

## REQUIRED HARDWARE FOR ECLAIMS

**Processor:** Pentium class processor AMD or INTEL.

**Operating System:** Windows 95/98/ME/NT/2000/XP.

**Modem:** *Must be MS-DOS compatible.* Must be Hayes compatible. Many of today's modems are not manufactured with backwards compatibility for MS-DOS based communication terminals.

Sending claims to Premera, MSB THIN, Oregon Blue Cross THIN and Ndex THIN require a terminal program to access their BBS system. You are not using the Internet to transfer your claim file or download your reports from these clearinghouses. Your clearinghouse sent information to you about terminal programs you can use to manually transfer files to and from the clearinghouse. Some of these programs can be scripted to automate the file transfer functions but you will have to talk to your clearinghouse to set this feature up.

Eclaims comes with a terminal program built in that enables eCLAIMS to connect to the clearinghouse Bulletin Board system and transfer these files automatically. But eCLAIMS requires an MS-DOS compatible modem to connect to their BBS system. We recommend an external modem that is connected to your computers COM2: port or COM1: port. We recommend a ZOOM external 56k Dual Mode Modem or the Creative Blaster modems. Any DOS, HAYES compatible external modem should work. This type of modem is required for eCLAIMS to be able to automate the transfer of files to and from the clearinghouse or to the Broyles BBS system for trouble shooting. Instructions are provided in the eCLAIMS manual on how to email Broyles the samples for trouble shooting in step 9.

If you will be sending claims to the Blue Cross of Idaho clearinghouse, they now provide a secure internet site to transfer the electronic claim file that eCLAIMS creates. You can use DSL, Cable or a Modem if that is your type of internet connection. Instructions for this are included in the Step by Step on page 5.

We do not recommend using internal modems. It is more difficult for our staff to troubleshoot your communications problems if you are using an internal modem. If you do get an internal modem INSIST that it be physically jumpered to either (in order of preference):

COM:2/IRQ:3/ADDRESS:2F8, or COM:1/IRQ:4/ADDRESS:3F8, or  
COM:4/IRQ:3/ADDRESS:3E8, or COM:3/IRQ:4/ADDRESS:2E8

This normally requires an onboard serial port to be disabled in your PC's CMOS. Be 100% certain that no other device (including on board serial ports) shares the modem's COM port or IRQ.

**Printer:** *Should be MS-DOS friendly.* Some printers that are "MS-DOS compatible" can be troublesome. Before purchasing a printer make sure that the salesman understands your need for a reliable printer that will switch back and forth between MS-DOS and Windows 95/98/ME/2000/NT/XP print jobs without user intervention. In some cases we can use a network printer or a shared printer on the network. This can be tested during our first call for the eCLAIMS setup.