

SENDING A SAMPLE TO BROYLES SOFTWARE

****PLEASE SAVE FOR REFERENCE****

1. SENDING A SAMPLE FILE TO BROYLES SOFTWARE USING eCLAIMS OR EMAIL

If you are getting errored claims and think the problem is in eCLAIMS, then we will need a sample of the errored claims to help trouble shoot the problem in all cases. After sending the sample, fax any error report to 509-758-0249 or add the report to your email. Add a message describing the problem to your email or fax.

To send a sample file using eCLAIMS:

1. Create a batch of claims that include claims that are in error.
2. Open eCLAIMS and import the claims that include the patients with claims in error.
3. Go to the "CLAIMCOM" menu and then "Send Broyles Samples". eCLAIMS will automatically log you into the Broyles Software bulletin board system and transfer the file. All you have to do is wait for the process to complete and press [ALT] + [X] to exit CLAIMCOM when prompted by the program.

To email a sample file:

2. Create a batch of claims that include the patient's claims that are in error.
3. Open eCLAIMS and import the claims that are in error.
4. Close eCLAIMS and open your email program.
5. Send the email to ljc@cableone.net
6. Attach the file SENFILE.BCF to the email, the file is in the eCLAIMS folder C:\eCLAIMS.
If you are not familiar with attaching files to an email, please ask your system administrator for help
7. You can add an explanation to the email of the errors you are getting.
8. Send the email and fax the error report to 1(509) 758-0249.
9. We will trouble shoot the errors and contact you if we need more information.

When the reason for the errors have been identified, we will call, fax or email you instructions how to fix the errors. There may be an update that you will have to download or save from the email that will be covered in the instructions.