

**Kansas
Medical Assistance
Program**



Provider Electronic Solutions

**Local Education Agency
Professional Claims**

Provider Electronic Solutions

Provider Electronic Solutions (PES) is proprietary Microsoft Windows-based software that enables providers to submit claims electronically, receive claim status, and verify member eligibility in a batch mode. PES has an easy-to-use online help tool that can be activated at the individual field level or from a list of topics. Features, such as reference lists, archiving, and searches save valuable time by providing access to commonly used data. This eliminates re-entry of certain data. With built-in data validation and editing, providers prevent common data entry errors. Providers can also retrieve, resubmit, and print claims stored locally. The results are improved percentages of claims paid on the first submission.

PES is:

- *Free*
- *Easy*
- *Fast*
- *Proactive*

System Requirements (minimum):

- Pentium II with CD-ROM
- Windows 98/2000/XP
- MS Internet Explorer 5.5 or greater
- 64Mb RAM
- 800 x 600 resolution
- 100Mb hard drive space available
- 28.8 kbps modem (or faster)
- Printer with 8 pt MS Sans Serif font (optional)

PES may be installed on a hard disk or a network drive and may be installed on as many PCs as necessary. PES can also be installed for use by multiple computers in a network environment. Contact the network administrator to set up a shared database location for network installations.

The use of PES requires an EDI Application to be completed. This can be downloaded from the secured side of the KMAP Web site at <https://www.kmap-state-ks.us> . Highlight EDI from the menu bar then select EDI Application. Once completed the form can be faxed or mailed.

If you require assistance locating and/or downloading PES, contact the EDI help desk at EDI.kmap@eds.com or 1-800-933-6593, option 3#.

Website Installation

The following is instructions on how to perform a first time install from the Provider Secure Site.

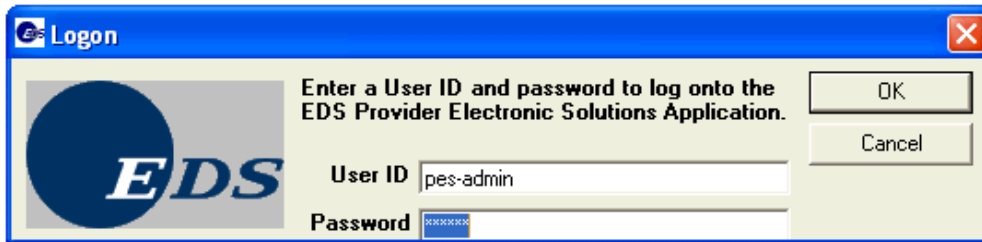
1. Go to <https://www.kmap-state-ks.us> and click **Provider**.
2. On the Provider home page, click the MMIS Logon link at the bottom of the page. **Note:** If you have never logged on or have forgotten your password, contact the KMAP Customer Service Center to obtain your user name and password. You can then enter this information in the already a Member section and click **Log On**. This information is case sensitive and must be entered exactly as it was created.
3. **Note:** The system will prompt you to change your password every 30 days for security purposes. Your account will be locked out if you do not log on in 90 days or if you mistype your password three times. To reactivate your account, the contact person associated with the user name must call the KMAP Customer Service Center.
4. From the blue menu bar at the top of the screen highlight **EDI** and then click on the **Download PES** option.
5. Click on **Provider Electronic Solutions Installation**.
6. At the File Download window click on **Open**. A win zip file will appear, double click **the file name of the application**.
7. The WinZip – Security Warning window will appear. Click **run**.
8. When the EDS Provider Electronic Solutions window appears click **Next**.
9. Read the descriptions and select the appropriate type of set up then click **Next**.
Warning: When selecting a *typical* installation, an empty database will be placed in the folder. **If there is already a Provider Electronic Solutions database in the folder, the existing information will be erased.**
10. Choose the program destination folder which should already be selected and click **Next**.
11. Choose the destination folder for the database which should already be selected and click **Next**.
12. After the application has installed click **Finish**.

Note: Once you have installed PES for the first time you will not need to enter through the provider secure site again. It will be an application on your computer that you can access to log into.

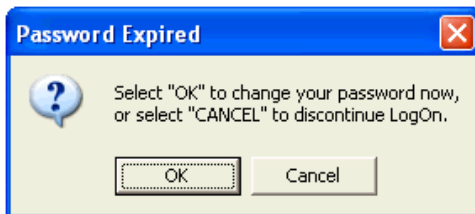
Logging On the First Time

When logging on for the first time, the only user set up is **pes-admin**. The password default is **eds-pes**. When installing a workstation, use the User ID and Password set up by the administrator.

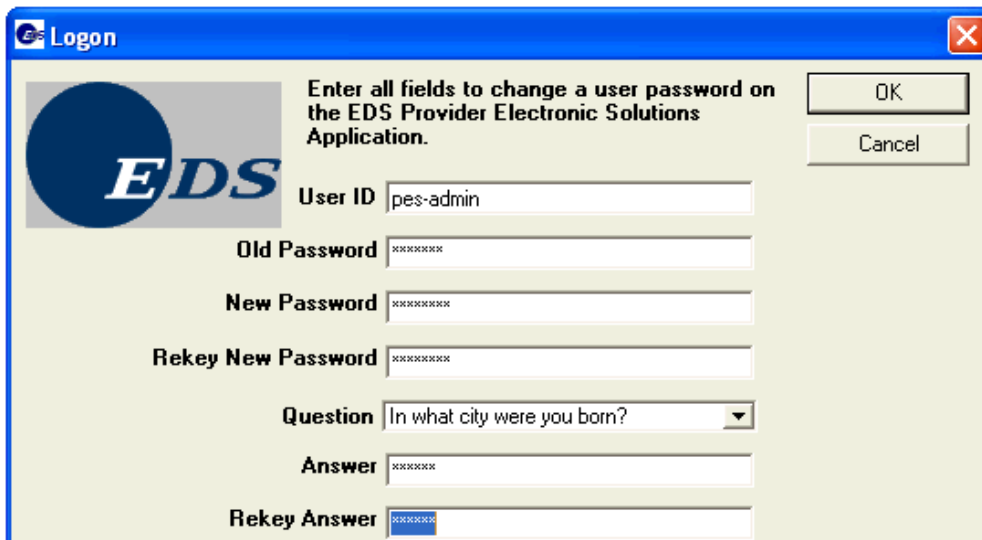
After entering the User ID and Password, click **OK**. A new password along with a question and answer must be entered after the initial logon.



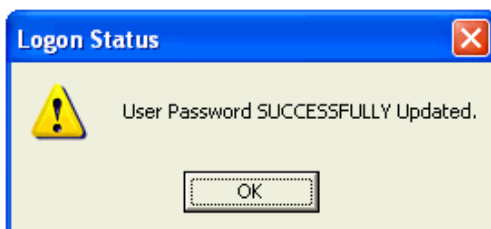
The Logon dialog box features the EDS logo on the left. The main text reads: "Enter a User ID and password to log onto the EDS Provider Electronic Solutions Application." Below this, there are two input fields: "User ID" containing "pes-admin" and "Password" with masked characters. On the right side, there are "OK" and "Cancel" buttons.



The Password Expired dialog box contains a question mark icon and the text: "Select 'OK' to change your password now, or select 'CANCEL' to discontinue LogOn." At the bottom, there are "OK" and "Cancel" buttons.

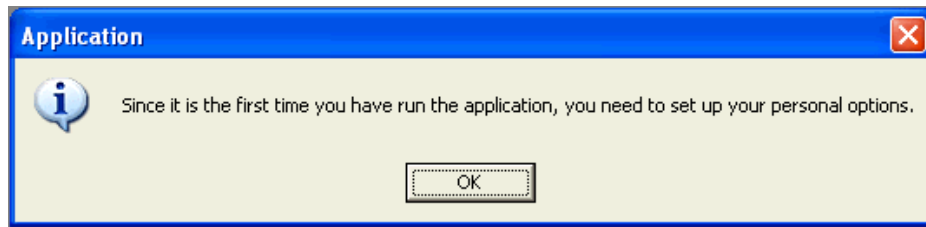


This Logon dialog box is for changing a password. It includes the EDS logo and the text: "Enter all fields to change a user password on the EDS Provider Electronic Solutions Application." The fields include: "User ID" (pes-admin), "Old Password" (masked), "New Password" (masked), "Rekey New Password" (masked), "Question" (a dropdown menu with "In what city were you born?" selected), "Answer" (masked), and "Rekey Answer" (masked). "OK" and "Cancel" buttons are on the right.



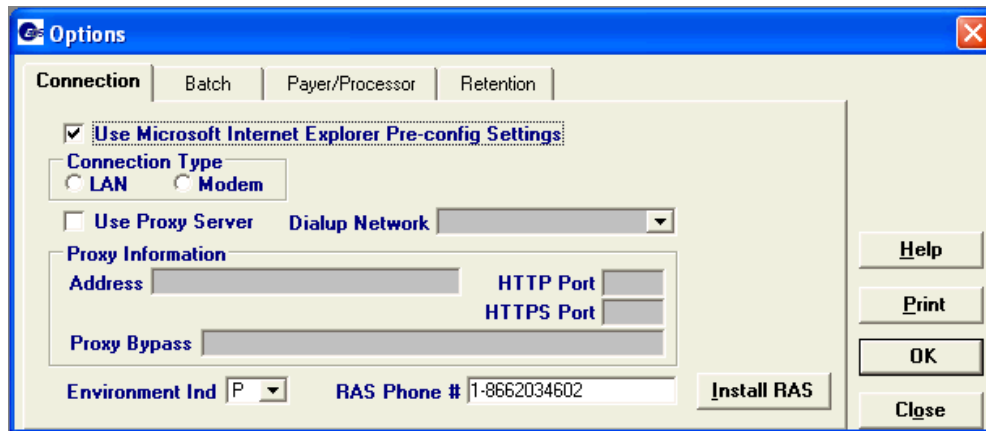
The Logon Status dialog box features a warning icon and the text: "User Password SUCCESSFULLY Updated." An "OK" button is located at the bottom.

Once logged on, enter the initial settings for PES.



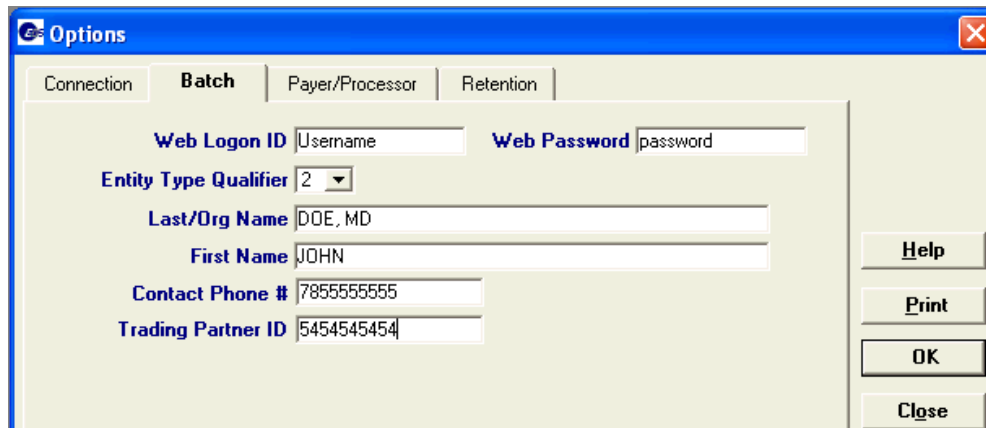
Connection Tab

The Connection tab is used to set up the method with which information will be submitted. If connecting to the Internet through a LAN or the default Internet Service Provider (ISP), verify *Use Microsoft Internet Explorer Pre-config Settings* is selected.



Batch Tab

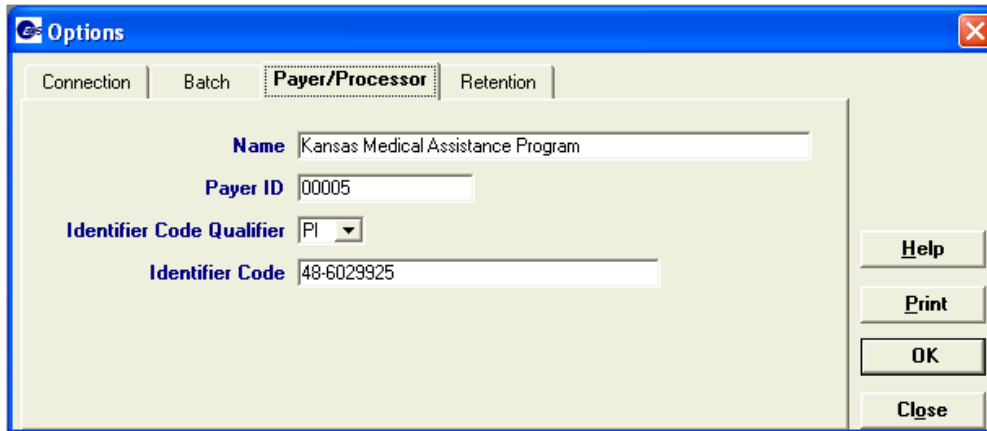
The Batch tab is used to enter information for submitting forms using the Web server. In the *Web Logon ID* and *Web Password* fields, enter the user information used to log on to the KMAP MMIS on the Internet. This information is required to log on to the KMAP Web site to submit claims. **If the password is changed on the Web site, it must be updated here as well.** The Entity Type Qualifier needs to be input to correspond with the type of provider; 1 for a person or 2 for a non-person. The contact information and phone number must be entered. The trading



partner ID must also be entered and that information is obtained from EDI.

Payer/Processor Tab

The Payer/Processor tab is used to identify who will receive the information submitted from PES. The fields are pre-populated with the information for the Kansas Medical Assistance Program. These fields should never be altered.



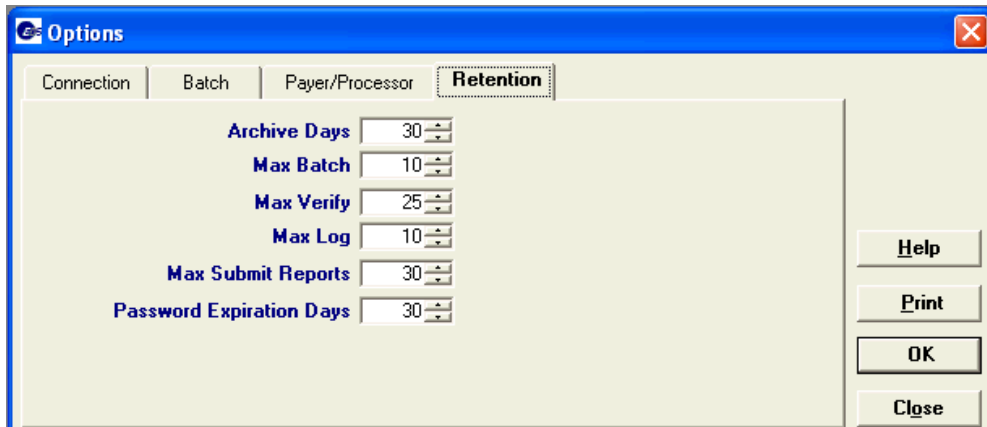
The screenshot shows the 'Options' dialog box with the 'Payer/Processor' tab selected. The fields are pre-filled with the following information:

Field	Value
Name	Kansas Medical Assistance Program
Payer ID	00005
Identifier Code Qualifier	PI
Identifier Code	48-6029925

Buttons on the right side include Help, Print, OK, and Close.

Retention Tab

The Retention tab is used to specify how PES handles various options, such as storage of forms and password change period. For specific information about each field, access the online help by clicking on the field and then clicking the *Help* button.

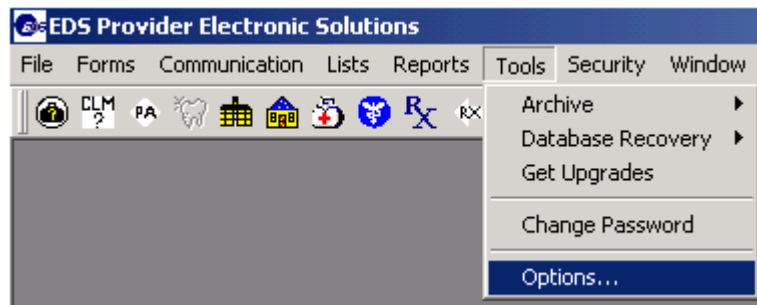


The screenshot shows the 'Options' dialog box with the 'Retention' tab selected. The fields are pre-filled with the following values:

Field	Value
Archive Days	30
Max Batch	10
Max Verify	25
Max Log	10
Max Submit Reports	30
Password Expiration Days	30

Buttons on the right side include Help, Print, OK, and Close.

When all the information has been entered, click **OK** to save. From the Main Menu, select, select Tools and then Options to access this window in the future.



Navigating through PES

Navigating through PES is similar to other Windows compatible applications. There are a variety of ways that different utilities can be accessed.

Using Lists

All of the list utilities in PES work the same. When a list is first opened, a new entry is created automatically. To save the entry, click on the corresponding **Save** button. Once saved, click **Add** or **Copy** to create a new entry. To change a previous entry, click on the item to be changed. The data populates automatically for that entry.

Using the Mouse

Use a mouse the same as in any other software. Move the mouse cursor over a field or option and click the left mouse button once to position the cursor at that location or to select the option. To double-click on a feature, press the left mouse button twice very quickly. The right mouse button allows use of the *Cut*, *Copy*, *Paste*, or *Select All* options the same as the menu or toolbar options. Right-mouse click on the field and select the option from the menu.

Menus

PES uses menus to navigate throughout the application. The menu options change depending on which features are being used. When first opening PES, the Main Menu displays. You can use the menus by clicking on them with the mouse or by activating them with keyboard by pressing the ALT key.

Toolbars

Toolbars are designed to work as shortcuts for frequently used menu items. A toolbar consists of small pictures or buttons that represent different menu commands. To execute a command using the toolbar, click the button with the mouse. To see a name or brief description of each button, move the arrow over the button, but do not click the mouse. The description appears just below the button.

Command Buttons

Activate command buttons by clicking them with a mouse or using the hot key associated with that button. The hot key is identified by an underlined letter on the button. Press this hot key along with the ALT key to activate the button.

Using the Keyboard

To navigate using just the keyboard, use the following list of keys:

To Do This	Press this key
Go to the next field	TAB or ENTER
Go to the previous field	Shift + TAB
Move backward within a field	Left Arrow
Move forward within a field	Right Arrow
Scroll up through a list	Up Arrow
Scroll down through a list	Down Arrow
Open online help when the cursor is on a data entry field	F1

Using the Online Help

PES has an extensive set of online documentation available. To get information about a field, click the mouse button over the field and then press F1. For additional information about all of the features of PES, access the help index by clicking *Help Topics* in the upper left corner of the help window.

Customizing PES

PES contains reference lists for information that is commonly used when entering and editing forms. For example, common diagnosis codes and procedure codes may be entered for use later. All of the lists are available from the forms entry section as a drop-down list.

Creating Lists

Since this software uses the HIPAA compliant transaction format, there is certain information required for each transaction. To assist in making sure that all required information is included and to save time entering information, some of the lists must be entered before using the information in a form. If the necessary information has not been completed prior to entering a form, the list entry window can be opened from the transaction by double-clicking on the corresponding drop-down list.

To add information to a list, select Lists from the Main Menu and then select the appropriate list. Enter the necessary information and click **Save**. As always, additional information about each field can be found by clicking on the field and pressing F1 or clicking on the Help button. To create additional entries, click **Add** and repeat the process.



Using Lists

The information entered into the lists is available in drop-down lists when filling out a form. When a selection is made from one of the drop-down lists, other fields may populate automatically to match the selection. If a selection is not available in a drop-down list, double-click on the list to access the List Entry window. Once the information is entered, click **Save** and close the window. The information will be available for future use.

Lists

Billing Provider List

- Provider ID Code Qualifier – Set to:
 - “1D” KMAP Provider ID
 - “XX” HCFA National Provider Identifier (NPI)
- Provider ID/NPI – Enter the KMAP Provider ID or NPI
 - KMAP ID is nine numbers followed by one letter and should not contain spaces
 - NPI is 10 numbers and should not contain spaces
- Entity Type Qualifier – Set to “2” if billing as an organization. Otherwise, indicate a “1”
- Taxonomy Code – Enter the provider taxonomy code associated with the provider number. If you are not sure of your taxonomy please contact Customer Service. Your taxonomy much match what KMAP has on file or your claim will deny
- Last/Organization Name – Enter the organization name on record with KMAP if the Entity Type Qualifier is “2.” Enter the provider’s last name if the Entity Type Qualifier is “1”
- First Name – Enter the provider’s first name if the Entity Type Qualifier is “1”
- SSN/Employer ID – Enter the provider’s FEIN (Tax ID) if the Entity Type Qualifier is “2” or the SSN of the provider. The FEIN should have a hyphen as the third character (XX-XXXXXXX). If this information is not available, the field can be populated with nines
- SSN/Employer ID Qualifier – Set to “24” if the number listed in the SSN/Employer ID field is the FEIN. Otherwise, leave the field as “34”
- Line 1 – Enter the service address for the facility
- Line 2 – Enter any additional address information if applicable
- City – Enter the city of the provider location
- State – Enter the two-letter state code for the provider (for example, KS)
- Zip – Enter the ZIP code of the provider office. The four-digit extension is not required
- Remember to click Save to the right of the screen. To enter another provider, click Save then Add

The screenshot shows the 'Billing Provider' form within the 'EDS Provider Electronic Solutions' application. The form is titled 'Billing Provider' and contains several input fields and buttons. The fields are organized into sections: 'Provider ID Code Qualifier' (dropdown), 'Entity Type Qualifier' (dropdown), 'Last/Org Name' (text), 'First Name' (text), 'SSN/Employer ID' (text), and 'SSN/Employer ID Qualifier' (dropdown). Below these is the 'Provider Address' section with 'Line 1', 'Line 2', 'City', 'State', and 'Zip' fields. At the bottom, there is a table with columns for 'Provider ID', 'Taxonomy', 'Last/Org Name', and 'Type Qualifier'. To the right of the form are buttons for 'Add', 'Delete', 'Undo All', 'Save', 'Find...', 'Print...', and 'Close'. The status bar at the bottom indicates 'Blank record added...' and the time '7-4-07 17:33:36'.

Beneficiary List

- Beneficiary ID – Enter the beneficiary’s 11-digit KMAP member ID
- ID Qualifier – Leave set to “MI”
- Account # – Enter the beneficiary’s internal account number. If the beneficiary is not assigned an account number, enter a “0”
- SSN – Enter the beneficiary’s Social Security number (not a required field)
- Last Name – Enter the last name of the beneficiary as it appears on the KMAP member ID card
- First Name – Enter the first name of the beneficiary as it appears on the KMAP member ID card
- MI – Enter the middle initial of the beneficiary if available. Otherwise, leave blank
- DOB – Enter the date of birth of the beneficiary as it appears on the KMAP member ID card
- Gender – Select the gender of the beneficiary
- Line 1 – Enter the mailing address of the beneficiary
- Line 2 – Enter any additional address information if applicable
- City – Enter the city of the beneficiary’s address
- State – Enter the two-letter state code for the beneficiary (for example, KS)
- Zip – Enter the ZIP code of the beneficiary. The four-digit extension is not required
- Remember to click Save to the right of the screen. To enter another beneficiary, click Save then Add

The screenshot shows a software window titled "Beneficiary" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Beneficiary ID**: Text input field.
- ID Qualifier**: Dropdown menu with "MI" selected.
- Account #**: Text input field.
- SSN**: Text input field with " - -" as a placeholder.
- Last Name**: Text input field.
- First Name**: Text input field.
- MI**: Text input field.
- DOB**: Text input field with "00/00/0000" as a placeholder.
- Gender**: Dropdown menu.
- Subscriber Address**: A section containing:
 - Line 1**: Text input field.
 - Line 2**: Text input field.
 - City**: Text input field.
 - State**: Text input field.
 - Zip**: Text input field with "." as a placeholder.
- Buttons**: A vertical stack of buttons on the right side: Add, Delete, Undo All, Save, Find..., Print..., and Close.
- Table**: A table at the bottom with columns "Beneficiary ID", "Last Name", and "First Name".

Beneficiary ID	Last Name	First Name
09876543210	DOE-SMITH	JANE
12345678900	DOE	JOHN
12345698700	DOE	JANE

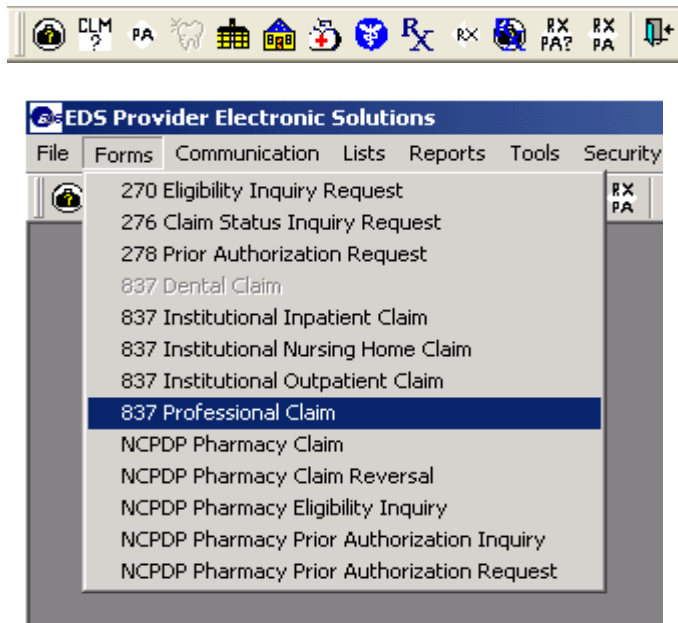
Entering Forms

To enter a form, click **Forms** from the Main Menu and then select the type of form to submit. Forms may also be selected by clicking on the corresponding icon in the toolbar.

Many of the fields in forms have drop-down lists available to select commonly used information. Selecting from some drop-down lists may cause other fields to populate automatically. If an item in a list needs to be added or changed, double-click on the list to access the list editor.

The information on each form is separated into several tabs. Be sure to enter the necessary information from each tab. For a description of what information goes into a field, press F1 to get additional information about that field. When finished, click **Save**.

Some information is required to comply with HIPAA standards. If required information is missing when attempting to save the form, another window appears and lists the missing information. Choose to save the incomplete form (status I) or go back to the fields listed and enter the missing information. When finished, click **Save** again. Once the form is saved successfully, it appears in the list at the bottom of the window with a status of R (Ready).



Choose the appropriate form from the drop-down menu.

837 Professional Claim

Header 1

- Claim Frequency – Leave as “1” unless filing an adjustment or a void of an existing claim
- Original Claim # – Enter the ICN of the claim that was originally filed if filing an adjustment or void, or if you are filing the claim beyond 12 months from the date of service
- Provider ID/NPI – Select the billing provider from the drop-down list. The rest of the information will populate when you press TAB. If your provider number is not listed, double-click on the drop-down list to access the Billing Provider List editor
- Beneficiary ID – Select the person that this claim is for from the drop-down list. The rest of the information will populate when you press TAB. If the person does not appear in the list, double-click on the drop-down list to access the Beneficiary List editor
- Medical Record # – Enter the patient’s medical record number if applicable
- Release of Medical Data – Leave as “Y” unless the beneficiary listed has not approved release of his or her protected health information to KMAP. Otherwise, select the applicable item
- Benefits Assignment – Leave as “Y” unless the beneficiary has not approved that the payment for the services will be assigned to your provider account. Otherwise, select option “N”
- Patient Signature – Select the item that applies. Select “B” if you have a signature authorization form on file (equivalent to “Signature on File”)
- Report Transmission Code – Leave blank
- Report Type Code – Leave blank
- Attachment Ctl – Leave blank

EDS Provider Electronic Solutions

File Edit View Forms Tools Window Help

837 Professional Claim

Total Charge .00 OI Amount .00 Billed Amount .00 Services 1

Header 1 | Header 2 | Header 3 | Header 4 | Service 1 | Service 2

Claim Frequency Original Claim #

Provider ID/NPI Taxonomy Code

Last/Org Name First Name

Beneficiary ID Account #

Last Name First Name MI

Medical Record # Release of Medical Data

Benefits Assignment Patient Signature

Report Transmission Code Report Type Code Attachment Ctl

Beneficiary ID	Last Name	First Name	Billed Amount	Last Submit Dt	Status

Ready | 6-22-09 14:00:16

Buttons: Add, Copy, Delete, Undo All, Save, Edit All, Find..., Print, Close

Header 2

- Diagnosis Codes – Enter any applicable diagnosis codes. Be sure to omit any decimals included in the diagnosis codes.
- Referring Provider – Leave blank. This information is not required for LEAs.
- Encounter Ind – Leave as “CH”. This information is not required for LEAs.
- Contract Type – Leave blank. This information is not required for LEAs.
- Similar Illness Date – Leave blank. This information is not required for LEAs.
- Onset of Current Illness Date – Leave blank. This information is not required for LEAs.
- Prior Authorization – Leave blank. This information is not required for LEAs..
- Place of Service – Select the POS code that applies to the services being billed. The POS must be entered either here or on the Service 1 tab.
- Comment CD/Comment – Leave blank. This information is not required for LEAs.

EDS Provider Electronic Solutions

File Edit View Forms Tools Window Help

837 Professional Claim

Total Charge 500.00 OI Amount .00 Billed Amount 500.00 Services 1

Header 1 Header 2 Header 3 Header 4 Service 1 Service 2

Diagnosis Codes

1	78099	2		3		4	
5		6		7		8	

Referring Provider

Provider ID/NPI _____ Taxonomy Code _____

Last/Org Name _____ First Name _____

Encounter Ind CH Contract Type _____

Similar Illness Date 00/00/0000 Onset of Current Illness Date 00/00/0000

Prior Authorization _____ Place Of Service _____ Comment Cd _____

Comment _____

Beneficiary ID	Last Name	First Name	Billed Amount	Last Submit Dt	Status
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New Record added... | 7-4-07 21:56:13

Buttons: Add, Copy, Delete, Undo All, Save, Edit All, Find..., Print, Close

Headers 3 and 4 – May be skipped by LEA Providers

Header 3

- Accident – Leave blank. This information is not required for LEAs.
- Ambulance – Leave blank. This information is not required for LEAs.
- Admission/Discharge date – Leave blank. This information is not required for LEAs.
- Other Insurance Indicator – Leave blank. This information is not required for LEAs.
- Crossover Indicator – Leave blank. This information is not required for LEAs.

The screenshot shows the '837 Professional Claim' window in the 'EDS Provider Electronic Solutions' application. The window title bar includes standard Windows controls (minimize, maximize, close) and the application name. Below the title bar is a menu bar with 'File', 'Edit', 'View', 'Forms', 'Tools', 'Window', and 'Help'. A toolbar with various icons is located below the menu bar. The main content area is divided into several sections:

- Total Charge**: .00
- OI Amount**: .00
- Billed Amount**: .00
- Services**: 1

Navigation tabs are present for 'Header 1', 'Header 2', 'Header 3' (selected), 'Header 4', 'Service 1', and 'Service 2'. The 'Header 3' section contains the following fields:

- Accident**:
 - Related Causes: 1 (dropdown), 2 (dropdown), 3 (dropdown)
 - Date: 00/00/0000
 - State: (text box)
 - Country: (text box)
- Ambulance**:
 - Transport Code: (dropdown)
 - Transport Reason Code: (dropdown)
 - Transport Distance: 0 (text box)
 - Patient Weight: 0 (text box)
 - Condition Codes: 1 (dropdown), 2 (dropdown), 3 (dropdown)
 - RoundTrip Purpose: (text box)
 - 4 (dropdown), 5 (dropdown)
- Admission Date**: 00/00/0000
- Discharge Date**: 00/00/0000
- Other Insurance Indicator**: N (dropdown)
- Crossover Indicator**: N (dropdown)

At the bottom of the form is a table with the following columns: Beneficiary ID, Last Name, First Name, Billed Amount, Last Submit Dt, and Status. To the right of the form is a vertical toolbar with buttons: Add, Copy, Delete, Undo All, Save, Edit All, Find..., Print, and Close. The status bar at the bottom of the window displays 'New Record added...' and the timestamp '7-4-07 21:51:59'.

Header 4 (used only by physicians)

Service Facility – Leave blank. This information is not required for LEAs.

The screenshot displays the 'EDS Provider Electronic Solutions' application window. The main window title is '837 Professional Claim'. At the top, there is a menu bar (File, Edit, View, Forms, Tools, Window, Help) and a toolbar with various icons. Below the menu bar, there are summary fields: 'Total Charge .00', 'OI Amount .00', 'Billed Amount .00', and 'Services 1'. A tabbed interface is present with tabs for 'Header 1', 'Header 2', 'Header 3', 'Header 4', 'Service 1', and 'Service 2'. The 'Header 4' tab is selected, showing a form with the following fields: 'Service Facility' (a dropdown menu), 'Provider ID/NPI' (a dropdown menu), 'Taxonomy Code' (a text input field), and 'Last/Org Name' (a text input field). To the right of the form is a vertical stack of buttons: 'Add', 'Copy', 'Delete', 'Undo All', 'Save', 'Edit All', 'Find...', 'Print', and 'Close'. At the bottom of the window, a status bar shows 'New Record added...' on the left and '7-4-07 21:52:28' on the right.

Service 1

- From/To DOS – Enter the dates the service was rendered
- Emergency Ind – Leave blank. This information is not required for LEAs.
- Place of Service – Enter applicable POS code if the Place of Service field
- Procedure Code – Enter the applicable procedure code for this service
- EPSDT – Leave N if this is not a service related to EPSDT
- Modifiers – Enter any applicable modifier
- Diag Ptr – Enter a number (1 – 8) to indicate which diagnosis entered on Header 2 applies to this service (“1” indicates the primary diagnosis)
- CLIA Number – Leave blank. This information is not required for LEAs.
- Basis of Measurement – Leave as “UN.”
- Units – Enter the number of units billed for this service
- Billed Amount – Enter the total amount charged for this service. Do not deduct the patient obligation, co-pay, or other insurance payments
- Family Planning Ind – Leave blank. This information is not required for LEAs.
- Adding two or more details. Use the buttons on the left of the screen.
- Add Srv – use this if you need to add new dates with a new procedure code. Once you click add service follow the instruction listed above for the fields.
- Copy Srv – If you want the second detail to match the first detail use this button and make changes where needed.
- Delete Srv – If you have a detail that needs to be removed, highlight that detail line to the right of the three buttons. Then click Delete Srv.

EDS Provider Electronic Solutions

File Edit View Forms Tools Window Help

837 Professional Claim

Total Charge 500.00 OI Amount .00 Billed Amount 500.00 Services 1

Header 1 Header 2 Header 3 Header 4 **Service 1** Service 2

Diagnosis Codes: 1 2 3 4

From DOS 07/01/2007 To DOS 07/31/2007 Emergency Ind Place Of Service 12

Procedure S5101 EPSDT N Modifiers: 1 2 3 4

Diag Ptr 1 CLIA Number Basis of Measurement UN

Units 1.00 Billed Amount 500.00 Family Planning Ind

Add Srv	Srv #	From DOS	To DOS	POS	Procedure	Units	Billed Amount
Copy Srv	1	07/01/2007	07/31/2007	12	S5101	1.00	500.00
Delete Srv							

Beneficiary ID Last Name First Name Billed Amount Last Submit Dt Status

New Record added... 7-4-07 21:53:41

Service 2

Ambulance – Leave blank. This information is not required for LEAs.

Rendering Provider – Select the rendering provider from the drop-down list if different than the billing provider listed on Header 1. If you are billing for multiple school districts and the specific USD Kansas Medicaid provider number is not listed, double-click on the drop-down list to access the Billing Provider List editor. Then enter the USD provider information and add the USD provider to the list.

RX Ind - Leave as “N”. This information is not required for LEAs.

EDS Provider Electronic Solutions

File Edit View Forms Tools Window Help

837 Professional Claim

Total Charge 500.00 OI Amount 00 Billed Amount 500.00 Services 1

Header 1 | Header 2 | Header 3 | Header 4 | Service 1 | Service 2

Ambulance
Transport Code [] Transport Reason Code [] Transport Distance [0]
Patient Weight [0] Condition Codes: 1 [] 2 [] 3 []
RoundTrip Purpose [] 4 [] 5 []

Rendering Provider
Provider ID/NPI [] Taxonomy Code [] RX Ind [N]
Last/Org Name [] First Name []

Srv #	From DOS	To DOS	POS	Procedure	Units	Billed Amount
1	07/01/2007	07/31/2007	12	S5101	1.00	500.00

Beneficiary ID | Last Name | First Name | Billed Amount | Last Submit Dt | Status

New Record added... 7-4-07 21:54:09

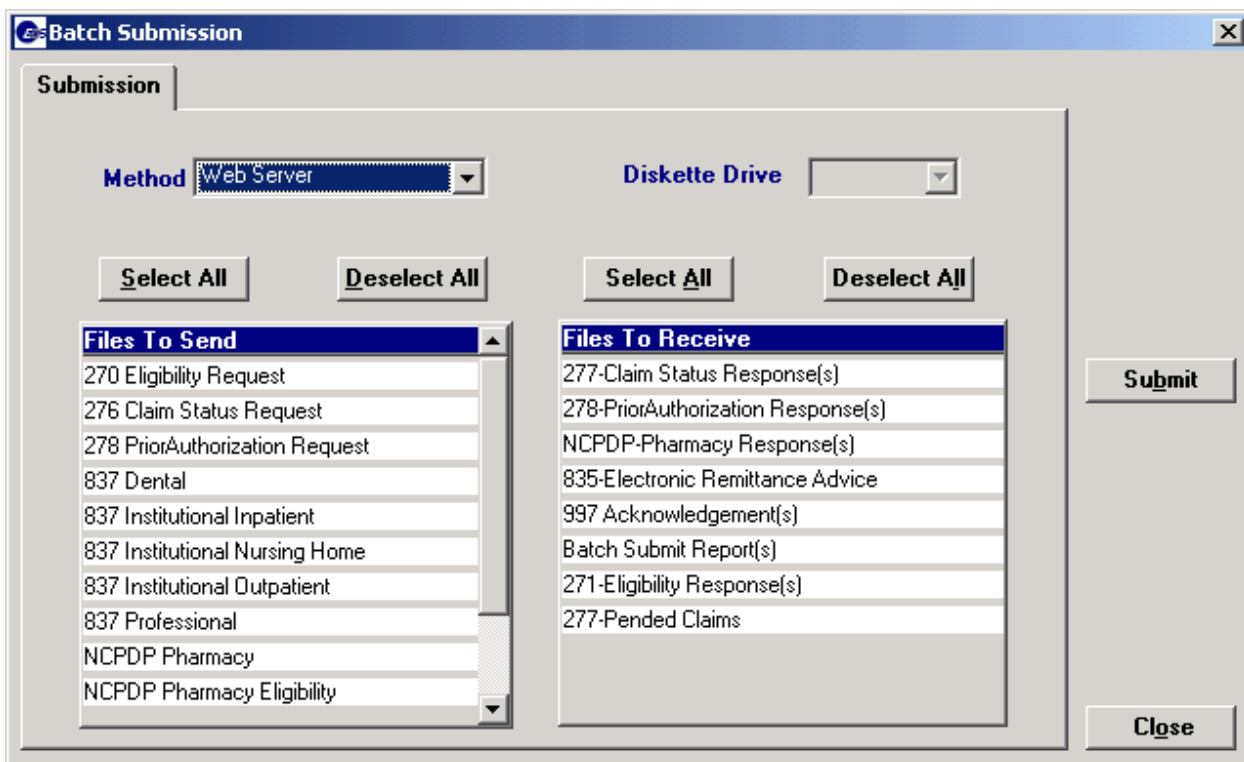
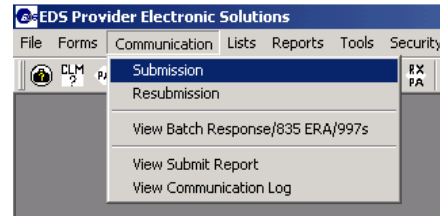
Buttons: Add, Copy, Delete, Undo All, Save, Edit All, Find..., Print, Close

When completed with the claim be sure to click Save to the right of the screen. You may copy this claim for your next beneficiary or you may Add a new claim.

Submitting Forms

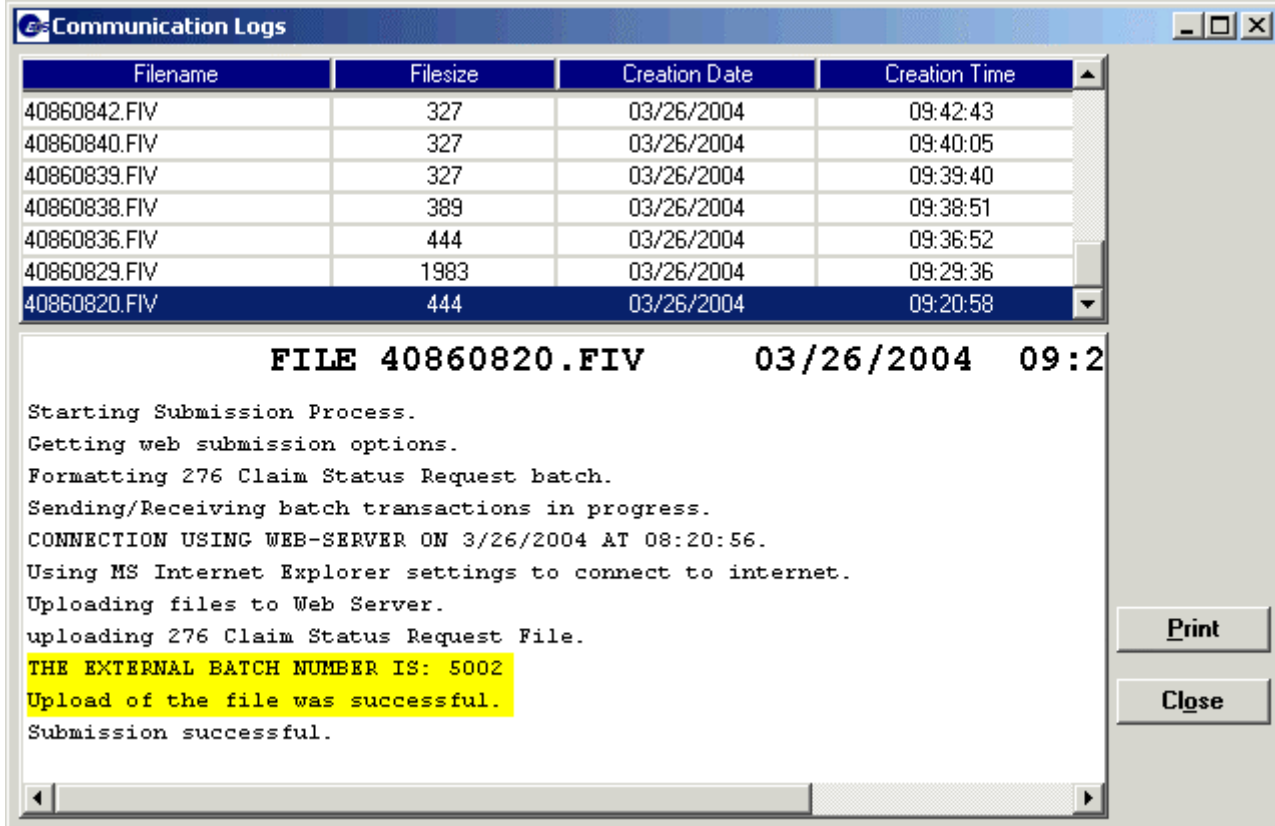
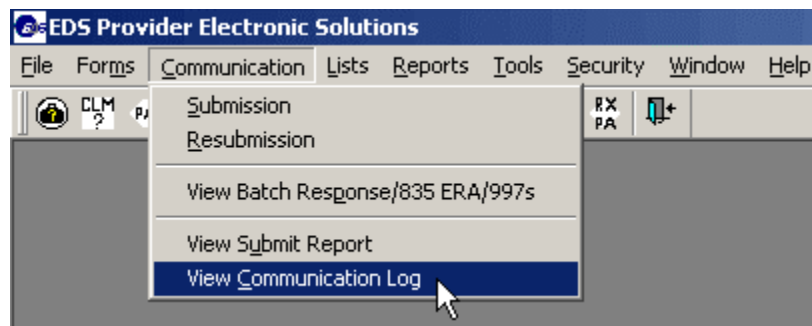
PES allows multiple forms (a batch to be saved for submission at the same time). All forms that are saved with a status of R (Ready) will be included in a batch.

1. After completing all of the forms to be submitted in a batch, close the Form window.
2. From the Main Menu, select **Communication** and then **Submission**. The Batch Submission window displays.
3. Select the method to use when submitting the batch of claims from the Method drop-down list. Claims can be submitted either through the Web server (includes dial-up) or to a diskette.
4. Highlight the types of forms to submit. **Highlighting Select All on Files to Send and Select All on Files to Receive will ensure all requests are sent and all responses are received.**
5. Click **Submit**. After submission, forms that were in R status will be changed to F (Final). Forms in a status of F will not be resent and cannot be altered, but can be copied and edited for future submissions. To remove old forms in F status, use the Archive feature.



Claims Submission Verification

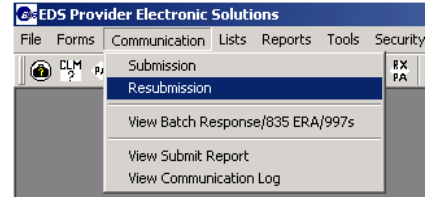
1. From the main menu, select Communication and then View Communication Log. The Communication Logs window displays with a list of previously submitted batches.
2. Select a batch to use and then scroll through the information to get "The External Batch Number is: XXXX". Submission is successful.



Modifying and Resubmitting Forms

PES allows the resubmission of an entire batch or just a portion of a batch. A batch may be resubmitted exactly as it was or can be copied and modified.

1. From the main menu, select Communication
then Resubmission. The Batch Resubmission window displays with a list of previously submitted batches.



2. Select a batch to use and then highlight the claims within that batch to resubmit.

3. To resubmit the claims without changing them, click **Resubmit** to access the Batch Submission window. Otherwise, click **Copy** to replicate the forms. The selected forms are placed with the current batch in R status to be reviewed or edited.

If the batch was copied, do not attempt to use the Resubmission option to send the modified batch. Use the Submission option instead.

A screenshot of the 'Batch Resubmission' window. It features a 'Resubmission' tab and a table with the following data:

Ext Batch	Description	Datesent	Timesent
51503	837 Institutional Nursing Home	02/03/2004	19:52

Below this table is a second table with the following data:

Beneficiary ID	Last Name	First Name	Billed Amount	Last Submit Dt	Status
12345678900	DOE	JOHN	1,233.32	2/3/2004	F

On the right side of the window, there are buttons for 'Resubmit', 'Copy', 'Select All', 'Deselect All', and 'Close'.

Using the Edit All Feature

The professional and nursing home claim forms have an additional option to modify the dates on all claims in a batch. A user can modify all R (Ready) status claims by clicking **Edit All** on the right side of the Form window and entering new dates of service and covered days (nursing home claims only). To resubmit a batch after using the Edit All feature:

1. From the main menu, select Communication and then Resubmission. The Batch Resubmission window displays with a list of previously submitted batches.
2. Select a batch to resubmit and click **Copy** on the right side of the window. Click **Yes** when prompted to copy the batch.
3. Open the Form window (837 Professional or Nursing Home form).
4. Click **Edit All** and enter the new information. Click **Yes** when prompted to modify claims in R status.
5. After making any other necessary changes, close the Form window and use the Submission option in the Communication menu to send the claims. Do not use the Resubmission option after copying a previous batch.



The screenshot shows a dialog box titled "Edit All" with a blue header and a red close button. The main area is light beige. On the left, there are three input fields: "From DOS" with the value "05/01/2005", "To DOS" with the value "05/31/2005", and "Covered Days/Units" with the value "31". On the right side, there are three buttons: "Help", "OK", and "Close".

Nursing Home Edit All Feature



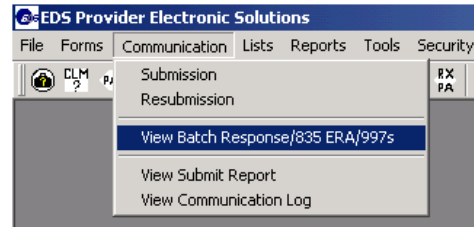
The screenshot shows a dialog box titled "Edit All" with a blue header and a red close button. The main area is light beige. On the left, there are two input fields: "From DOS" with the value "05/01/2005" and "To DOS" with the value "05/31/2005". On the right side, there are three buttons: "Help", "OK", and "Close".

Professional Edit All Feature

Viewing Responses

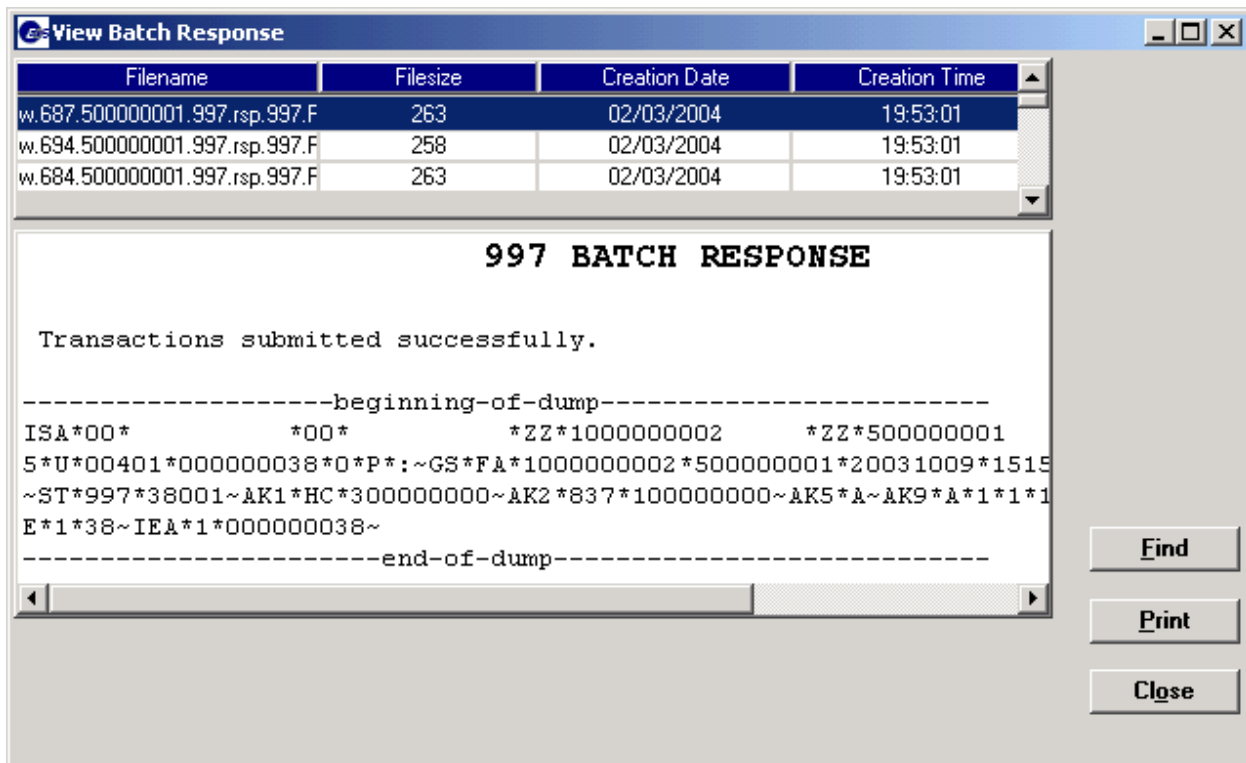
PES also downloads responses to submissions. A 997 Acknowledgement and a Batch Submit Report are available for download about 30 minutes after each submission. To download response files:

1. From the main menu, select Communication and then Submission. The Batch Submission window appears.
2. The Files to Receive box contains the responses PES will report. Select the types of files to download.
3. Click **Submit**. PES will connect to the server and download any waiting files.



Response files can be viewed from the Communication menu.

- Select View Batch Response/835 ERA/997s to view an acknowledgement, electronic remittance, claim status response, or eligibility response.
- Select View Submit Report to review a Batch Submit Report. A submit report contain a count of the forms that were received and is confirmation that the claims were processed.



Batch Response Reports

Provider Electronic Solutions will download responses to batch submissions. The following response transactions are available from KMAP. Each response is normally available approximately 30 minutes after the request.

277 Claim Status Response

The claim status report is only sent in response to a 276 claim status inquiry request.

278 Prior Authorization Response

The prior authorization response is only sent in response to a 278 prior authorization request.

NCPDP-Pharmacy Response

The pharmacy response transactions are sent in reply to any of the NCPDP transactions available in Provider Electronic Solutions.

835 Electronic Remittance Advice

The electronic remittance advice is only available if requested on the Trading Partner application. The 835 transaction is made available for download every Monday.

997 Acknowledgment

Batch acknowledgments are sent in response to the 270, 276, 278, and 837 transactions. If there is an error processing the transaction, the 997 contains detailed technical data about the error.

Batch Submit Report

Submit reports are created in response to the 270, 276, 278, and 837 transactions. The report contains a confirmation that all transactions that were received were processed.

271 Eligibility Response

The eligibility response transaction is only sent in response to a 270 eligibility request transaction.

277 Pended Claims

The 277 pended claims report is sent with the 835 electronic remittance advice. The 835 transaction only contains data about paid and denied claims. The pended claims report includes claims that have been received but have not processed.

Using PES Tools

PES has several options available for managing information. These tools can help conserve disk space, protect data, and make PES easier to use.

Database Recovery

PES has several tools available to maintain the stability of the database. These options can be accessed from the *Database Recovery* submenu of *Tools* in the Main Menu.

Compact: When information is removed from the database, there is space left that is no longer used. The compact option deletes these gaps, freeing the disk space.

Repair: The repair option attempts to validate the information in the database. This option is generally helpful when having trouble accessing information. The feature may be used at any time.

Unlock: Sometimes errors can cause the database to lock information. The database should be locked when submitting forms, archiving forms, restoring forms, and sometimes when adding or editing forms. If data is locked in error, unlock to allow access.

Creating New Users

When logged on as an administrator, other user accounts may be created to help control access to the PES application.

1. From the Main Menu, select Security Maintenance and then Security.
2. Enter the new User ID and a password.
3. Select the security level for the user. Nonadministrative users can do everything except access the Security menu.
4. Click **Save**.
5. Click **Add** and repeat the process to add additional users.

Changing Passwords

The logon password for PES may be changed at any time.

1. From the Main Menu, select Tools and then Change Password.
2. Enter the old password and then enter a new password twice. Passwords in PES must be between five and ten characters in length.
3. Change the question and answer if necessary. The question and answer may be left the same.
4. Click **OK**. A message displays that the password has been updated.

File Download

When logged on to PES as an administrator, passwords for other user names may also be reset. If a user forgets their password:

1. From the Main Menu, select Security and then Security Maintenance.
2. Highlight the user and enter a new password in the password field.
3. Select **Save**. The user will be able to log on with that password and will be prompted to change it.

Archiving Submissions

Archiving is the process used to keep the size of the claim lists small enough for it to be useful, while maintaining historical records of the forms into a compressed file and then deleting them from the database. PES automatically gives a reminder to archive old claims every 30 days. To archive:

1. From the menu bar, select Tools, Archive, and then Create. *Note:* Before running the archive, verify that no other users are logged on from another workstation.
2. Highlight the types of forms to archive. **Only forms in an F status that meet the days aged (specified by the user) will be archived.** The filename defaults to the current day's date and a sequence number, but the user can override this default.
Warning: Be sure to use the default file name or specify file that does not already exist. Additional forms cannot be appended to existing archive files.
3. Click **OK**. PES will automatically compress the old forms and delete them from the database.

Restoring Archives

To view a form that has already been archived, it must first be restored from the archive.

Warning: If PES has been reinstalled, do not attempt to restore an archive created prior to the reinstallation. This could cause loss of data.

1. Select Restore from the Archive submenu. The Restore Forms window displays.
2. Click **Browse** and locate the file in which the form was archived.
3. Select the archived file and click **Open**. The field will populate with the archived file name.
4. Click **Next**. A list of the types of forms in the archive will be listed.
5. Select the types of forms to restore and click **Next**.
6. Highlight the forms to be restored and click **Finish**. The selected forms will be copied back into the current database.

Restored claims will be placed in the Form Entry window with Status A. These forms will be deleted the next time an archive is created and will not be re-archived. Archived forms may be restored as many times as needed.

Installing PES Upgrades

Periodically, upgrades may be required to improve the quality of the application or to keep up with policy changes. Bulletins are posted when an upgrade is needed, follow the instructions below to complete.

1. Click **Tools** from the Main Menu and select **Get Upgrades**. PES connects to the KMAP Web site to download the upgrade(s). Since the upgrade files are sometimes fairly large, the download may take up to several hours depending on the speed of the PC's Internet connection. Do not be concerned if the application becomes unresponsive for a period of time.
2. Exit the application when the download is complete.
3. From the Start menu, select Program Files > KS EDS Provider Electronic Solutions > Upgrade.
4. Click **Yes** to accept installation. PES will expand the upgrade to begin installing. Follow the instructions.
5. Click **Finish** to complete the installation.

Note: When applying an upgrade in a network environment, make sure all PCs that have PES installed also apply the upgrade. This will ensure that all copies of the application remain synchronized with the database.