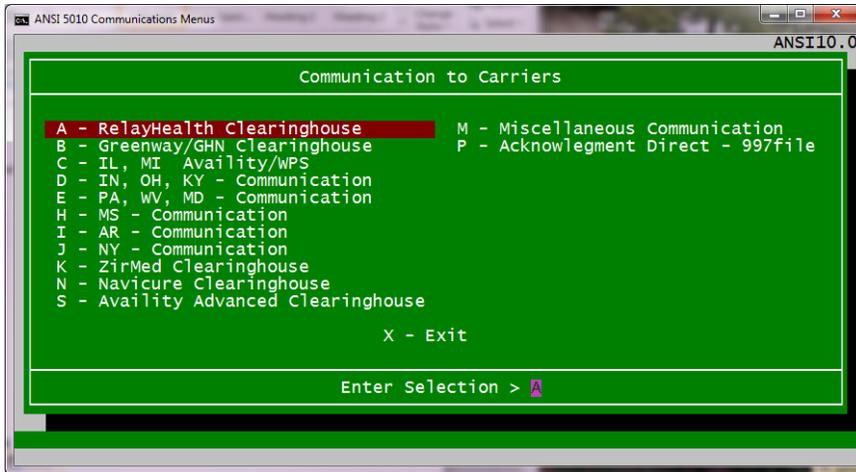


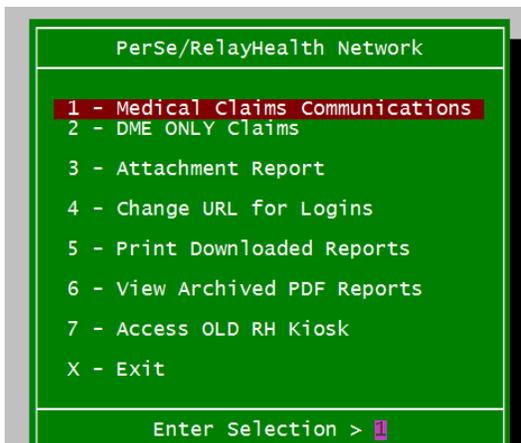
FastEMC RelayHealth Clearinghouse Instructions

Using the FastEMC RelayHealth Clearinghouse Communications

From the main menu, select: 1 – Daily Operations, 4 – Communication to Network



Press “A - RelayHealth Clearinghouse” and the menu will appear.



Brief overview:

Options 1 & 2 will offer all the connection options to send your claims and download reports.

Option 3 is to review and print Attachment Reports (not currently used).

Option 4 is to update credentials and URL's.

Option 5 Print Downloaded Reports and will take you to the Review Electronic Reports Menu

Option 6 does not offer any communication interaction. It is for viewing reports already on your computer

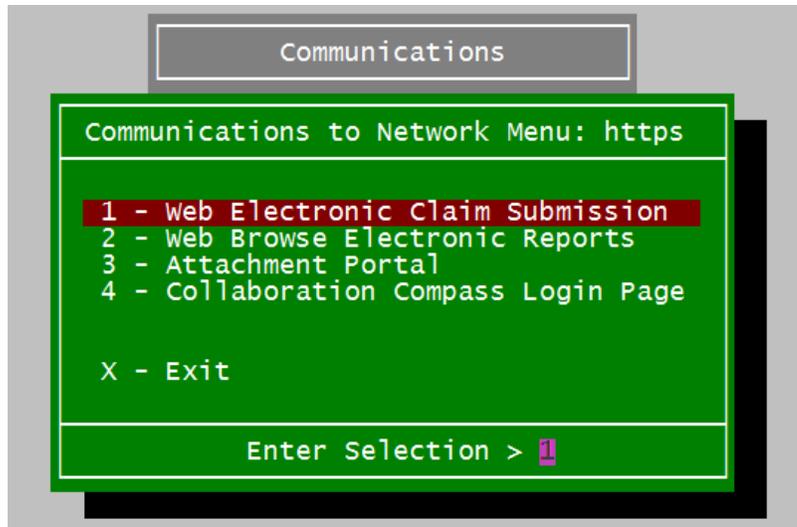
Option 7 will connect you to the old Kiosk which is really not used.

FastEMC RelayHealth Clearinghouse Instructions

Sending your claims and receiving your reports

1-Medical Claims Communications and/or 2 – DME Only Claims

Select one of these options to prepare your claims file for uploading. If you selected “1” all the payer line of business files (except DME) will be collected and a transmission file will be created to send to RelayHealth. If you selected “2”, then only the DME file will be collected to send to RelayHealth. The communication menu is then displayed:



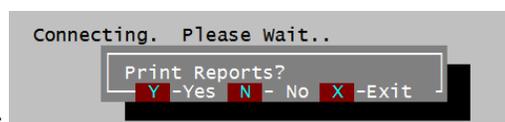
1-Web Electronic Claim Submission

NOTE: This option is a one stop option. It will upload any claim files you may have ready to send, it will download reports and then offer to print those reports. USE 2- Web Browse Electronic Reports to just pick up reports and print them.

Select this option to continue to send any claims files ready to go and to collect any reports they have for your practice. Follow the prompts and read the screen for information about what is happening. First there will be a check for claim files to upload, and you will see those listed on the screen. Prompts are displayed to tell you what is going on with the communications.

Please be patient during this step. The connection seems to take a bit of time, so do not give up if it is taking a minute before you get another prompt.

First it will show you a list of the reports available. And ask if they should be downloaded. Once downloaded, the reports are deleted from your outbox on the RelayHealth system.



You would then be prompted:

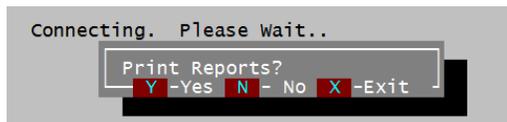
FastEMC RelayHealth Clearinghouse Instructions

Type “Y” to process the reports and jump down in the documentation to the Print Reports Section. Type N or X the return to the “Network Menu”

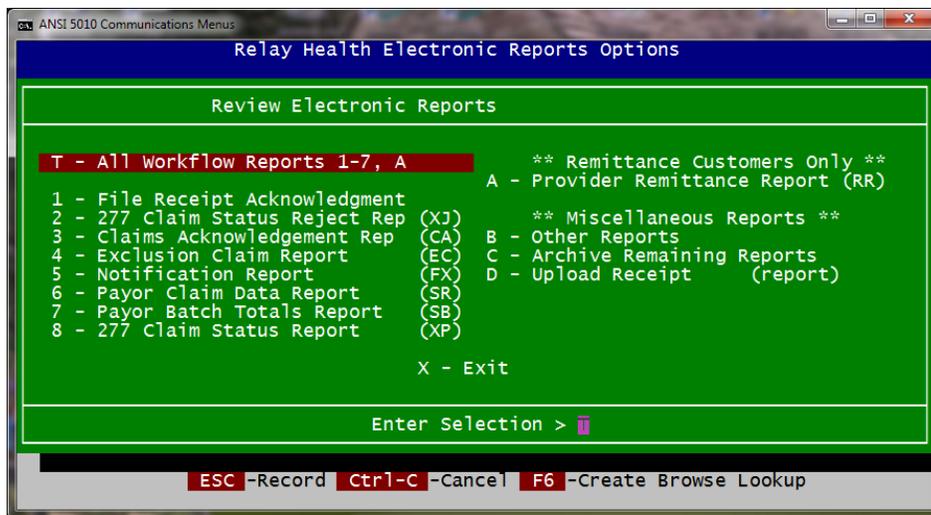
2-Web Browse Electronic Reports

This option will check your outbox at RelayHealth for Reports and Remits. You will be asked for a confirmation to download the contents and all the reports will be collected and downloaded into your RelayH\outbound folder.

Then you have successful collected your reports, you can print them out. The next prompt will load the Print Menu.



Continue to View/Print Reports from here by answering Y for Yes to Print Reports. This will direct you to the Review Electronic Reports Menu.



This menu is designed to process your reports into a viewable format and then you can review the report on the screen or select the print option in your viewer to keep a paper version of the report.

T-All workflow Reports 1-8, A

To work through all the reports that were collected, Press “T” and each report type that is recommended for your daily processing will be displayed, one at a time. All reports 1-8 and A – Remittance Advice, will be reviewed. You may not have certain of these reports. That is not a fault but depends on what claims were uploaded and what reports have been collected.

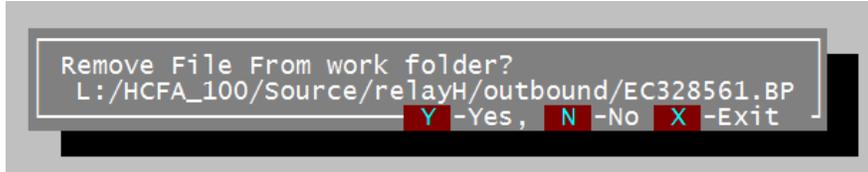
As each report is processed, you will have the report displayed or you will get a message like this:

FastEMC RelayHealth Clearinghouse Instructions



```
No Reports of that Type were found:  
XJ: 277 Claim Status Reject Report  
Press
```

Or the report will be displayed in your PDF viewer – print or just read it over as required. Close the report viewer and you will get a message like this after each report has been displayed:



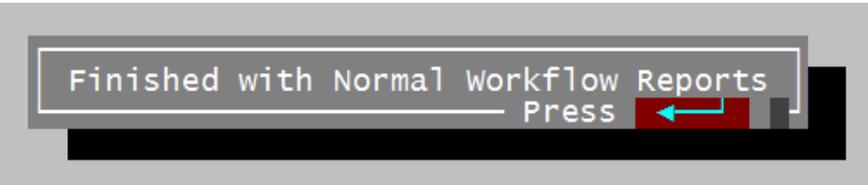
```
Remove File From work folder?  
L:/HCFA_100/Source/relayH/outbound/EC328561.BP  
Y -Yes, N -No X -Exit
```

Enter Y to move the report to the History folder and remove it from the work folder. It is important to select Y to “Remove File from work Folder” after it is handled, or your report folder will continue to grow and get clogged with old business. Think of this like your IN BOX and once it has been printed or read, it is no longer necessary to leave it in the IN BOX.

Enter N to leave it in the work folder so it will be displayed again the next time you select this option. This should be an abnormal response. Maybe you do not have time to continue today and what to pick up here tomorrow. But if you are able to process the report, you would normally answer Y to remove the report from your IN BOX and move it to the history.

Press X to leave the print options and any remaining reports where they are in your IN BOX and exit the menus. You can return later and all the reports you have not yet viewed will still be available

Continue to review your reports until you get to the message:



```
Finished with Normal Workflow Reports  
Press
```

B – Other Reports

This option is to allow you to review any reports that might be added or might be of interest besides the ones we have included in our “All workfolder reports” option. Relay Health identifies the reports using the codes we have listed in parenthesis on each report line. For example, the Exclusion Claim Report is identified with (EC). To run a report from this option, you need to know the report code and enter it to allow the system to find the reports with that code and display them for you.

FastEMC RelayHealth Clearinghouse Instructions

CLEANUP after handling all the normal reports

Since there are other files that are not useable downloaded it is important to handle a cleanup step to dispose of those files. We have cleaned them out of your folder at RelayHealth and downloaded everything. Now you need to clean up what we had no use for after you have read all the relevant reports.

C – Archive Remaining Reports. At this point all the files that were human readable were displayed. Select "C" to clean up any remain reports. These reports are just moved to the archive folder and removed from the RelayH/Outbound folder. If you are using an alternate report folder that may contain files other than the ones you just downloaded, this option is not allowed.

Part of what happens when you download your reports is that the Remittance 835 ANSI files that give you all the EOB information about your files is downloaded and moved to the Remits folder to be processed and a copy is left in the RelayH/Remits folder.

The Remittance Advice Report is also downloaded for those who are not interested in processing the 835 file in the FastEMC system. However, if you are using Total Cycle FastEMC, the Remit file or 835 ANSI file can be used to post payments directly to your system.

But we have two additional steps that you might find helpful.

Handling an 835 Remittance File

Step 1 - Using the Remittance Advice menu, you can load the 835 file into the FastEMC system. This step is available to all FastEMC accounts and will also generate an EOB human readable report. A detailed document is available for this explaining how to use the Remittance Advice menu.



Step 2 – Total Cycle Customers can then post the payments into the FastEMC claims. This can be a huge savings in time and help you work your claims more efficiently.