

Aerial Care

Claim Submission Options:

There are 2 options for claims submission via Aerial Care:

- File upload, which allows for the upload of an ANSI837 Professional Claim file.
- Online Claim Entry, which is claim submission via manual entry into an Online CMS1500 Claim form.

Claim Submission Process:



Access: Contact Medecision / Aerial Care for access at (800) 864-8160. Select the option for “Aerial Care Coordination”.

Test File Submission: You must first submit a Test file before actual claims can be submitted. To upload a Test file, contact Support at (800) 864-8160 and select the option for “Aerial Care Coordination”. A representative will assist you to ensure a successful Test File upload.

Claim File Submission: Once you have successfully submitted a Test file, you can submit a Claim file by clicking the Upload Claim Batches option, which is listed under Quick Links on the left side of your Aerial Care dashboard screen.

Submission Status: You can check the status of any submitted batch by clicking the Submitted Claim Batches option under Quick Links on the left side of your Aerial Care dashboard screen.

Error Correction: From the Submitted Claim Batches screen you can open any batch that has 1 or more listed in the Err field, meaning there are Errors. You can open the claim record and make the corrections on the online claim form.

Online Claim Entry:



Access: Contact Medecision / Aerial Care for access at (800) 864-8160. Select the option for “Aerial Care Coordination”.

Claim Entry: Click the Submit Online Claims option, which is listed under Quick Links on the left side of your Aerial Care dashboard screen. Enter the information on the search screen to locate the correct member. Click the Claim icon to create an online claim. Enter all applicable values. If you have only 1 claim to submit, click Submit Single Claim. If you have multiple claims to submit click Save in New Batch. Once all claims have been created and saved, click Submit Batch.

Submission Status: You can check the status of any submitted batch by clicking the Submitted Claim Batches option under Quick Links on the left side of your Aerial Care dashboard screen.

Error Correction: From the Submitted Claim Batches screen you can open any batch that has 1 or more listed in the Err field, meaning there are Errors. You can open the claim record and make the corrections on the online claim form.

Other Important Information:

- Member and Provider information in Aerial Care is updated nightly.
- Claims successfully submitted via Aerial Care are received by the IPA the following business day.
- Only Professional Claims or Encounters may be submitted via Aerial Care.

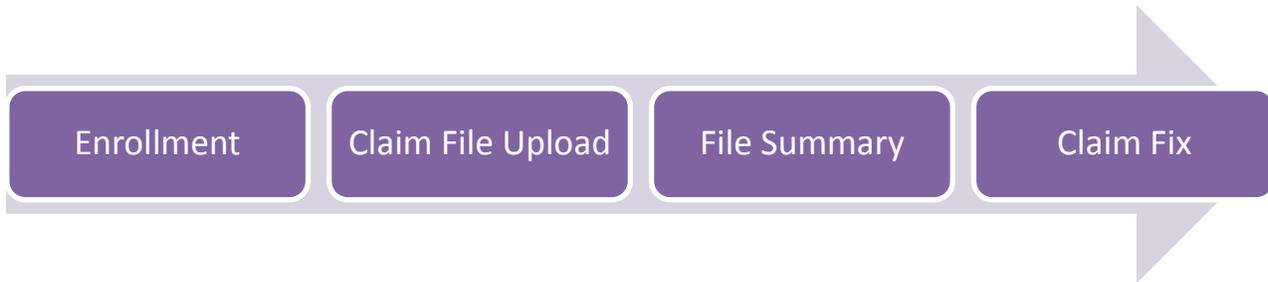
Claim Submission Options:

There are 2 options for claims submission via Office Ally:

- File upload, which allows for the upload of an ANSI837 Professional or Institutional Claim file, either via web portal or SFTP.
- Online Claim Entry, which is claim submission via manual entry into an Online CMS1500 or UB04 Claim form.

Payer ID: PDT01

Claim Submission Process:



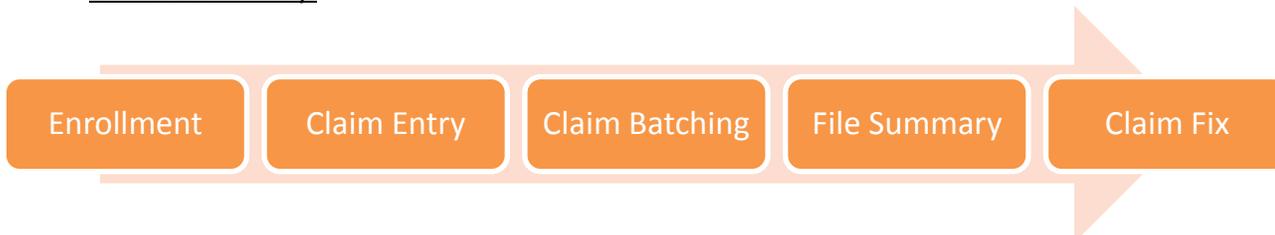
Enrollment: Contact Office Ally for enrollment and access at (360) 975-7000. Select option 1. Or visit <https://cms.officeally.com/Register/Register.aspx> to complete the Enrollment Form online.

Claim File Upload: Log onto officeally.com. Hover over the Upload Claims option on the left side of the screen. Select Upload HCFA, to upload a Professional Claim file, or select Upload UB04 to upload an Institutional Claim file. Click Select File. Browse for your file and click Open. Click Upload. You will receive an upload confirmation page with your File ID number. Alternately, Office Ally does offer an option for SFTP file submission. Contact Office Ally at (360) 975-7000, option 1 to request SFTP. You will need to be prepared to provide the following information: Office Ally User Name, Contact Name, Email, Software Name, Format being submitted and whether you would like to receive 999/277s.

File Summary: Within 24 hours, your file summary will be available. This report is the receipt of the claims submitted. To view the available reports, select Download File Summary under Download listed on the left side of the screen. Dates listed with a pink background are dates that have reports that have not yet been viewed. Click on the date to view the available reports for that date. Click on the View link to review the report. Then click Open.

Claim Fix: If a claim receives an error and cannot be processed it will be made available in Claim Fix. You can view any claims in Claim Fix by selecting the Claim Fix option on the left side of your screen then clicking “Repairable Claims”. Click on any date which has a pink background. Click the Correct link to view and fix the data on the claim. Click Update to save the changes and resubmit the claim. Once all of your claims for a specific date have been corrected the background for that date will change to white.

Online Claim Entry:



Enrollment: Contact Office Ally for enrollment and access at (360) 975-7000. Select option 1. Or visit <https://cms.officeally.com/Register/Register.aspx> to complete the Enrollment Form online.

Claim Entry: To view a detailed video which will walk you through the process, log onto the Office Ally Website at www.officeally.com. Click on Training Videos on the Menu Bar and then select the “Online Claim Entry” video under Service Center. To submit your claim(s) via Online Claim Entry, click the Online Claim Entry option under Claims, on the left side of your Office Ally screen, after you have logged onto the site.

Claim Batching: After online claims are submitted they will be “Awaiting Batch”. Claims can take 1-3 hours to be reviewed and batched. While a claim is in this status you can view, edit or delete the claim by selecting Claims Awaiting Batch under the Online Claim Entry option on the left side of the screen.

File Summary: Within 24 hours, your file summary will be available. This report is the receipt of the claims submitted. To view the available reports, select Download File Summary under Download listed on the left side of the screen. Dates listed with a pink background are dates that have reports that have not yet been viewed. Click on the date to view the available reports for that date. Click on the View link to review the report. Then click Open.

Claim Fix: If a claim receives an error and can not be processed it will be made available in Claim Fix. You can view any claims in Claim Fix by selecting the Claim Fix option on the left side of your screen then clicking “Repairable Claims”. Click on any date which has a pink background. Click the Correct link to view and fix the data on the claim. Click Update to save the changes and resubmit the claim. Once all of your claims for a specific date have been corrected the background for that date will change to white.

Other Important Information:

- Member and Provider information on Office Ally is updated weekly.
- Claims submitted via Office Ally are received by the IPA the business day after successful submission and processing by Office Ally.
- Office Ally offers to Print and mail any claims that can not be submitted electronically. If you are interested in this service contact Office Ally or access the “Update Printing Option Form” available on the Office Ally website under Resource Center, Office Ally Forms & Manuals then Account Management.
- Technical Support is available at (375) 975-7000, option 2.
- Office Ally offers Free Training. To utilize this service contact Office Ally at (360) 975-7000 Option 5.

Smart Data Solutions

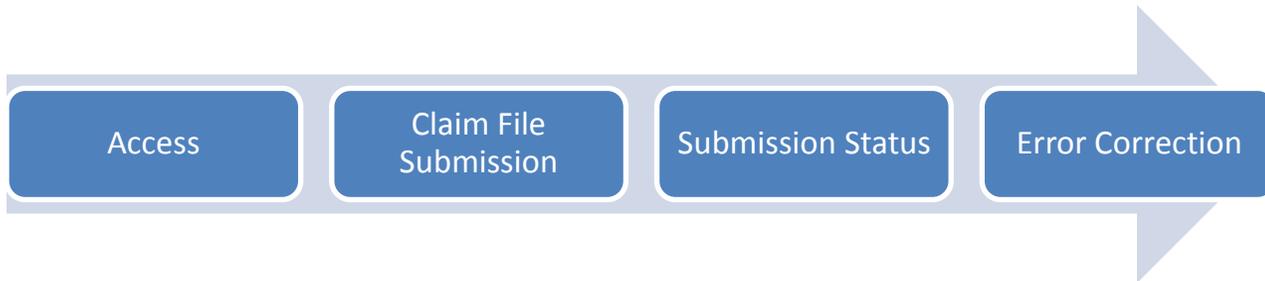
Claim Submission Options:

There are 2 options for claims submission via Smart Data Solutions:

- File upload, which allows for the upload of an ANSI837 Professional or Institutional Claim file.
- Online Claim Entry, which is claim submission via manual entry into an Online CMS1500 or UB04 Claim form.

Payer ID: PDT01

Claim Submission Process:



Access: Contact Smart Data Solutions (855)297-4436 to obtain access.

Claim File Submission: Once you have access to the SDS Quick Claim Portal, you can submit a Claim file by clicking the Upload New File option.

Submission Status: You can check the status of any submitted batch by clicking on Batch History on the Main screen.

Error Correction: From main screen you can click on View Rejected documents, to review and correct any claims that were rejected.

Online Claim Entry:



Access: Contact Smart Data Solutions (855)297-4436 to obtain access.

Claim Entry: Once you have access to the SDS Quick Claim Portal, you can submit a Claim online by clicking the Key New Claim option. Enter your claim information and click Save.

Submission Status: You can check the status of any submitted batch by clicking Batch History on the Main screen.

Error Correction: From main screen you can click on View Rejected documents, to review and correct any claims that were rejected.

Other Important Information:

- Member and Provider information with Smart Data Solutions Aerial Care is updated every Friday.
- Claims successfully submitted via Smart Data Solutions are received by the IPA the following business day.
- Both Professional and Institutional Claims can be submitted via SDS.