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Formatting and Print Files

Health-e Claims reads the contents of a print image file produced from your practice management software. This print image file contains the necessary information for each

claim as it would be printed on the HCFA-1500 claim form. The way in which Health-e Claim read the print image file is set by a *format*.

The format varies depending on the practice management software, and must be set up by a

trained installation expert or by Customer Service and Support. Once the format is defined, you

create a new print image file whenever you send claims.

Capturing the Print File

The procedure you use to capture the print file varies depending on the type of practice management software. However, nearly all practice management software supports printing

claims in a batch and capturing the output in a file rather than the printer. For specific instructions,

contact your practice management vendor representative.

Testing the Print File

When setting up the format, you can either create test claims in your practice management software (using fictional patient accounts that you enter for this purpose) or send live claims files

to be tested, then released for processing. The following variations are recommended:

• One Medicare claim, one Medicaid claim, and one CHAMPUS/TRICARE claim.

• One claim where the patient name differs from that of the insured.

• One claim where the patient has secondary insurance.

• One claim including medical care for an accident, specifying the state.

• One claim including four diagnoses.

• One claim where at least one of the billed procedures has two modifiers.

• One claim where there is at least a one-line charge comment.

• One claim where the facility address (box 32) differs from the billing address (box 33).

- Questions or issues can be reported in one of two ways
 - Email Technical Support at tsupport@ENShealth.com
 - Or, call at 1-866-367-9778
- We appreciate your business!