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Provider Enrollment Instructions and Users Guide

Thank you for choosing to use **claims2cash** as your clearinghouse to submit your claims electronically. This User Guide will assist you with all of the steps required to get started using the service. Our number 1 goal is to ensure you are completely satisfied. We pride ourselves on the value added services we extend to our clients. Please feel free to contact us at anytime with any questions. We can be reached at 1-800-682-5749.

Getting Started

Now that you've chosen to use **claims2cash**, the first step is to complete the on-line provider set up form found on the **FGA** website. Go to www.fgainc.com and click on the link for



Once on the **claims2cash** page find the hyperlink at the top of the page for [provider setup form](#). Click on the link and a registration form will be displayed. The form is a PDF that can be completed on-line and saved to your local PC. (See next page for a sample provider set up form) Most of the fields on the form are self explanatory those fields needing explanation are defined as follows:

Provider Taxonomy Code – This is a 10 digit alpha numeric code that defines your provider specialty or provider type. When you registered for your NPI # a provider taxonomy code was assigned. You can find your Provider taxonomy Code on your NPI registration or NPI Registry entry.

H = Hospital Commercial Only UB04

M = Medical Commercial Only HCFA1500 – Specify on the form whether you are registering payers for 837 Institutional (UB04) or 837 Professional (HCFA1500). Circle your selection.

Payer ID – Each payer is defined by a five digit alpha/numeric code. To find the payer id please utilize the Payer search found on the **FGA** web site. Use the Payer Lists hyperlink found on the **claims2cash** page. The search functionality allows you to search by Payer Name. If you don't find a payer you would like to submit for please contact **FGA** for confirmation.

Once you've completed the provider set up form, save it to your local PC.

Email the completed document to enrollment@fgainc.com

FGA will acknowledge receipt of the provider setup form by sending a confirmation email to the email address specified on the form. **FGA** staff will register your provider information in the claims2cash system and if payer enrollment forms are required **FGA** will forward you the required forms for completion. A Welcome to **claims2cash** email will be sent to you with your sign on information and log on instructions.



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FGA claims2cash Provider Setup Form	Email completed form to enrollment@fgainc.com
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Practice/Facility Name

Provider Name

Provider Taxonomy Code	Tax ID
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Practice/Facility Provider Address Street

City	State	Zip Code
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Contact Name	Contact Phone Number
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Vendor Name

Contact Name	Contact Phone Number
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Payer Information

M = Medical Commercial Only HCFA1500	H = Hospital Commercial Only UB04
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Payer ID	Provider ID #	NPI ID	Payer ID	Provider ID #	NPI ID

Confirmations (Enter E-mail address)



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Welcome to *claims2cash*

The following email will be sent upon successful set up of your provider registration form.

From: Enrollment [mailto:Enrollment@fgainc.com]
Sent: Tuesday, November 11, 2008 9:48 AM
To: ABC Provider
Subject: Welcome to *claims2cash* Clearinghouse Services

Dear ABC provider:

We have completed your provider registration in the *claims2cash* system. Based on the information you provided on your Provider Set Up Form the following payers require enrollment:

Horizon Blue Cross and Blue Shield
NY Medicaid

Please complete the enrollment documents attached to this email and return to enrollment@fgainc.com.
(If no payers require enrollment this information will not appear in the Welcome email)

Prior to uploading files, you must register your payers in the *claims2cash* system. Please refer to the My Payers registration instructions found in the *claims2cash* User Guide provided by your vendor.

Upon successful completion of registering your payers you can begin to upload claim files to *claims2cash* as per the following instructions:

To upload the claim files you will go to our website www.fgainc.com
Once on the site you will click on the link for *claims2cash* and from there click on the hyperlink for *logon*
Your logon will be as follows:

User Name: xxxxx
Password: Axwxxxx

Once you are logged in you will see the Upload a File dialog box.

Click on the pull down to specify your file type (**Commercial HCFA-1500**) and use the browse button to browse to your local computer to find the 837 claim file you will be uploading to our site.

Thank you for choosing *claims2cash* as your electronic claims processing solution. We value your business! Do not hesitate to contact us with any questions. We look forward to working with your organization.

Sincerely,

Claims2cash enrollment

My Payers – Set up Payer Specific Profiles



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In order to begin submitting claim files to **claims2cash** you must first register the payers that you will be submitting.

From the **FGA** web site www.fgainc.com click on the link for **claims2cash**. Once on the **claims2cash** page find the hyperlink on the left side of the page for **claims2cash** My Payers. Click on the link and a sign on screen will be displayed. Utilize the sign on provided in your Welcome to **claims2cash** Clearinghouse Services email.

Customer Login

User Name xxxxx
Password Axwxxxx

Once you are logged in Click on the link for My Payers and then select your Provider Name by clicking on your name.

This will bring you to the Provider-Payer Information Search Screen. From the Provider-Payer Information Search Screen, click the “Add” button at the top of the screen. From the Provider-Payer Information Screen, click the “Search” button at the top of the screen.

This will give you a list of Payers that you can submit claims to electronically. You can either roll through the list by clicking the right arrow on the right side of the screen or put your cursor in the “Search” field in the left border of the page. Enter a few letters of the Payer you are looking for and hit Enter. The Screen will display all Payers that meet the criteria.

IMPORTANT: If the Payer you are looking for cannot be found in your search, please contact FGA to find out if we have access to that Payer. In order to keep the Payer List manageable we have only added the Payers our Clients are currently accessing. FGA will add additional Payers immediately as you request them if they accept claims electronically and are part of our master payer list!!

When you find the Payer you need click on the Line # that corresponds to that Payer. This will bring that Payer and its corresponding Insurance Submission # onto the screen. Click the “OK” button in the left border of the page. This will expand the screen and pre-fill most of your Provider Profile data.

The only data you must add is the Payer assigned Network ID# or other identifier used by the Payer to identify you as the provider to the payer. If you don’t have a unique provider identifier, enter your NPI # in this field.

Note: If the Payer is a Blue Cross Payer you must enter your BC/BS Provider # in the field provided. If it is not a Blue Cross Payer leave this field blank.

Individual Performing NPI is only used in Group situations where multiple service providers submit under the same Group identifier. If multiple service providers exist, you must create a payer profile entry for each servicing provider in the group. You will see multiple encounters of the Payer in the Provider-Payer



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Information Search, it does not matter which encounter of the Payer you choose, the system will match it correctly to the NPI # utilized on the claim detail line.

When complete click the "Update" button in the left border of the page. This will bring you back to the Provider-Payer Information Search Page.

At this point you can add additional Payer profiles or click Exit and it will bring you back to the Patient Search Screen.

ANY PAYERS ADDED WILL NOT BE SEEN ON THE PROVIDER-PAYER SEARCH SCREEN UNTIL YOU EXIT AND RETURN TO THAT SCREEN.



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Claim Acknowledgement and Claim Error Reports

Once your claim file has been uploaded using the instructions provided in your Welcome to **claims2cash** Clearinghouse Services email you will see a confirmation message appear on the screen that reads as follows:

File Cxxxxxxx.DAT has been successfully uploaded as Cxxxx.DAT.

This message will serve as confirmation that your file was received.

The next business morning you may log back onto the claims2cash site and retrieve your Claim Acknowledgement Edit and Claim Error Reports. The Claim Acknowledgement Edit reports identify and will list the claims accepted by **claims2cash** and forwarded to the payer and the Claim Error Reports will identify the claims rejected by **claims2cash** as errors. **The claims appearing on the error report will not be submitted to the payer. The error must be corrected in the providers system and the claim resubmitted in a new batch in order to be processed.**

Once you are logged onto the **claims2cash** page, these reports will appear in the File Downloads Section.

<u>File Downloads Name</u>	<u>Type</u>	<u>Group</u>	<u>Size</u>	<u>Modified</u>
R0044677343920090623162823.pdf	Report	773439	5601	6/23/2009 4:23:42 PM
R0044677343920090618132107.pdf	Report	773439	5571	6/18/2009 1:16:25 PM
R0044677343920090617163322.pdf	Report	773439	7527	6/17/2009 4:28:40 PM
X0044677343920090617163319.pdf	Error Report	773439	5643	6/17/2009 4:28:38 PM

The file named with an **R** [R0044677343920090623162823.pdf](#) and identified in the TYPE column as **Report** are the Claim Acknowledgement Edits.

The file named with an **X** [X0044677343920090617163319.pdf](#) and identified in the TYPE column as **Error Report** are the Claim Error Reports.

The Date and Time Stamp in the Modified Column will also help you identify the reports you are looking to download.

The reports are in PDF format. Simply click on the report hyperlink to open the report and view it on the screen. You may then save the report to your local PC. If you prefer not to open the file on the **claims2cash** site just right click the report link and save the target file to your local PC for viewing. See Sample Reports at the end of this manual.



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Payer Claim Status Reports

All payers participate in different levels of Claim Status Reporting. Claim Status reports from the payer are usually available for download within 48 hours of uploading your claim files to the **claims2cash** site.

Once you are logged onto the **claims2cash** page, these reports will appear in the File Downloads Section.

<u>File Downloads Name</u>	<u>Type</u>	<u>Group</u>	<u>Size</u>	<u>Modified</u>
S1773439062409.pdf	Claim Status	1773439	10167	6/24/2009 9:25:33 AM
S1773439062209.pdf	Claim Status	1773439	33576	6/22/2009 9:31:46 AM
S1773439061909.pdf	Claim Status	1773439	12769	6/19/2009 10:53:44 AM
S1773439061809.pdf	Claim Status	1773439	66280	6/18/2009 9:21:40 AM

The file named with an **S** [S1773439062409.pdf](#) and identified in the TYPE column as **Claim Status** are the Claim Status Reports from the payers.

The reports are in PDF format. Simply click on the report hyperlink to open the report and view it on the screen. You may then save the report to your local PC. If you prefer not to open the file on the **claims2cash** site just right click the report link and save the target file to your local PC for viewing.

At the end of the manual you will find a sample of just one of the payer claim status reports. As stated above, all payers participate at different levels of claim status reporting. Once you start receiving payer claim status reports please contact our office so that we may help you interpret them.