	Carrier Code Search panel displays.

14.2.6.2 To Search on the Carrier Code Search Panel

Step	Action	Response
1	Enter **Carrier Number** or **Carrier Name**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.3 Condition Search

14.3.1 Condition Search Panel Narrative

The Condition Search pop-up panel allows for the search of a condition.

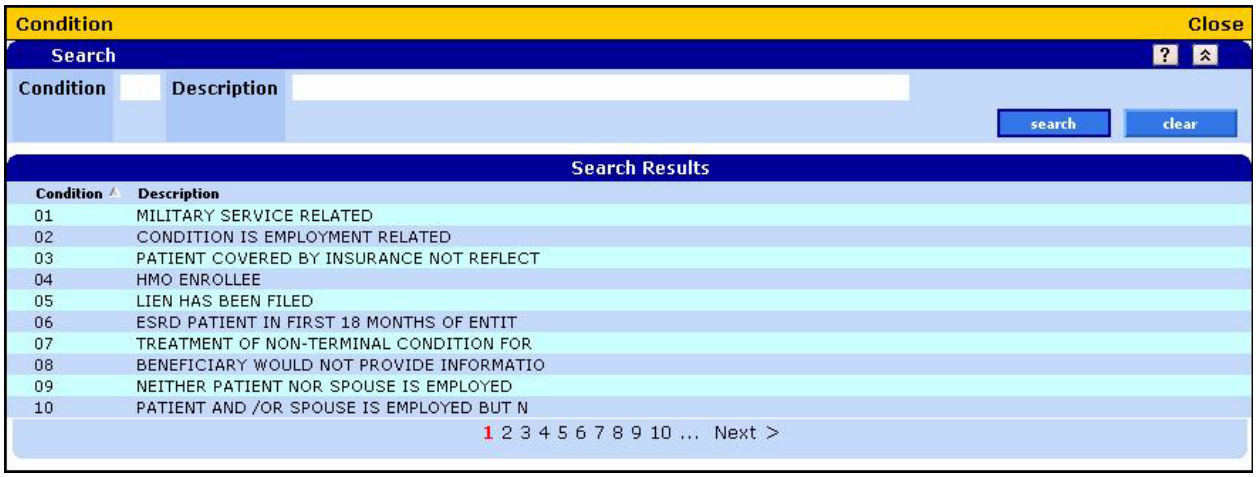
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [Institutional] – [Condition] – [Search]

14.3.2 Condition Search Panel Layout



14.3.3 Condition Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Condition	Displays the code used to identify conditions relating to a UB04 claim that may affect payer processing.	Field	Character	2
Description	Displays the description of conditions relating to a UB04 claim that may affect payer processing.	Field	Alphanumeric	40

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14.3.4 Condition Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.3.5 Condition Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.3.6 Condition Search Panel Accessibility

14.3.6.1 To Access the Condition Search Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Institutional**.	Institutional Claim panel displays.
3	Click **Condition**.	Condition panel displays.
4	Select a row or click add on the Condition panel.	Condition panel is activated, displaying the Condition field.
5	Click **[Search]**.	Condition Search panel displays.

14.3.6.2 To Add on the Condition Search Panel

Step	Action	Response
1	Enter **Condition** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.4 Diagnosis Search

14.4.1 Diagnosis Search Panel Narrative

The Diagnosis Search pop-up panel allows for the search of a diagnosis code.

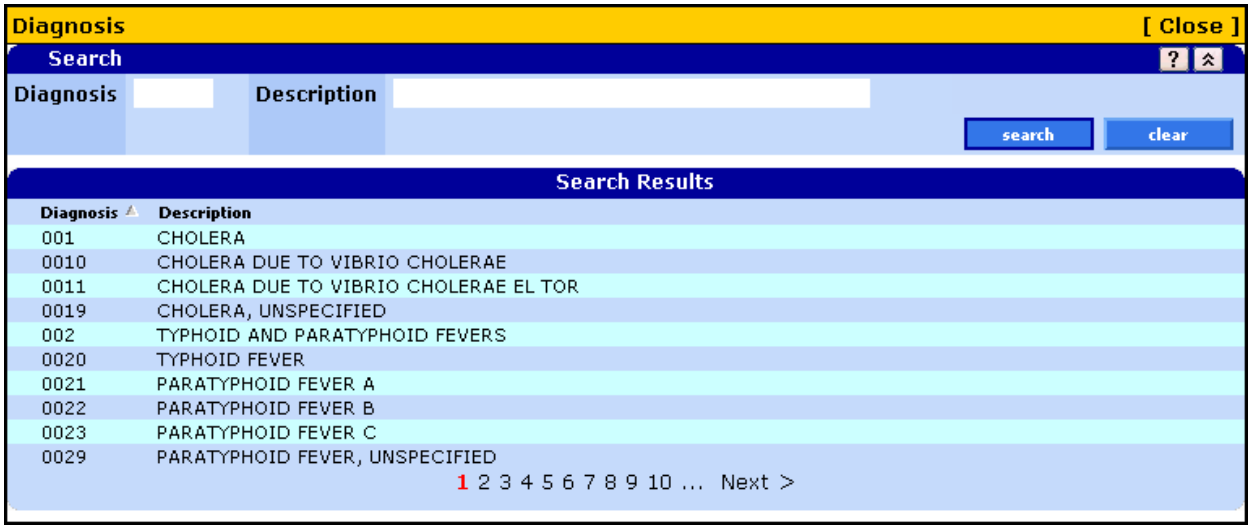
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – (Select a claim form)] – [Diagnosis Panel] – [Search] OR [Prior Authorization] – [(Select Search or New)] – [Search]

14.4.2 Diagnosis Search Panel Layout



14.4.3 Diagnosis Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Description	Displays the explanation of the medical condition.	Field	Alphanumeric	40
Diagnosis	Displays the code for the condition requiring medical attention	Field	Character	5

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14.4.4 Diagnosis Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.4.5 Diagnosis Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.4.6 Diagnosis Search Panel Accessibility

14.4.6.1 To Access the Diagnosis Search Panel

Step	Action	Response
1	Click **Claims** or **Prior Authorization**.	Claims or Prior Authorization page displays.
2	Click on form from the Claims or Prior Authorization page that you wish to complete.	Claim or Prior Authorization panel displays.
3	If viewing a claim form, click **Diagnosis**. If viewing a prior authorization form, proceed to step 4.	If viewing a claim form, Diagnosis panel displays.
4	Click **[Search]**.	Diagnosis Search panel displays.

14.4.6.2 To Search on the Diagnosis Search Panel

Step	Action	Response
1	Enter **Diagnosis** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.5 Modifiers Search

14.5.1 Modifiers Search Panel Narrative

The Modifiers Search pop-up panel allows for the search of a modifier.

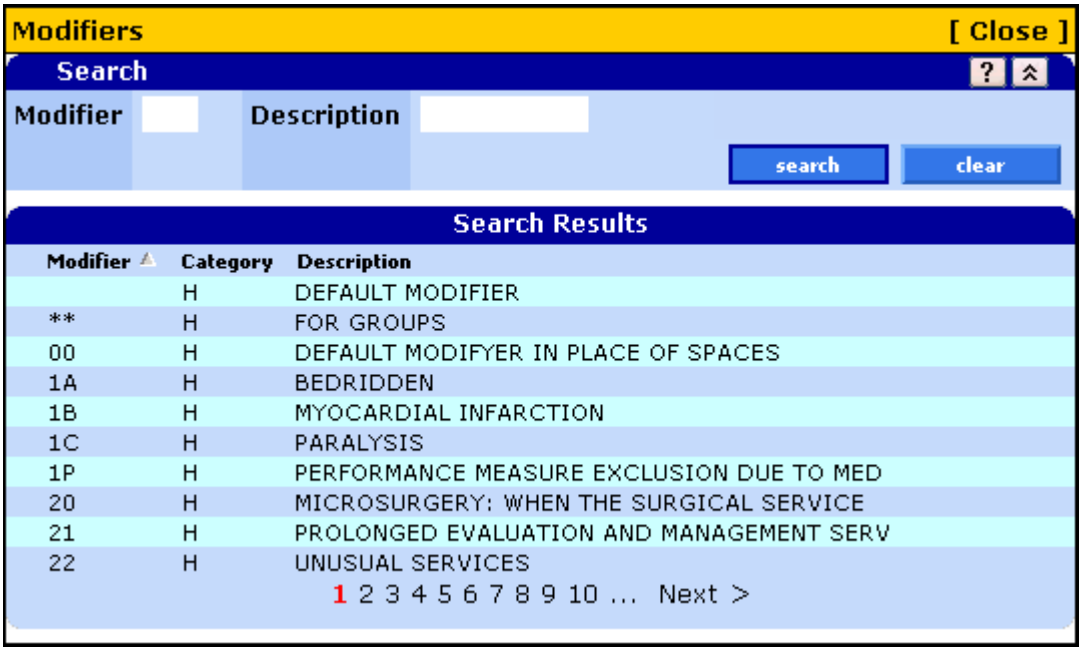
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – (Select a claim form)] – [Detail Panel] – [Search] OR [Prior Authorization] – [(Select the Search or New form)] – [Search]

14.5.2 Modifiers Search Panel Layout



14.5.3 Modifiers Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0

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Field	Description	Field Type	Data Type	Length
Category	Displays whether the modifier is a HCPCS modifier or an Ambulance modifier.		Alphanumeric	1
Description	Displays the short description of the modifier.	Field	Alphanumeric	40
Modifier	Displays the modifier.	Field	Character	2

14.5.4 Modifiers Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.5.5 Modifiers Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.5.6 Modifiers Search Panel Accessibility

14.5.6.1 To Access the Modifiers Search Panel

Step	Action	Response
1	Click **Claims** or **Prior Authorization**.	Claims or Prior Authorization page displays.
2	Click on form from the Claims or Prior Authorization page that you wish to complete.	Claim or Prior Authorization panel displays.
3	Click **[Search]**.	Modifiers Search panel displays.

14.5.6.2 To Search on the Modifiers Search Panel

Step	Action	Response
1	Enter **Modifier** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.6 NDC Search

14.6.1 NDC Search Panel Narrative

The NDC Search pop-up panel allows for the search of a National Drug Code (NDC).

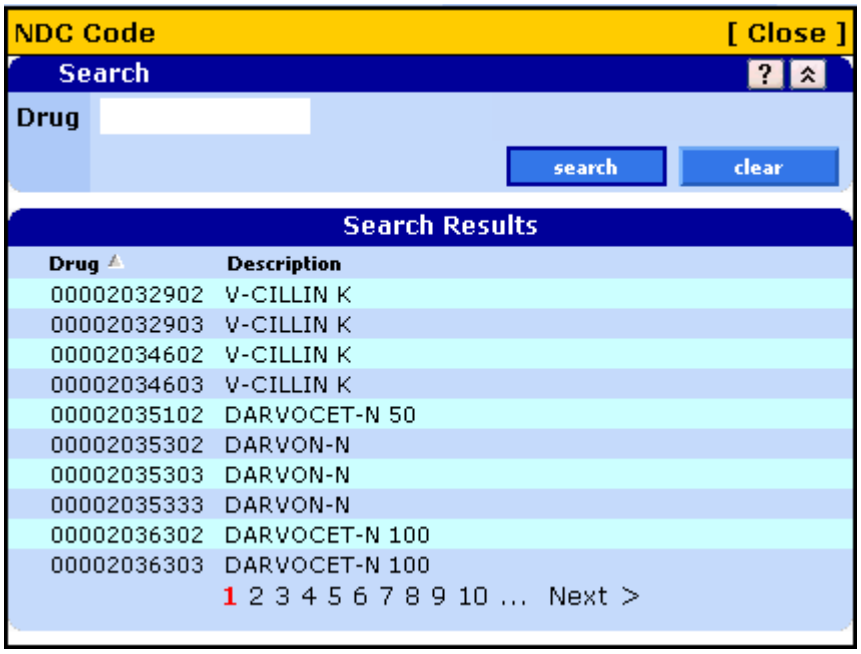
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements. For example, prior authorization, max unit, non-preferred, recipient aid category and age limitations.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [Pharmacy] – [Search]

14.6.2 NDC Search Panel Layout



14.6.3 NDC Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0

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Field	Description	Field Type	Data Type	Length
Description	Displays the brand name of the drug. The brand name is usually the drug name appearing on the package label and frequently is a trademark. If necessary, it is edited to fit space requirements. For non-branded generic products, the description is usually be the generic name.	Field	Alphanumeric	35
Drug	Displays the National Drug Code (NDC).	Field	Alphanumeric	11

14.6.4 NDC Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.6.5 NDC Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.6.6 NDC Search Panel Accessibility

14.6.6.1 To Access the NDC Search Panel

Step	Action	Response
1	Click Claims.	Claims page displays.
2	Click Pharmacy.	Pharmacy Claim panel displays.
3	Select a row or click add on the Detail panel.	Detail panel is activated, displaying the NDC Code field.
4	Click [Search].	NDC Code Search panel displays.

14.6.6.2 To Search on the NDC Search Panel

Step	Action	Response
1	Enter **Drug** code.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.7 Occurrence Code Search

14.7.1 Occurrence Code Search Panel Narrative

The Occurrence Code Search pop-up panel allows for the search of an occurrence code.

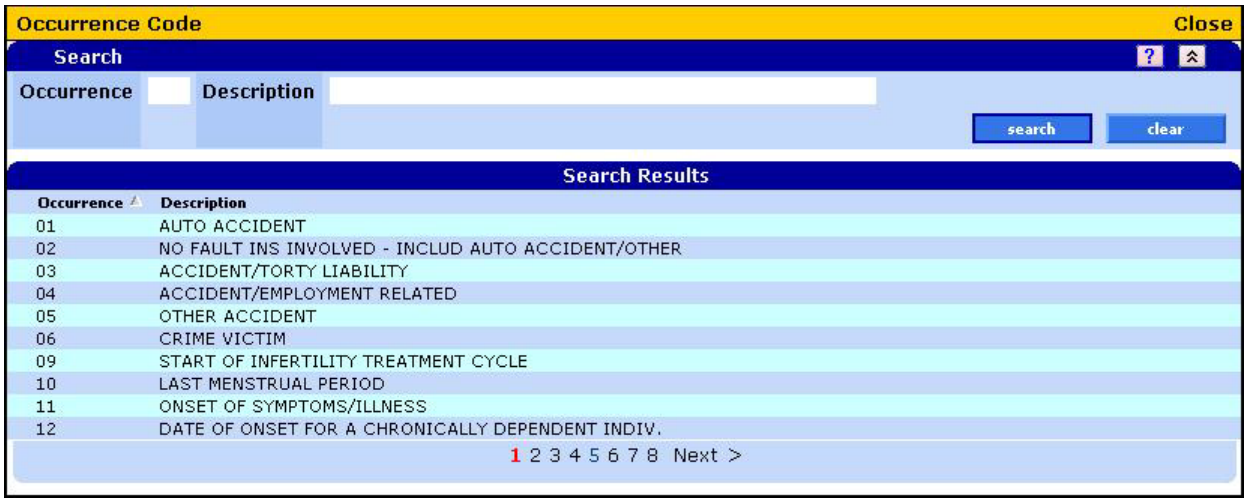
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [Institutional] – [Occurrence] – [Search]

14.7.2 Occurrence Search Panel Layout



14.7.3 Occurrence Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Description	Displays the description of a significant event relating to a particular UB04 claim that may affect payer processing occurred.	Field	Alphanumeric	50

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Field	Description	Field Type	Data Type	Length
Occurrence	Displays the code which defines a significant event relating to a particular UB04 claim that may affect payer processing.	Field	Character	2

14.7.4 Occurrence Code Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.7.5 Occurrence Code Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.7.6 Occurrence Code Search Panel Accessibility

14.7.6.1 To Access the Occurrence Code Search Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Institutional**.	Institutional Claim panel displays.
3	Click **Occurrence**.	Occurrence panel displays.
4	Select a row or click add on the Occurrence panel.	Occurrence panel is activated, displaying the Occurrence Code field.
5	Click **[Search]**.	Procedure Search panel displays.

14.7.6.2 To Search on the Occurrence Code Search Panel

Step	Action	Response
1	Enter **Occurrence** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.8 Patient Status Search

14.8.1 Patient Status Search Panel Narrative

The Patient Status Search pop-up panel allows for the search of a patient status code.

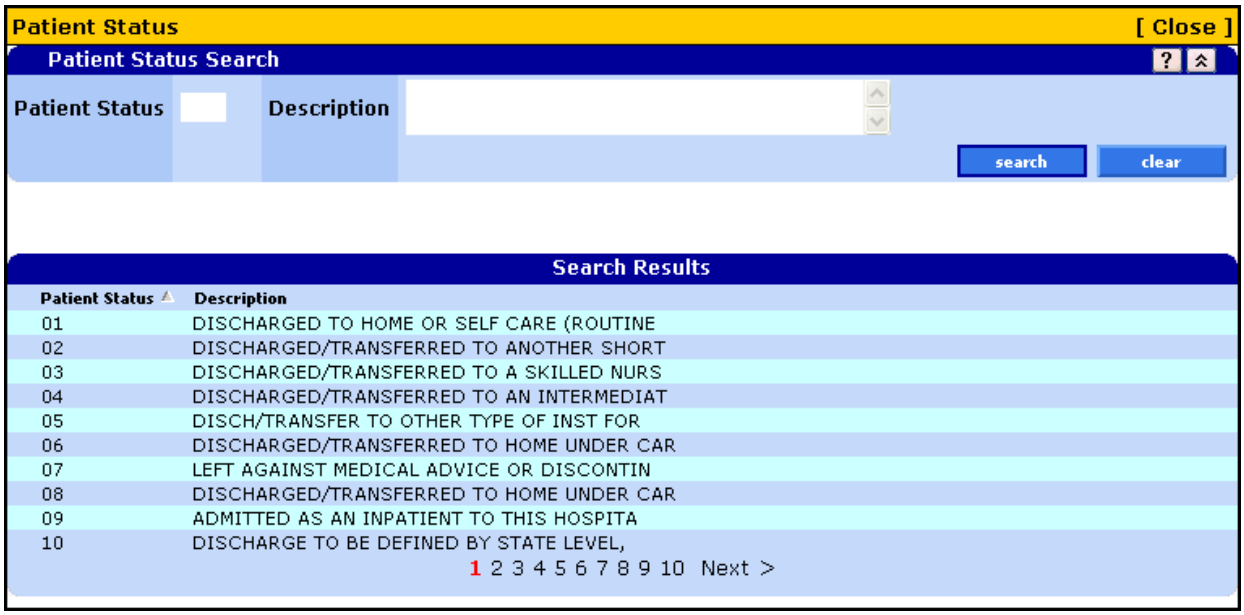
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [Institutional] – [Search]

14.8.2 Patient Status Search Panel Layout



14.8.3 Patient Status Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Description	Displays the description of the status of the recipient as of the ending service date of the period covered on a UB04 claim.	Field	Alphanumeric	80

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Field	Description	Field Type	Data Type	Length
Patient Status	Displays the status of the recipient as of the ending service date of the period covered on a UB04 claim.	Field	Character	2

14.8.4 Patient Status Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.8.5 Patient Status Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.8.6 Patient Status Search Panel Accessibility

14.8.6.1 To Access the Patient Status Search Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Institutional**.	Institutional Claim panel displays.
3	Click **[Search]**.	Patient Status Search panel displays.

14.8.6.2 To Search on the Patient Status Search Panel

Step	Action	Response
1	Enter **Patient Status** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.9 POS Search

14.9.1 POS Search Panel Narrative

The POS Search pop-up panel allows for the search of a Place of Service (POS).

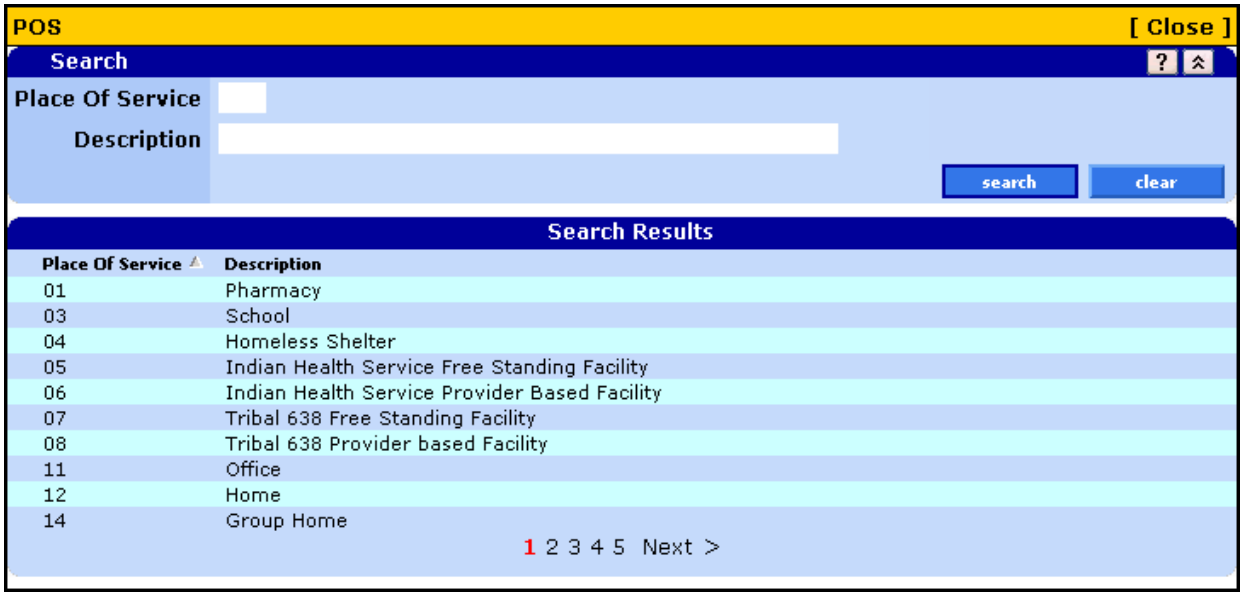
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [(Dental or Professional)] – [Search] OR [Prior Authorization – (Select the Search or New form)] – [Search]

14.9.2 POS Search Panel Layout



14.9.3 POS Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Description	Displays the description of the location where the medical assistance service was performed.	Field	Alphanumeric	50

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Field	Description	Field Type	Data Type	Length
Place Of Service	Displays the location code where the medical assistance service was provided.	Field	Character	2

14.9.4 POS Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.9.5 POS Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.9.6 POS Search Panel Accessibility

14.9.6.1 To Access the POS Search Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Dental** or **Professional**.	Dental or Professional Claim panel displays.
3	Click **[Search]**.	POS Search panel displays.

14.9.6.2 To Search on the POS Search Panel

Step	Action	Response
1	Enter **Place Of Service** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.10 Prescriber License Search

14.10.1 Prescriber License Search Panel Narrative

The Prescriber License Search pop-up panel allows for the search of a prescriber license number.

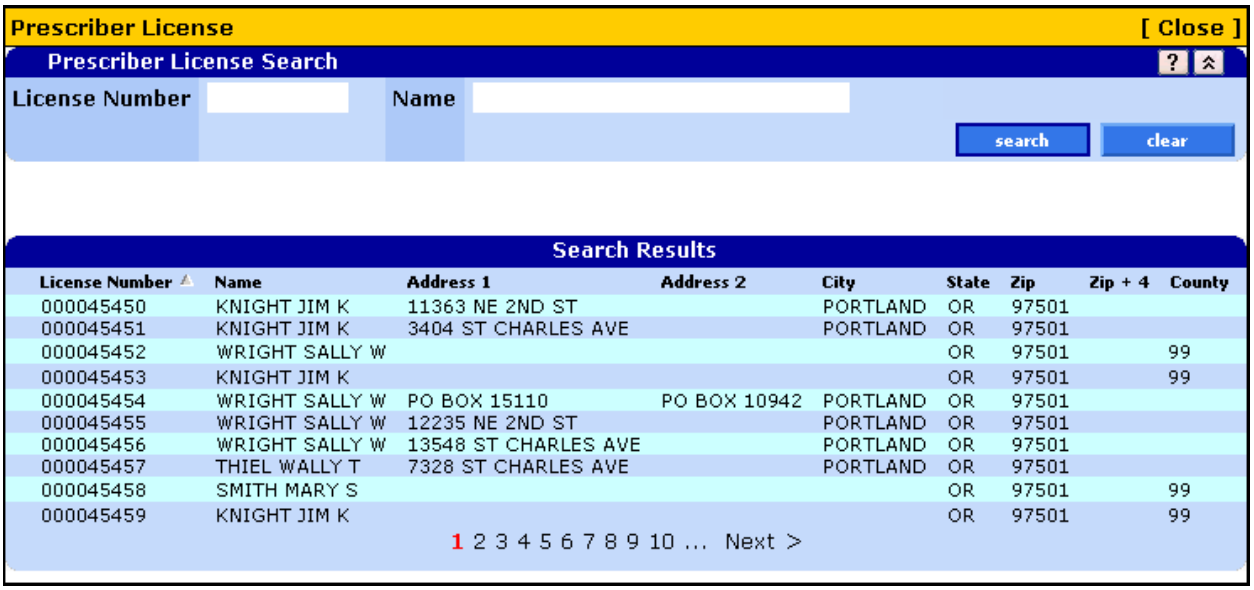
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [Pharmacy] – [Search]

14.10.2 Prescriber License Search Panel Layout



14.10.3 Prescriber License Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Address 1	Displays the provider's primary address.	Field	Alphanumeric	40
Address 2	Displays the provider's secondary address.	Field	Alphanumeric	20
City	Displays the provider's city.	Field	Alphanumeric	20

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Field	Description	Field Type	Data Type	Length
County	Displays the provider's county code.	Field	Alphanumeric	2
License Number	Displays the provider's state license number.	Field	Character	10
Name	Displays the name of the provider who is issued the license number.	Field	Alphanumeric	50
State	Displays the provider's state.	Field	Alphanumeric	2
Zip	Displays the provider's zip code.	Field	Number (Integer)	5
Zip + 4	Displays the provider's zip + 4.	Field	Number (Integer)	4

14.10.4 Prescriber License Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.10.5 Prescriber License Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.10.6 Prescriber License Search Panel Accessibility

14.10.6.1 To Access the Prescriber License Search Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Pharmacy**.	Pharmacy Claim panel displays.
3	Click **[Search]**.	Prescriber License Search panel displays.

14.10.6.2 To Search on the Prescriber License Search Panel

Step	Action	Response
1	Enter **License Number** or **Name**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.11 Procedure Search

14.11.1 Procedure Search Panel Narrative

The Procedure Search pop-up panel allows for the search of a procedure code.

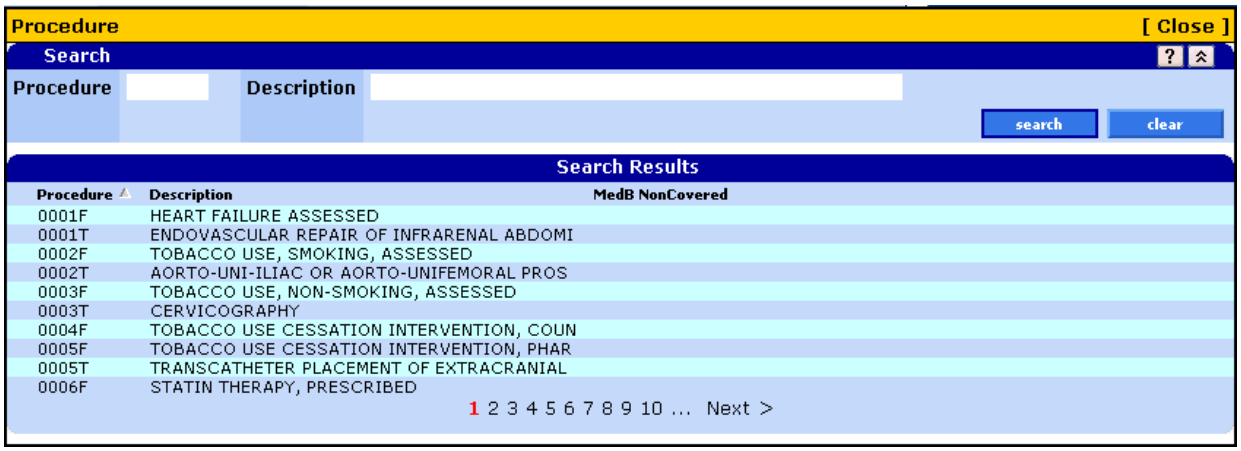
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements. For example, this includes prior authorization, max unit, recipient aid category and age limitations.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [(Dental or Professional)] – [Search] OR [Prior Authorization – (Select Search or New)] – [Search]

14.11.2 Procedure Search Panel Layout



14.11.3 Procedure Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Description	Displays the description of the procedure.	Field	Alphanumeric	40
Procedure	Displays the code for the procedure.	Field	Alphanumeric	6

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14.11.4 Procedure Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.11.5 Procedure Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.11.6 Procedure Search Panel Accessibility

14.11.6.1 To Access the Procedure Search Panel

Step	Action	Response
1	Click **Claims** or **Prior Authorization**.	Claims or Prior Authorization page displays.
2	Click on form from the Claims or Prior Authorization page that you wish to complete.	Claim or Prior Authorization panel displays.
3	Click **[Search]**.	Procedure Search panel displays.

14.11.6.2 To Search on the Procedure Search Panel

Step	Action	Response
1	Enter **Procedure** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.12 Procedure ICD-9 Search

14.12.1 Procedure ICD-9 Search Panel Narrative

The Procedure ICD-9 Search pop-up panel allows for the search of an ICD-9 surgical procedure code.

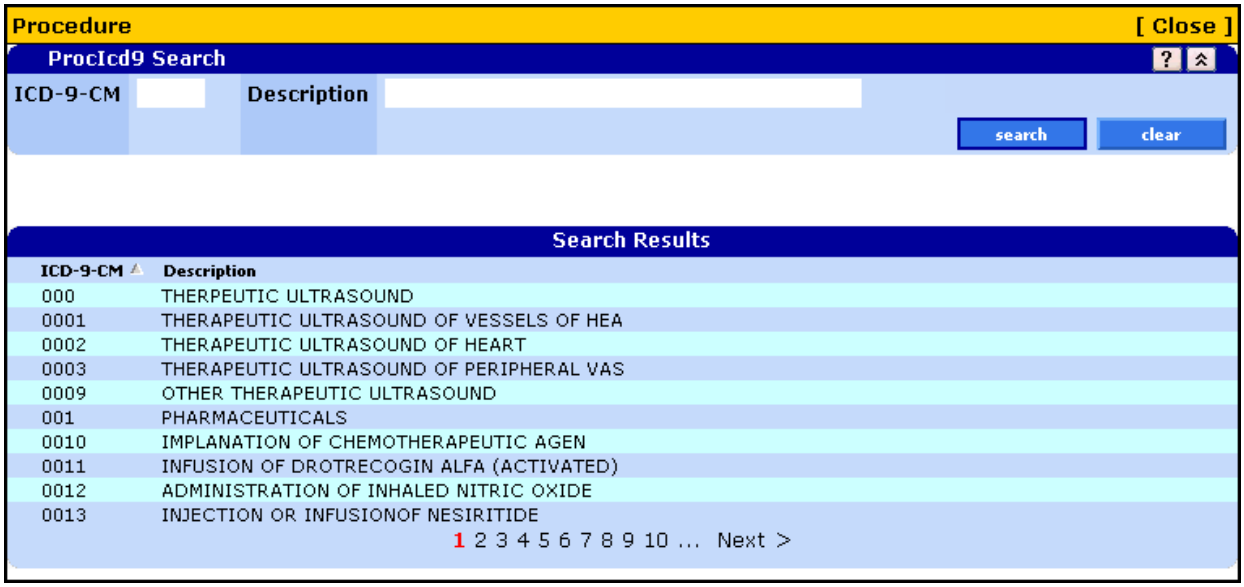
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [Institutional] – [Procedure] – [Search]

14.12.2 Procedure ICD-9 Search Panel Layout



14.12.3 Procedure ICD-9 Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Description	Displays the Medical Description of surgical or diagnostic procedure.	Field	Alphanumeric	40

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Field	Description	Field Type	Data Type	Length
ICD-9-CM	Displays the code which indicates a specific, surgical or diagnostic procedure.	Field	Character	4

14.12.4 Procedure ICD-9 Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.12.5 Procedure ICD-9 Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.12.6 Procedure ICD-9 Search Panel Accessibility

14.12.6.1 To Access the Procedure ICD-9 Search Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Click **Institutional**.	Institutional Claim panel displays.
3	Click **Procedure**.	Procedures panel displays.
4	Select a row or click add on the Procedure panel.	Procedure panel is activated, displaying the Procedure field.
5	Click **[Search]**.	Procedure ICD-9 Search panel displays.

14.12.6.2 To Search on the Procedure ICD-9 Search Panel

Step	Action	Response
1	Enter **ICD-9-CM** code or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.13 Provider ID Search

14.13.1 Provider ID Search Panel Narrative

The Provider ID Search pop-up panel allows for the search of a specific service location for a provider. This search applies to Rendering, Referring, Operating, Attending and Servicing Provider ID fields.

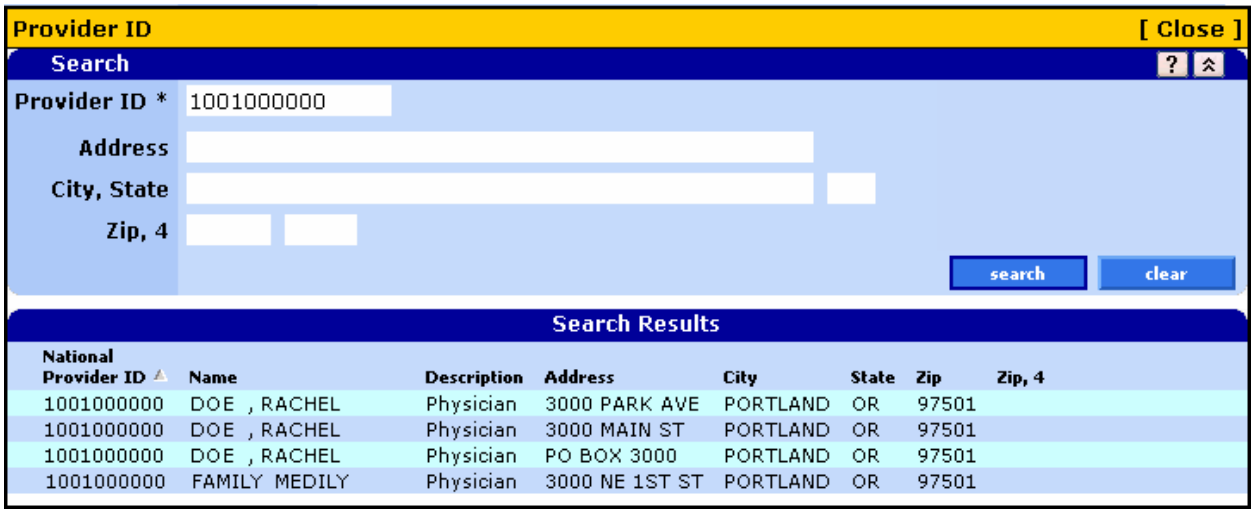
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] - (Select a Dental, Institutional or Professional claim form)] – [Search] OR [Prior Authorization] – [New]

14.13.2 Provider ID Search Panel Layout



14.13.3 Provider ID Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Address	Displays the provider's primary address.	Field	Alphanumeric	40
City	Displays the provider's city.	Field	Alphanumeric	20

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Field	Description	Field Type	Data Type	Length
City, State	Displays the provider's city and state.	Field	Alphanumeric	22
Description	Displays the provider's type description.	Field	Alphanumeric	20
Name	Displays the provider's name.	Field	Alphanumeric	40
National Provider ID	Displays the national identification number of the provider.	Field	Alphanumeric	10
Provider ID *	Displays the identification number of the provider.	Field	Alphanumeric	10
State	Displays the provider's state.	Field	Alphanumeric	2
Zip, 4	Displays the provider's zip code plus 4.	Field	Number (Integer)	5

14.13.4 Provider ID Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.13.5 Provider ID Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.13.6 Provider ID Search Panel Accessibility

14.13.6.1 To Access the Provider ID Search Panel

Step	Action	Response
1	Click **Claims**.	Claims page displays.
2	Select a **Dental**, **Institutional, Professional** claim form or **Prior Authorization** and then **New**.	Claim panel displays or Prior Authorization New panel displays.
3	Click **[Search]**.	Provider ID Search panel displays.

14.13.6.2 To Search on the Provider ID Search Panel

Step	Action	Response
1	Enter **Provider ID, Address, City, State** or **Zip + 4**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.14 Quadrant Search

14.14.1 Quadrant Search Panel Narrative

The Quadrant Search pop-up panel allows for the search of a tooth quadrant which is used for prior authorizations to identify the area of the mouth where services will be performed.

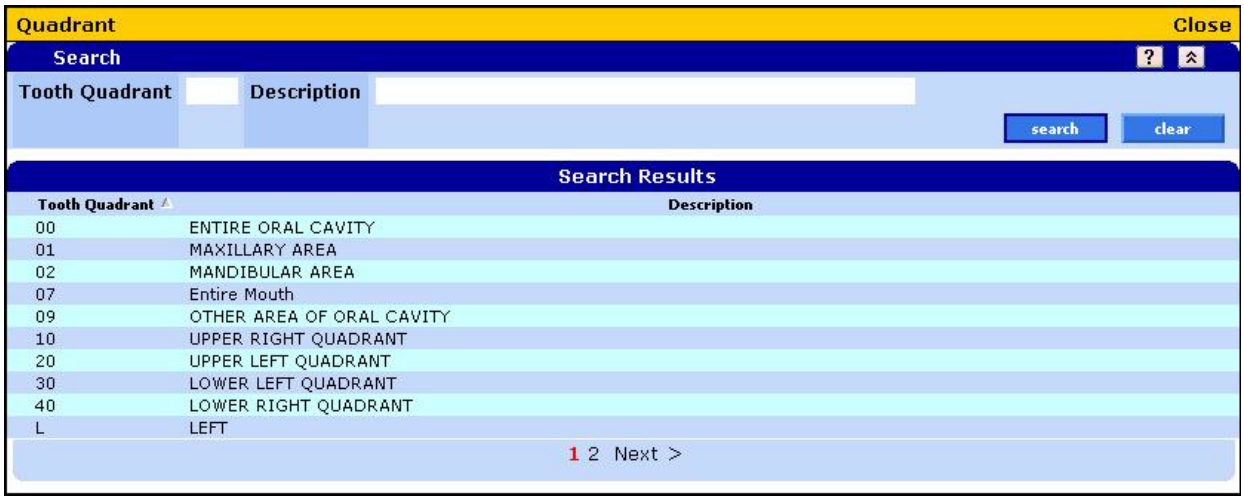
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Prior Authorization] – [New] – [click on Next from the Base Information panel] – [Search]

14.14.2 Quadrant Search Panel Layout



14.14.3 Quadrant Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	Clears the search criteria fields.	Button	N/A	0
search	Search button initiates the search results.	Button	N/A	0
Description	Displays the tooth quadrant code description.	Field	Alphanumeric	50
Tooth Quadrant	Displays the corresponding tooth quadrant code.	Field	Alphanumeric	3

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14.14.4 Quadrant Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.14.5 Quadrant Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.14.6 Quadrant Search Panel Accessibility

14.14.6.1 To Access the Quadrant Search Panel

Step	Action	Response
1	Click **Claims** or **Prior Authorization**.	Claims or Prior Authorization page displays.
2	Click **Institutional**, or **Prior Authorization** and then **New**. If viewing the Prior Authorization New panel, click **Next**.	Institutional Claim or Prior Authorization New panel displays. If viewing the Prior Authorization New panel, the Line Item panel displays.
3	Click **[Search]**.	Quadrant Search panel displays.

14.14.6.2 To Search on the Quadrant Search Panel

Step	Action	Response
1	Enter **Tooth Quadrant** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.15 Revenue Code Search

14.15.1 Revenue Code Search Panel Narrative

The Revenue Code Search pop-up panel allows for the search of a revenue code.

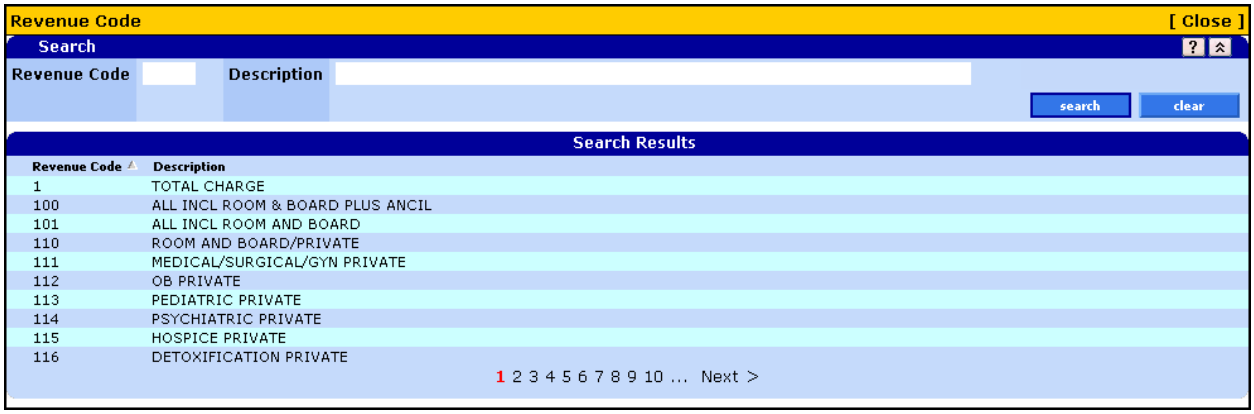
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel is populated with the corresponding data.

Navigation Path: [Claims] – [Institutional] – [Search] OR [Prior Authorization – New] – [click on Next from the Base Information panel] – [Search]

14.15.2 Revenue Code Search Panel Layout



14.15.3 Revenue Code Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search results.	Button	N/A	0
Description	Displays the specific accommodation or ancillary service.	Field	Alphanumeric	70
Revenue Code	Displays the revenue codes of specific accommodation or ancillary service.	Field	Number	4

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14.15.4 Revenue Code Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.15.5 Revenue Code Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.15.6 Revenue Code Search Panel Accessibility

14.15.6.1 To Access the Revenue Code Search Panel

Step	Action	Response
1	Click **Claims** or **Prior Authorization**.	Claims or Prior Authorization page displays.
2	Click **Institutional**, or **Prior Authorization** and then **New**. If viewing the Prior Authorization New panel, click **Next**.	Institutional Claim or Prior Authorization New panel displays. If viewing the Prior Authorization New panel, the Line Item panel displays.
3	Click **[Search]**.	Revenue Code Search panel displays.

14.15.6.2 To Search on the Revenue Code Search Panel

Step	Action	Response
1	Enter **Revenue Code** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.16 Tooth Search

14.16.1 Tooth Search Panel Narrative

The Tooth Search pop-up panel allows for a search of a valid tooth number.

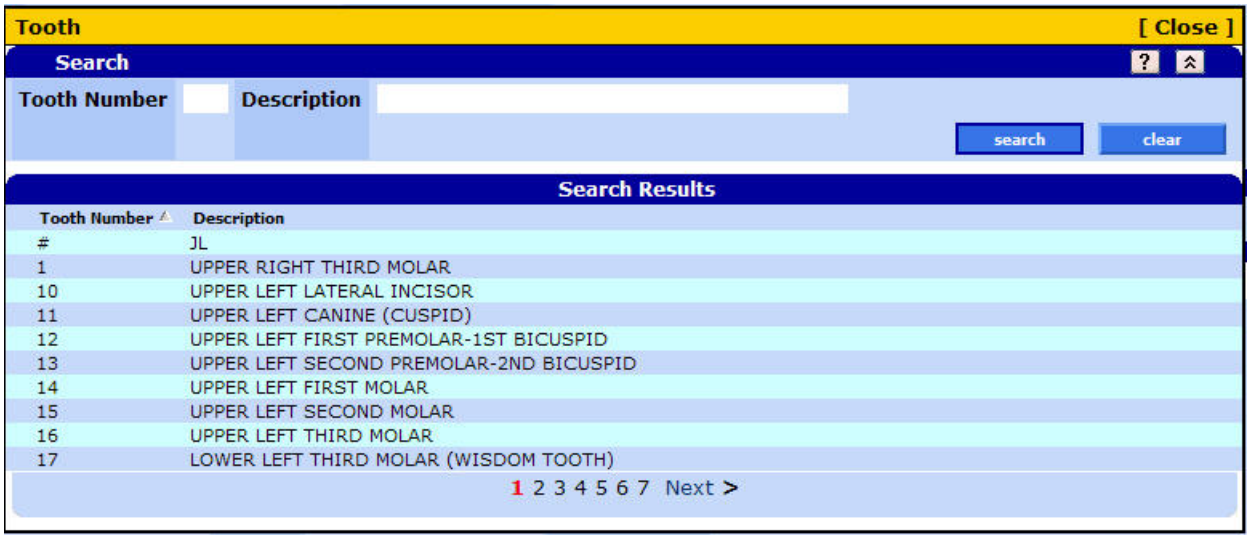
NOTE:

This information is pulled from the EDS claims processing system. However, a match based on search criteria does not guarantee payment. Therefore, providers must continue to consult the Alabama Medicaid Provider Manual for billing restrictions and/or requirements.

After entering search criteria in the pop-up panel, simply select the desired result returned and the main panel will be populated with the corresponding data.

Navigation Path: [Prior Authorization] – [New] – [click on Next from the Base Information panel] – [Search]

14.16.2 Tooth Search Panel Layout



14.16.3 Tooth Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search.	Button	N/A	0
Description	Displays the description of the tooth number.	Field	Alphanumeric	40
Tooth Number	Displays the correspondent tooth number.	Field	Character	2

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14.16.4 Tooth Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

14.16.5 Tooth Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.16.6 Tooth Search Panel Accessibility

14.16.6.1 To Access the Tooth Search Panel

Step	Action	Response
1	Click **Prior Authorization**.	Prior Authorization page displays.
2	Click **New**.	Base Information panel displays.
3	Click **Next**.	Line Item panel displays.
4	Click **[Search]**.	Tooth Search panel displays.

14.16.6.2 To Search on the Tooth Search Panel

Step	Action	Response
1	Enter **Tooth Number** or **Description**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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14.17 User Name Search

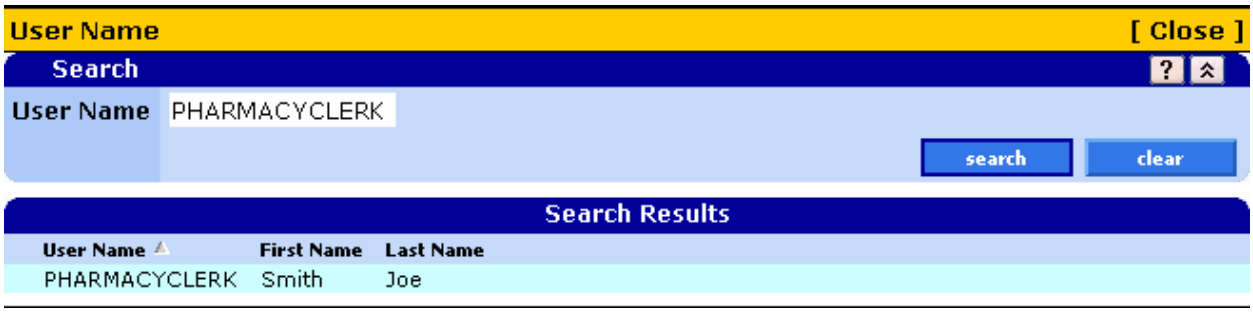
14.17.1 User Name Search Panel Narrative

The User Name Search panel allows users to search for another user or clerk. The user can then select the desired user or clerk from the corresponding search results.

The User Name Search panel allows a provider or billing agent to identify an existing user so they may associate that ID to their billing NPI number, granting the clerk permission to act as their NPI number when submitting claims, prior authorization requests, etc.

Navigation Path: [Account] – [Clerk Maintenance] - [Search]

14.17.2 User Name Search Panel Layout



14.17.3 User Name Search Panel Field Descriptions

Field	Description	Field Type	Data Type	Length
clear	This button clears the search criteria fields.	Button	N/A	0
search	This button initiates the search results.	Button	N/A	0
First Name	Displays the first name of the user.	Field	Character	50
Last Name	Displays the last name of the user.	Field	Character	50
User Name	Displays the login identification of the user.	Field	Alphanumeric	20

14.17.4 User Name Search Panel Field Edit Error Codes

Field	Error Message	To Correct
No field edits found for this panel.		

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14.17.5 User Name Search Panel Extra Features

Field	Field Type
No extra features found for this panel.	

14.17.6 User Name Search Panel Accessibility

14.17.6.1 To Access the User Name Search Panel

Step	Action	Response
1	Click **Account**.	Account page opens.
2	Click **Clerk Maintenance**.	Clerk Maintenance panel opens.
3	Click **add clerk**.	Activates the Clerk Maintenance panel.
4	Click **[Search]**.	Activates the User Name Search panel.

14.17.6.2 To Search on the User Name Search Panel

Step	Action	Response
1	Enter **User Name**.	
2	Click **search**.	
3	Select row from search results.	Adds search result selected to the main panel.

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15. Help

The EMC Helpdesk is available to providers and vendors to answer questions, or to address any problems which may occur while using the Interactive Services website. Providers may contact the EMC Helpdesk for help with the following issues:

- Initial User ID and Password
- Password Resets
- Connectivity Problems

The EMC Helpdesk can be contacted through one of the following sources:

Phone	Mail	Email
1(800) 456-1242 1(334) 215-0111 1(334) 215-4272 (fax)	Electronic Data Systems (EDS) Attn: EMC Helpdesk 301 Technacenter Drive Montgomery, AL 36117	AlabamaSystemsEMC@eds.com

NOTE:

The EMC Helpdesk can be reached Monday through Friday, 7:00 a.m. to 8:00 p.m. (CST); 9:00 a.m. to 5:00 p.m. on Saturdays; and 9:00 a.m. to 5:00 p.m. on all holidays.

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