From A - RelayHealth Clearinghouse Communication Menu:

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ANSI 5010 Communications Menus                          ANSI10.0

            PerSe/RelayHealth Network

        1 - Medical Claims Communications
        2 - DME ONLY Claims

        3 - Attachment Report

        4 - Change URL for Logins

        5 - Print Downloaded Reports

        6 - View Archived PDF Reports

        7 - Access OLD RH Kiosk

        X - Exit


                Enter Selection > 1

Use This Option To Connect To Host Computer To Upload ALL Medical Claims
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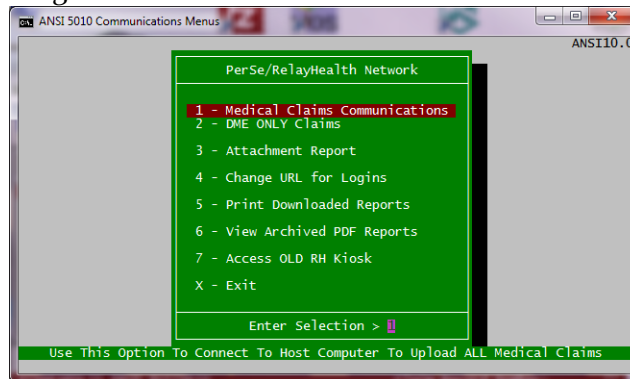
Before you access the SEND features, you must setup the information in Change URL for Logins – FastEMC support worked with each account during transition to set up this information. The documentation is at the end of this document, if it is required again.

Sending Claims

Sending your claims is now as easy as stepping through the normal menu options:
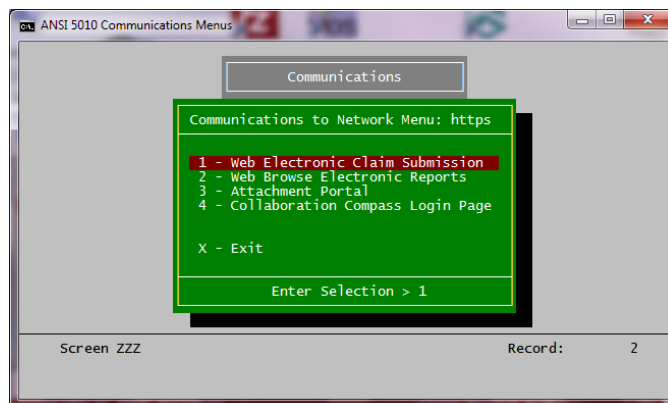
Step 1 – Collect the files to be uploaded

1 - Medical Claims Communications – Will collect all Lines of Business, even DME claims that might have been created and bundle them to upload.

2 – DME Only Claims – Use this option if you only want to send DME claims.

> *NOTE: If you do both DME and Medical Claims, use the new option on the Transmission File Menu to 4 – Clear Transmission Work Files, to make sure all the files are reset between runs.*

Step 2 – Connect to EMF and upload and download files

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ANSI 5010 Communications Menus

                    Communications

        Communications to Network Menu: https

        1 - Web Electronic Claim Submission
        2 - Web Browse Electronic Reports
        3 - Attachment Portal
        4 - Collaboration Compass Login Page

        X - Exit


                Enter Selection > 1


Screen ZZZ                              Record:        2
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This offers the following options:

Uploading your claims to EMF System and downloading reports

1 – Web Electronic Claim Submission. The screens will display the interaction between the two computers and you may need to press ENTER to continue. This was left visible to help you see what was happening.

It will first display the contents of your outgoing folder containing all the items to be uploaded to RH. Please note if it displays file, if you just made files this should have something to send. You will need to press ENTER and the file will be uploaded. It will automatically clear the folder once the file has been uploaded to RH. However, if you run this step again before you generate another output file, it will collect last batches generated and upload them again. Use 1 – Medical Claims Communication, 2- Web Browse Electronic Reports to connect to RH and just get reports.

Then it will list the contents of your report mailbox at RH so you can see if there is anything to review. Press ENTER and all the items are downloaded into your reports workfolder. It will automatically delete the reports at RH that were downloaded.

After uploading your claims and downloading reports, you are ready to deal with the reports. Jump to the Processing Download Reports section for more informations.

Downloading Reports Only

2 – Web Browse Electroinc Reports – This will connect to RH EMF system and check for reports and download them into your workfolder. It will automatically delete the reports at RH that were downloaded. Just follow the prompts and it will work without issue. If any reports downloaded, it will come to the following question:
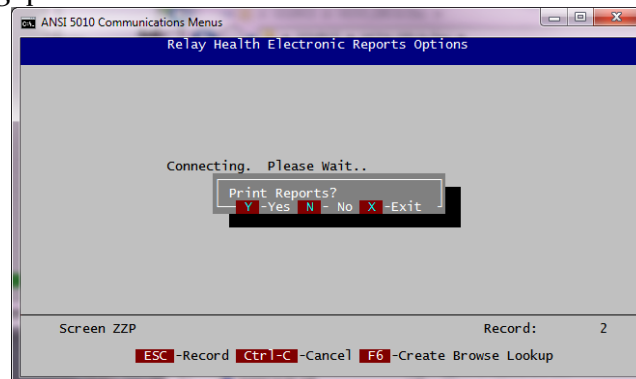

Answer "Y" and it will continue to the "Processing Downloaded Reports" section. Answer "N" or "X"and you will be able to leave the reports in the workfolder and return later. To print them later, select "5 – Print Downloaded Reports" from the main RelayHealth Network Menu.

Make Notes Here:

Processing Downloaded Reports

This menu will be displayed if you select "5 – Print Downloaded Reports" from the menu, or answer "Y" to print reports.
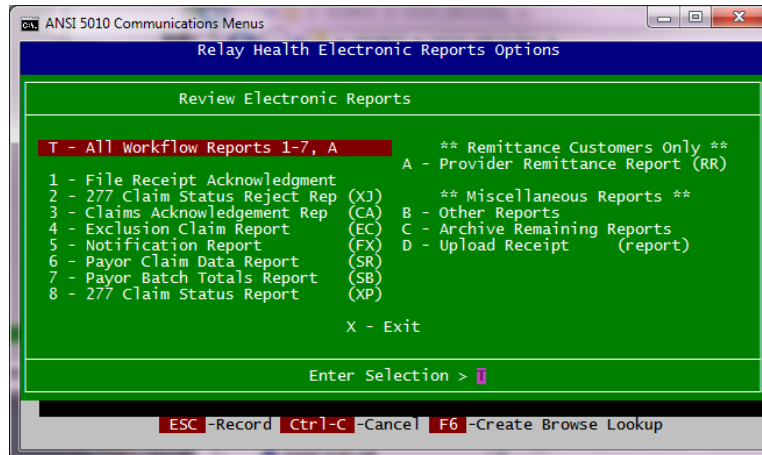
There are documents in the Collaboration Compass that describe the many reports available. On this menu we have three options for you to choose from.

Option 1

T – All workflow reports. These reports are the recommended reports for review for all users. This will check the reports listed on the menu 1-7 and A (If you get Electronic Remits) Each report will open as a PDF – print them, if you want. When you close the PDF, it will ask if they want to Remove the report, answer "Y" and the PDF is moved to HISTORY and logged in the Transmission History file. If you answer "N" the file is held in the work folder and will open each time the Print options look for a report of this type. If you want to stop processing the reports answer "X" and you will return to the menu without further processing. Any reports not yet handled will remain in the work folder.

Option 2

Only open the reports you like from the menu; 1-8, D, A. After using the "T" option you may find that only a few of the reports are really helpful and you want to only look at those reports. Feel free to pick and choose from the list.

Option 3

If there are other reports that were downloaded and you want to open them, use "B – Other Reports" and you can enter the "Report Code" (First two letters of the report name) and any reports of that kind will be displayed. You can find a list of all the reports available in the Collaboration Compass.

Clean Up Leftover Files

Once you are happy that all the reports that might be useful have been reviewed, use the "C – Archive Remaining Reports" option and any reports that are still in the work folder will be moved to history without further processing. Many reports we did not display are "machine readable reports" and are intended for importing into software and are not very human readable. They are copied to history as received and are not entered in the Transmission History.

View Archived PDF Reports

This option will access the reports that you may have collected in the past and display them again. Press "6 – View Archived PDF Reports" and the following is displayed:

Enter the date of the downloaded report or just press ENTER for the earliest or F7 for the last date. This will display a list of reports and you can select the one you want and press ENTER.

The FastEMC PDF Report History Screen is displayed. It should appear as follows:
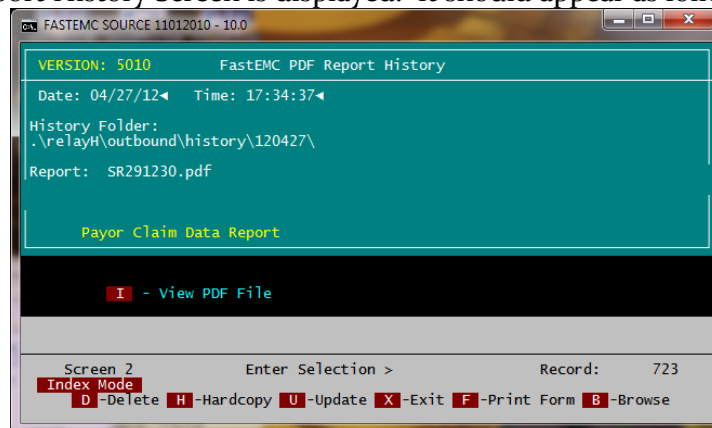
It shows on this screen that the report is a Payor Claim Data Report. If you want to view the report, press " I" – View PDF File. It will open the file for viewing.

Miscellaneous Menu Options

Attachment Portal

3- Attachment Portal – If you need to connect to the attachment portal, select this option. It will launch the correct page and allow you to manage your attachments.

Collaboration Compass Login Page

4- Collaboration Compass Login Page – this will open your browser and put you at the collaboration compass. This offers options to do training, check on claims, do audits. This is worth looking in to for additional information about your claims.

RelayHealth Screens and setup.

REQUIRES Java 1.4 Runtime or newer - I found JRE 7u4 and sent you a link for that runtime This option provides an automated connection to RH for uploading and downloading files. This method will also allow for the MANUAL option if you need it for some reason. You would have to go to your Browser manually and login to your mailbox on the EMF system.

All RelayHealth setup stuff is in %AppFolder%\relayH – Where %AppFolder% is your install folder listed on the top bar of your window when you are using FastEMC.

Folders used for RH EMF system.

 .\history   - Not used at this time.

.\inbound   - files that will be sent to RH

.\outbound - files we downloaded from RH

.\outbound\history\YYMMDD   - PDF and misc reports downloaded on the date YYMMDD

.\scripts – any special RH specific scripts, like the java client and setup, the TXT to PDF program. And the batch files I need for running HTTPS or sftp

.\tmp - used for working with the reports. This does not hold permanent files

.\dailyYYMMDD.log will be created   - new one each day. This will log events with the interface that might be helpful if troubleshooting. It is not necessary to keep these files and they can be cleaned up as needed.

.\scripts\infoExchangeClientSupport.log - Log created by the java upload and download and connection programming. Might be helpful if there are communication issues.

My control file screen for HTTPS setups
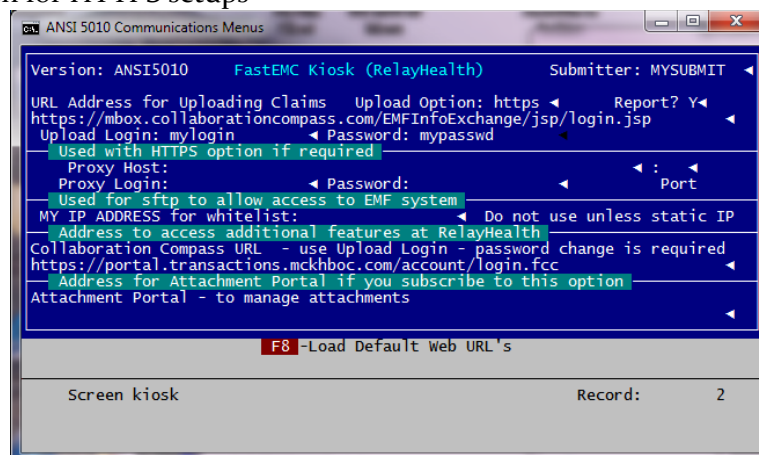
Report? Y will print a report documenting your connection to the EMF system. If you prefer not to have such a report, leave it blank or enter "N".

Once you have supplied the required information, save the screen.

Saving this setup will extract the initial items required from the InfoExchangeClient.jar file and will ask if you want to "Create HTTPS Properties File? " (infoExchange.prop). Answer Y to create the setup file for the communications with java. This is required.   If you change any of the information in the top two boxes you will need to answer Y again to this question to update the Java Properties properly.

As you can see, you have an option for a proxy if needed. This might be required on some setups. This is used on systems where you need permission to get out to the internet.

SFTP communication option

This option uses sFTP to send your reports to RH. This option requires that RelayHealth whitelist your IP address on their system. We do not recommend this unless you have a static public IP and would for whatever reason not like to use the HTTPS solution. This solution does not allow for manual access to your mailbox. Selecting this option will lock you into using sftp for all file exchanges, both upload and download.

This requires the IP Address be sent to RH, they have to change your connection method to allow this. You will change the Upload Option to SFTP, and supply the Connection URL, Login and password.

This will upload your claims and download your reports as necessary. Then you can use the 5-Print Downloaded Reports option to review your reports. See the "Processing Downloaded Reports" section for more information on this.

Manual communication option

Your default setup with RH will allow this, but we recommend one of the automated processes as the preferred method. This would be similar to the method you are familiar with now. You would be connected to the web address, enter your login and password. Then you would upload your files and download your reports. Once you download the reports to the .\outbound folder, you can use the "Processing Downloaded Reports" to read and review them.

Access OLD RH Kiosk

For a period of time this option will open the old Kiosk for reports that you might want in the old KIOSK system. This will be available for a few months so if there is any information you want to get from the old reports please do so as soon as possible. Your login and password on the system should continue to work.