

MOVING eCLAIMS TO A NEW COMPUTER

and

BACKING UP eCLAIMS

If your tech support contract is dated after Oct 1st 2003 there will be an \$89.00 fee for help moving or reinstalling eCLAIMS. Tech support contracts prior to that date have a \$59.00 fee for reinstalling eCLAIMS. The biggest issue we face with eCLAIMS is the modem because the communication terminal program that we have to use to connect to your clearinghouse is incompatible with approximately 50% windows only modems. You can call your PC manufacturer and read or fax the attached hardware requirements sheet to them before purchasing a new computer to find out if they have a compatible modem.

Follow these steps in order:

1. As mentioned in step 5 of the installation, the eCLAIMS program is completely installed in the eCLAIMS folder on the C drive (C:\eCLAIMS). Just copy the eCLAIMS folder from the old computer to the new computer via the network, zip disk, or CD.
2. After moving the eCLAIMS folder to the new PC, you will have to create a shortcut on your desktop to the ECLAIMS.EXE (C:\eCLAIMS\ECLAIMS.EXE) file that starts the eCLAIMS program. You will also have to reconfigure eCLAIMS to the modem. You may need to call Broyles for help with this step.
3. If at all possible, keep the old system in operation until the new PC has been tested with eCLAIMS. If you are unable to copy the eCLAIMS folder to the new PC, or do not have a backup of the eCLAIMS folder go to step 4.
4. Start eCLAIMS on the old PC and select CLAIMCOM and then SEND BROYLES SAMPLE. This will send us your current eCLAIMS settings so that we can prepare them to be transferred to your new PC. If the old system is not in operation, we will use a previous sample of your settings to prepare an update
5. Contact Broyles Software technical support, preferably by fax at (509)758-0249. Indicate that you are moving eCLAIMS and that you have sent, or are not able to send, a sample. Broyles Software will contact you with instructions.
6. BACKING UP your eCLAIMS Installation. After the initial setup your eCLAIMS will be customized for your practice and you will begin to add information into the eCLAIMS data bases just as you have with your patient accounting software. You do not want to loose this information. We suggest backing up the eCLAIMS folder that can be found on the C drive (C:\eCLAIMS). eCLAIMS is fully self contained in this folder and it has every thing that makes your installation of eCLAIMS work. You can also reinstall a complete working copy of eCLAIMS to a new computer from this backup if you have a system failure.

The backup can be automated, contact your systems administrator for help.

1. You can copy the eCLAIMS folder manually to a tape, zip or CD disk on a regular basis.
2. You can include the eCLAIMS folder in your current automated backup schedule.