


**\*\* SAVE FOR REFERENCE \*\***

**STEP BY STEP HELP FOR BCI eCLAIMS SUBMITTERS**

**STEP 1.** With your practice management software, create claims and print them to a file. You should contact your practice management software support for instructions. We need to know the location and name of the file to configure eCLAIMS to find and read it. Broyles will configure this for you once you have the information.

**STEP 2.** Start eCLAIMS by clicking on the blue shortcut on your desktop  created during the installation. When eCLAIMS opens you will be in the **Files** menu with **Import HCFA File** highlighted, this is the first step with eCLAIMS.

This is the eCLAIMS Main screen that opens in **STEP 2**.



**STEP 3.** Import the HCFA file you just created with your practice software. From the **Files Menu** select **Import HCFA File** and press the **ENTER** key.

eCLAIMS will read your claims file and may stop at yellow **EDITING RECORD** window if it encounters a new insurance carrier that eCLAIMS has not added to the **CARRIER** data base.

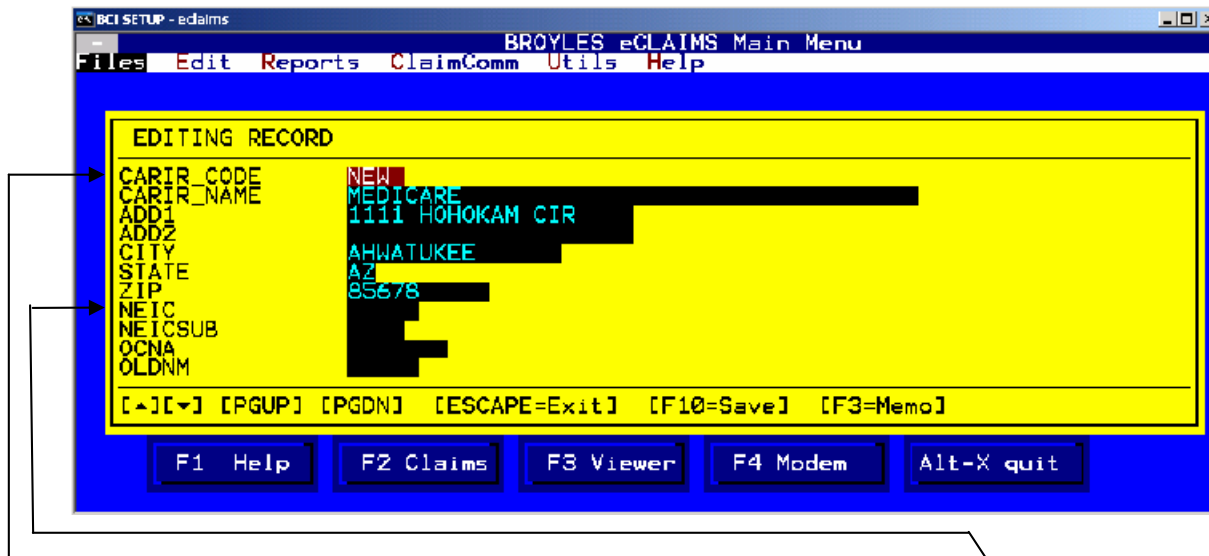


The **CARRIER EDITING RECORD** will come up many times if you are running eCLAIMS for the first time. This is because there are no Insurance Carriers in the eCLAIMS carrier data base. There will be fewer instances of this as your carrier data base becomes complete. eCLAIMS will then only be adding carriers for new patients with insurances that are not in the carrier data base.

You need to let eCLAIMS add the insurance carriers to its data base. You can not add them manually. eCLAIMS reads the claims file you created with your practice software and then uses the carrier name exactly how it was found on the claim including spaces and typo's. eCLAIMS then uses the carrier spelling to identify

the carrier in the carrier data base when eCLAIMS is looking for the CARRIER CODE and PAYER ID. All you have to do is add a CARRIER CODE and PAYER ID. This is explained in step 4. There is a Provider data base that eCLAIMS will also create with a carrier-provider name combination. This time eCLAIMS will use the Provider name exactly how it's found on the claim and add it to the Provider data base. This will be explained on **PAGE 6 STEP 6**.

**STEP 4.** This is the **CARRIER EDITING RECORD** screen opened. eCLAIMS is adding a new carrier to its carrier data base during the file import in **STEP 3**. **YOU MUST ENTER A VALID 4 DIGIT CARRIER CODE AND 5 DIGIT PAYER ID.**



| Carrier                            | Carrier Code | Payer ID                  |
|------------------------------------|--------------|---------------------------|
| EDS Medicaid                       | ID00         | EDS                       |
| CIGNA Medicare                     | ID01         | CIGNA                     |
| Regence Blue Shield of Idaho*      | ID02         | BLUES                     |
| Blue Cross of Idaho                | ID05         | BLUEC                     |
| Commercial Carrier                 | 0000         | <consult Payer ID list>** |
| Claims not intended for submission | NEW          | WILL NOT BE SENT          |

Consult your clearinghouse for any other claim types.

\* Any 'out of area' Blue Cross or Blue Shield Plans should be submitted with this code as well.

\*\* Consult your clearinghouse for Payer ID list availability.

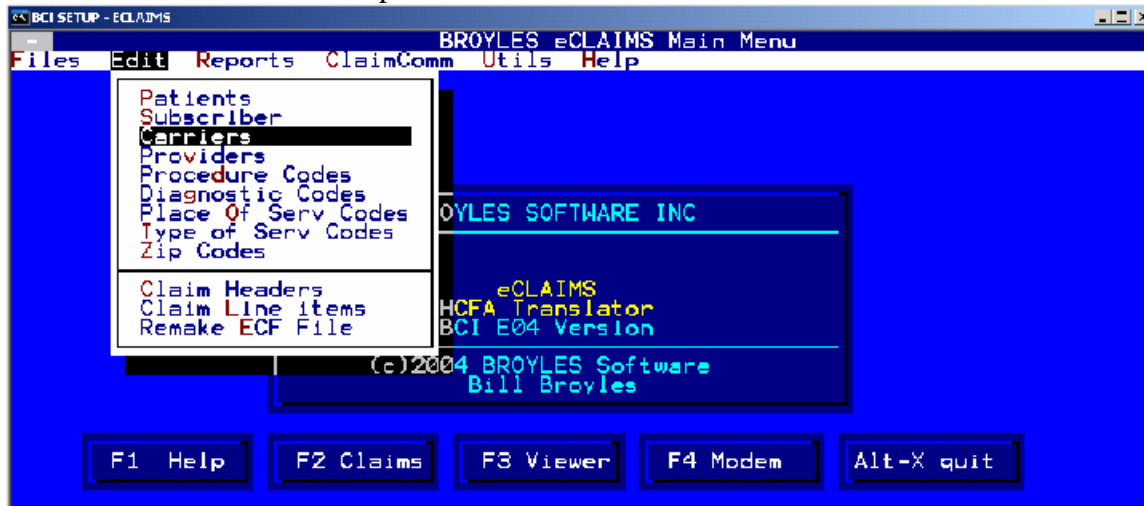
Notice the word **NEW** in the **CARIR\_CODE** field. This lets you know that eCLAIMS has come across a carrier in the claims you are now importing that is not in the CARRIER DATA BASE.

You can find the Carrier Code and Payer ID for the major carriers in the table above. Add the Carrier Code from the list to the **CARIR\_CODE** field (in capital letters) replacing the word **NEW**. Add the **Payer ID** to the **NEIC** field. Press the **F10** key to save this entry to the carrier table, eCLAIMS will continue to import claims stopping at each new carrier or will just finish importing. If the carrier is not one of those above, then you must look to the **PAYER ID** list provided by your clearinghouse. Call Blue Cross to get this list or get the list here: [https://www.bcidaho.com/providers/edi/medical\\_payer\\_list.asp](https://www.bcidaho.com/providers/edi/medical_payer_list.asp)

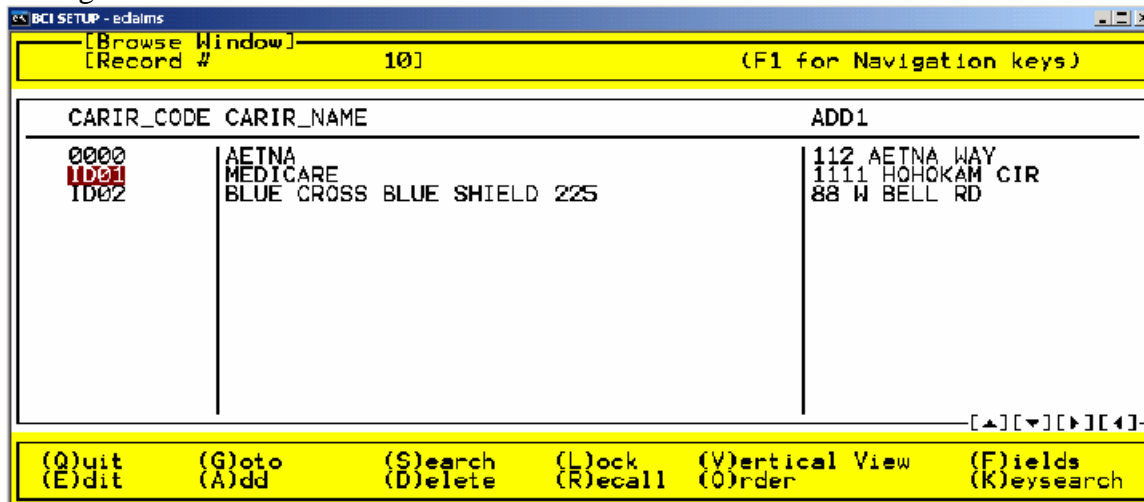
Look to this list to see if there is an electronic Payer ID for the carrier. If you find a Payer ID, put **4 ZEROS, 0000** in the **CARIR\_CODE** field. Put the 5 digit Payer ID in the **NEIC** field.

If there is not a Payer ID for the carrier on the list, Blue Cross can not send that carrier electronically. You will have to print and mail that carrier yourself. Leave the word **NEW** in the **CARIR\_CODE** field and the **NEIC** field blank. eCLAIMS will not include those carriers marked **NEW** in the batch of claims you are sending. You will print out a **DETAILED SUB REPORT** from eCLAIMS that will list the claims that are ready to send by carrier code in **STEP 7**.

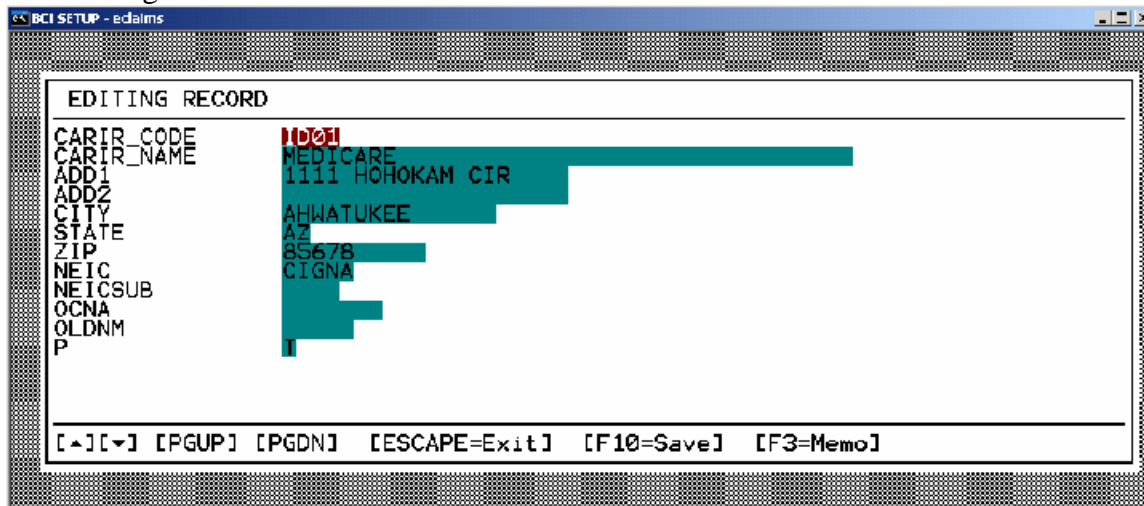
**EDITING THE CARRIER TABLE.** You can edit the carrier table later if you have to change carrier information after eCLAIMS has added the carrier to the table from **STEP 3 and 4**. Go to the **EDIT** menu and arrow down to **Carriers** and press ENTER.



**EDITING THE CARRIER TABLE.** Use the arrow keys to move the **RED** highlight up or down and select the entry that you want to edit. Press the letter “E” on the keyboard to edit that record. Edit this table using the same guide lines in **STEP 3 and STEP 4**.



**EDITING THE CARRIER TABLE EDITING RECORD.** The **EDITING RECORD** is where you will make changes to the carrier information.

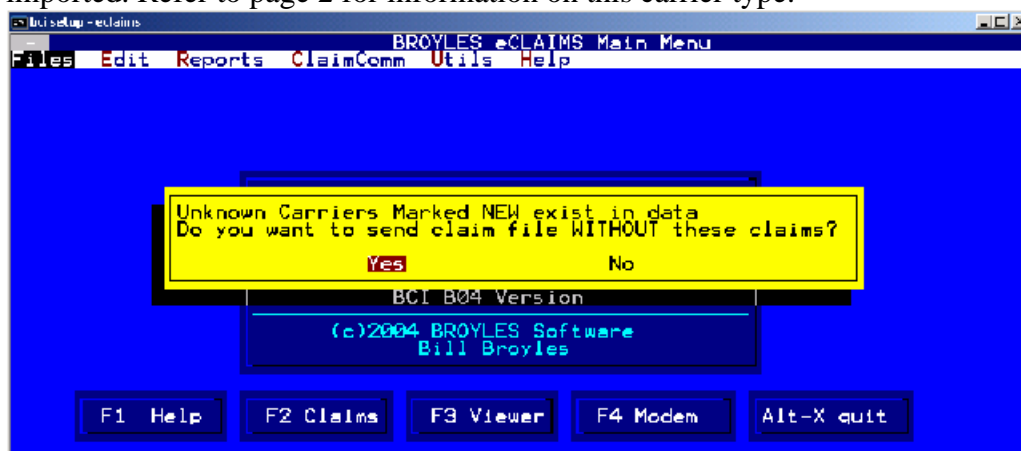


**STEP 5. INFORMATION SCREENS DURING THE IMPORT.** When eCLAIMS is finished importing you will get 1 or more information screens.

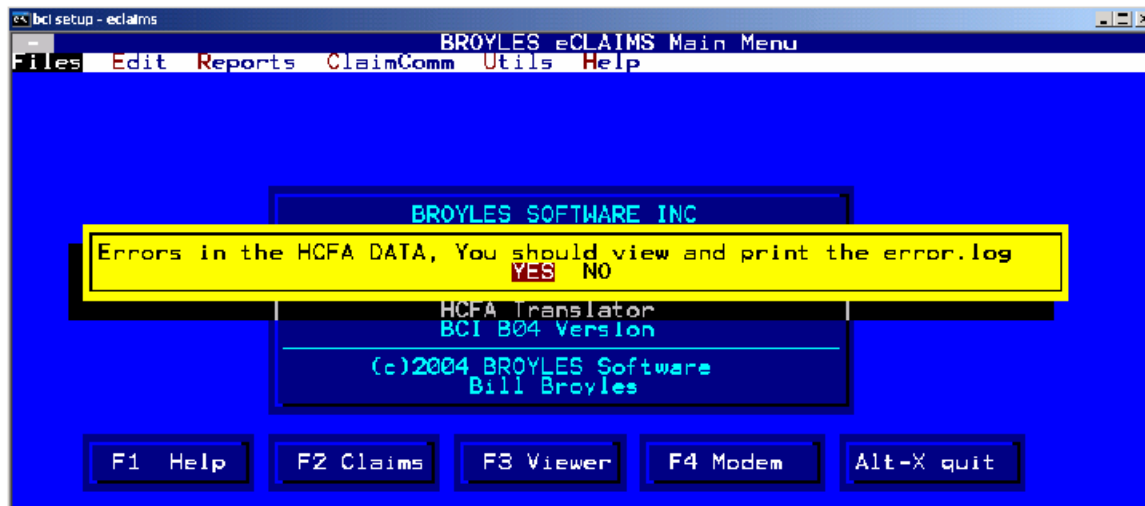
If you get **BREAK, ERRORS OCCURED**, when importing the claims file you created with your practice software. There is a critical error in the format of the claims file and eCLAIMS can not read it. Go back and recreate the claims file with your practice software and re-import the claims file. If you still get this error, you will need to send Broyles Software a sample so we can determine the problem. Go to **PAGE 9** for instructions on sending Broyles Samples.



**UNKNOWN CARRIERS MARKED NEW** is a warning you left carriers marked **NEW**. If you did this intentionally, then just press ENTER. These carriers will not be sent with the batch of claims you just imported. Refer to page 2 for information on this carrier type.



**ERRORS IN THE HCA DATA** This error could be patient or carrier info in error. Or it will give you a warning that new provider information has been added to the Provider Table. You must go to the provider table in eCLAIMS and check the entries that were added. Press ENTER on YES and the log will open to view.



This is the error log that opens. It tells you new provider-carrier combinations have been added to the provider table (Check PIN Number for JD MALLARD MD AETNA). You must go to the provider table and edit the new entry that has been added. It is very important to check all the fields for each new entry in the PROVIDER table. **If you get an error report back from the clearinghouse or insurance carrier with Provider information in error, you must fix the information in error in the Provider table.**

```

eclaims
BROYLES eCLAIMS Main Menu
Files Edit Reports ClaimComm Utils Help
[eCLAIMS Error.log file]
-----
Claim # Patient# Lastname
QC04040056 AGADN000 AGAIN
Check PIN Number For HAPPY VALLEY M MEDICARE
*
Claim # Patient# Lastname
QC04040058 AUBAN000 AUSTIN
Check PIN Number For JD MALLARD MD AETNA
*
Claim # Patient# Lastname
QC04040059 BORJ000 BORDON
Check PIN Number For JD MALLARD MD BLUE CROSS OF IDAHO
-----
[←][→][↑][↓] [PGUP] [PGDN] [HOME] [END] [ESC=Quit]
[S=Search] [M=Mark/Endmark]

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**STEP 6a, THE PROVIDER TABLE.**

The PROVIDER TABLE will hold all of the PROVIDERS INFORMATION for each PROVIDER that will go on the electronic claims. You will edit the Provider table each time a NEW ENTRY is added for PIN NUMBERS, FACILITY NUMBERS, PVLNAME (LAST NAME), PVFNAME (FIRST NAME), PVMI (MIDDLE INTIAL), PAY TO ADDRESS, PHONE NUMBER etc. Instructions for editing the table are in STEP 6b. If your PROVIDER INFORMATION changes or you are receiving errors back from the clearinghouse with Provider information in error on your electronic claims, you will have to go to the PROVIDER TABLE in eCLAIMS to correct the error.

When you are IMPORTING CLAIMS, eCLAIMS will read each claim you created with your practice software and will find a CARRIER NAME at the top of the claim and a PROVIDER NAME in BOX 31 or 33 on each claim. eCLAIMS will then add a CARRIER and PROVIDER COMBINATION to the PROVIDER TABLE for each different CARRIER NAME. Their will be a CARRIER entry for each different PROVIDER NAME eCLAIMS finds on the claims. Once an AETNA entry is added for JD MALLARD MD you will only have to edit that entry again if INFORMATION CHANGES OR YOU ARE GETTING ERRORS BACK FOR PROVIDER INFORMATION IN ERROR.

eCLAIMS will be limited to a certain amount of spaces in width that it can read from the Providers name and Carrier name on the claim. So eCLAIMS may drop a few characters from the end of the Providers name that it adds to the PV\_NAME field and Carrier name it adds to the ID\_TYPE field in the PROVIDER TABLE. **DO NOT LET THIS WORRY YOU!! NEVER EDIT THE ID\_TYPE OR THE PV\_NAME FIELDS.** There are fields that you will fill in for Provider Last Name, First Name, Middle Initial and Credentials etc. If you change the Providers Name in your Practice Software, eCLAIMS will add that NEW NAME to the PROVIDER TABLE. Just edit that new entry. eCLAIMS will now use that Provider Name. You can delete the old entry for that Provider by highlighting the entry to delete and press the letter “D” on the keyboard.

| QCPVIDNO | ID_TYPE              | PV_NAME                | PVLNAME |
|----------|----------------------|------------------------|---------|
| TAX ID   | AETNA                | ANTHONY FRANCIS WILLAR |         |
| BCBS PIN | BLUE CROSS BLUE SHIE | ANTHONY FRANCIS WILLAR |         |
| TAX ID   | AETNA                | JD MALLARD MD          |         |
| BCBS PIN | BLUE CROSS BLUE SHIE | JD MALLARD MD          |         |

(Q)uit (G)oto (S)earch (L)ock (V)ertical View (F)ields  
 (E)dit (A)dd (D)elete (R)ecall (O)rder (K)eysearch

**EXAMPLE 1: JD\_MALLARD\_MD** is in the field length that eCLAIMS can read. The entire name will be added to the provider table JD MALLARD MD. BLUE CROSS BLUE SHIE did not quite fit. **DO NOT CHANGE.**

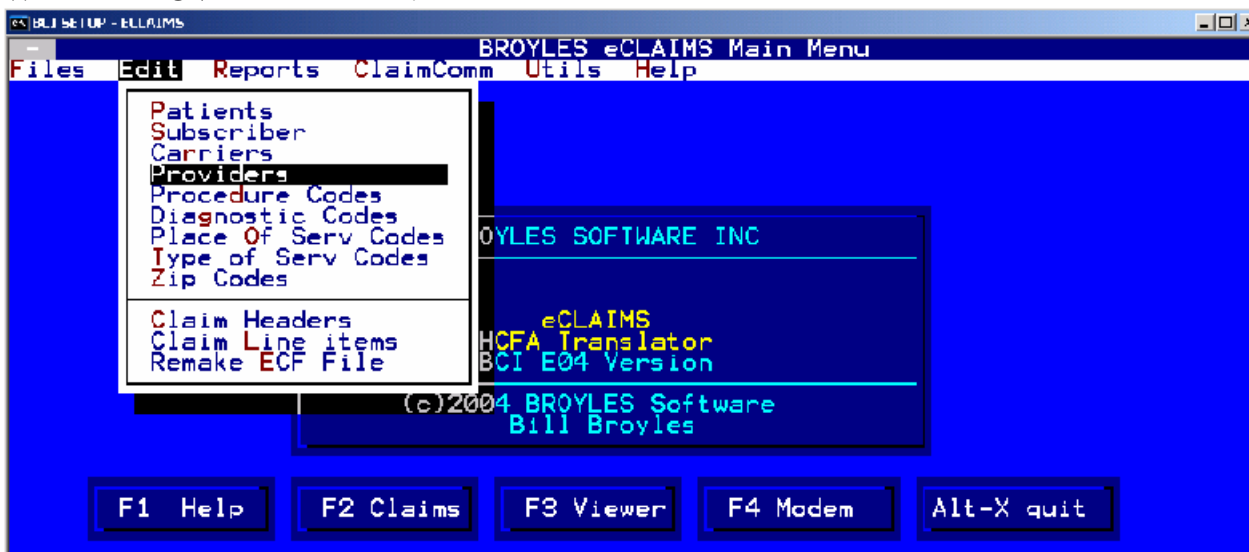
**EXAMPLE 2: ANTHONY FRANCIS WILLARD MD.** If the name is too long then eCLAIMS will not pick up the last letters in the Provider name. ONLY, ANTHONY FRANCIS WILLAR is read and added to the provider table. **DO NOT CHANGE.**

eCLAIMS will use the letters that it did find to identify the Provider in the PROVIDER TABLE using the ID\_TYPE and PV\_NAME combination to find the Providers carrier information to put in the electronic claim. The Provider name in the PV\_NAME field is not the Provider name that goes on the electronic claims. It is only being used as a unique identifier. The first time you edit a Providers entry in the PROVIDER TABLE; you will fill in information for that new entry. Refer to STEP 6b for the steps to edit the Provider Table. Certain information will be duplicated for you on future entries eCLAIMS adds for that PROVIDER NAME. You will have to add Pin numbers and Group numbers to the new entries.

**STEP 6b, EDITING THE PROVIDER TABLE.**

**IF YOU ARE RECEIVING ERROR REPORTS BACK FROM THE CLEARINGHOUSE OR INSURANCE CARRIER WITH PROVIDER INFORMATION IN ERROR, YOU MUST FIX THE INFORMATION HERE IN THE PROVIDER TABLE.**

Go to the **EDIT** menu and arrow down to **Providers** and press **ENTER**. This will open the **YELLOW and WHITE PROVIDER TABLE.**



At the bottom of the Provider Table is a yellow band with a menu. You will be using only 4 of these menu items.

1. (Q)uit TYPE the letter “Q” to close the Provider Table.
2. (E)dit TYPE the letter “E” to edit the record you have highlighted.
3. (O)rder TYPE the letter “O” to put the Provider Table in order.
4. (D)elete TYPE the letter “D” to Delete the entire row where you have the highlight.

Use the UP or DOWN ARROW KEYS on your keyboard to move the RED highlight in the QCPVIDNO field up or down and select the CARRIER (ID\_TYPE) and PROVIDER (PV\_NAME) COMBINATION entry that you want to edit. Press “E” to edit that record.

| QCPVIDNO | ID_TYPE              | PV_NAME                | PVLNAME |
|----------|----------------------|------------------------|---------|
| TAX ID   | AETNA                | ANTHONY FRANCIS WILLAR |         |
| BCBS PIN | BLUE CROSS BLUE SHIE | ANTHONY FRANCIS WILLAR |         |
| TAX ID   | AETNA                | JD MALLARD MD          |         |
| BCBS PIN | BLUE CROSS BLUE SHIE | JD MALLARD MD          |         |

[<][>][<>][<>]

|        |        |          |          |                 |             |
|--------|--------|----------|----------|-----------------|-------------|
| (Q)uit | (G)oto | (S)earch | (L)ock   | (V)ertical View | (F)ields    |
| (E)dit | (A)dd  | (D)elete | (R)ecall | (O)rder         | (K)eysearch |

PROVIDER TABLE EDITING RECORD PAGE 1 screen will open the CARRIER (ID\_TYPE) and PROVIDER (PV\_NAME) COMBINATION you had highlighted with the RED selection. Never edit the ID\_TYPE or the PV\_NAME. Just like in the carrier table, eCLAIMS filled in certain fields for you using the information found in the claims file you created with your practice software. It is now using the spelling or misspelling of the CARRIER NAME and PROVIDER NAME found on the claims to identify the Provider. eCLAIMS will come to this table to locate all the Provider Information that goes in the electronic claim. Use the up and down arrow keys to move to the field you want to edit.

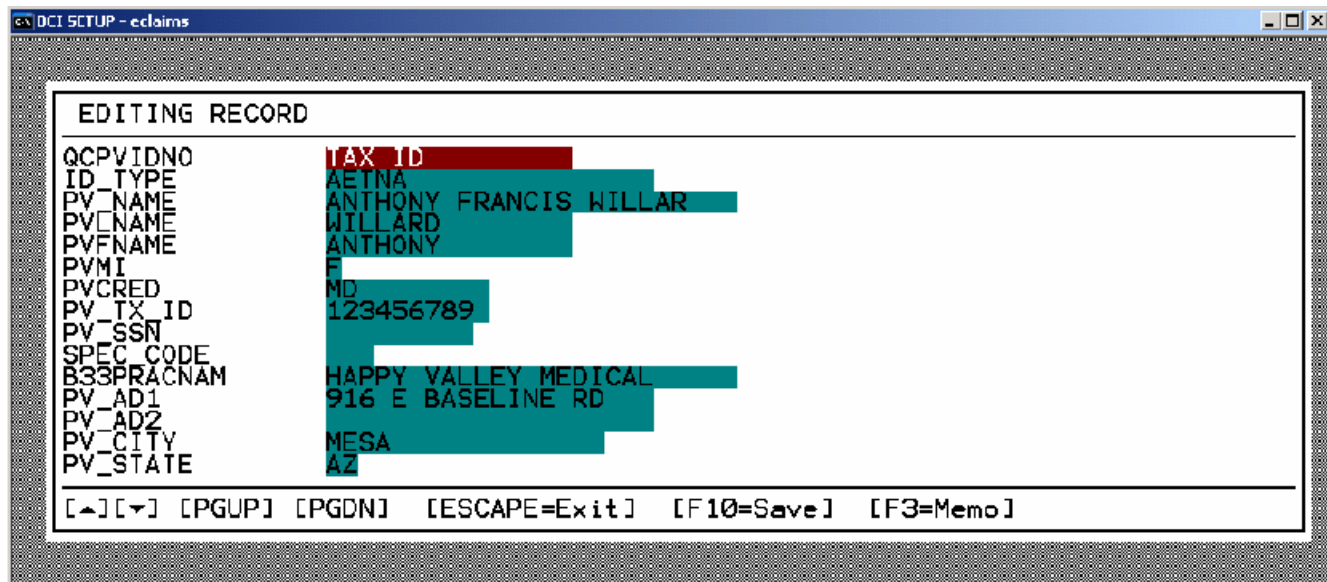
| EDITING RECORD |                        |
|----------------|------------------------|
| QCPVIDNO       | TAX ID                 |
| ID_TYPE        | AETNA                  |
| PV_NAME        | ANTHONY FRANCIS WILLAR |
| PVNAME         |                        |
| PVFNAME        |                        |
| PVMI           |                        |
| PVCRED         |                        |
| PV_TX_ID       | FEDTAXID               |
| PV_SSN         |                        |
| SPEC_CODE      |                        |
| B33PRACNAM     |                        |
| PV_AD1         | 916 E BASELINE RD      |
| PV_AD2         |                        |
| PV_CITY        | MESA                   |
| PV_STATE       | AZ                     |

[<][>] [PGUP] [PGDN] [ESCAPE=Exit] [F10=Save] [F3=Memo]

You need to fill in only specific fields. Look at the graphic above. There are some fields that are blank. Some of the fields you will edit, others you will leave blank. You must use capital letters and no punctuation. Some fields will be duplicated for you on new entries added for that provider name after you edit the first new entries for that Provider. **(Marked below as, \*DUPLICATED) When eCLAIMS adds a new entry for a Provider Name that is not in the Provider Table yet, it will not have a record set up for that Provider Name. eCLAIMS will still duplicate information in those fields marked \*DUPLICATED, but with one of the other Providers information. Simply edit the fields with the wrong information. eCLAIMS will then duplicate the correct information for that Provider Name when new entries are added.**

1. **QCOVIDNO**, Fill in the Providers Pin number issued by the carrier. If this is a commercial carrier, the TAX ID should be used.
2. **ID\_TYPE**, NEVER EDIT THIS FIELD
3. **PV\_NAME**, NEVER EDIT THIS FIELD
4. **PV\_LNAME**, Fill in the Providers LAST name. **\*DUPLICATED**
5. **PV\_FNAME**, Fill in the Providers FIRST name. **\*DUPLICATED**
6. **PVMI**, Fill in the Providers MIDDLE INTIAL. **\*DUPLICATED**
7. **PVCRED**, Fill in the Providers CREDENTIALS. MD, PT etc. **\*DUPLICATED**
8. **PV\_TX\_ID**, Fill in the Providers TAX ID.
9. **PV\_SSN** and **SPEC\_CODE** , are not required. Do not fill in.
10. **B33PRACNAM**, Fill in the PRACTICE name. HAPPY VALLEY MEDICAL. **\*DUPLICATED**
11. **PV\_ADD1**, Fill in the PAY TO address.
12. **PV\_ADD2**, Fill in the SUITE number.
13. **PV\_CITY**, Fill in the CITY your practice is located.
14. **PV\_STATE**, Fill in the STATE your practice is located.
15. Use the down arrow key to move past the **PV\_STATE** and go to PAGE 2 of the Provider table.

**PROVIDER TABLE PAGE 1 WITH THE FIELDS COMPLETED.**



## PROVIDER TABLE EDITING RECORD PAGE 2.

EDITING RECORD

|          |              |
|----------|--------------|
| PV_ZIP   | 85204        |
| PV_PHONE |              |
| SOF      |              |
| SOF_DATE |              |
| UPIN     |              |
| STLICNO  |              |
| CLINICNO |              |
| NOTES    | (MEMO FIELD) |

[^][v] [PGUP] [PGDN] [ESCAPE=Exit] [F10=Save] [F3=Memo]

16. **PV\_ZIP**, Fill in the PAT TO zip code

17. **PV\_PHONE**, Fill in with your office telephone number. **\*DUPLICATED**

18. **SOF**, is filled in for you and should not be altered.

19. **SOF\_DATE**, is left blank.

20. **UPIN**, is left blank.

21. **STLICNO**, Fill in the TAXONOMY CODE. This code is now required for HIPAA and simply identifies the specialty of the Provider. MD, PT, etc. You can find the Taxonomy code list along with answers to several eCLAIMS questions at **BROYLESSOFTWARE.COM**, click on **ECLAIMS TECHNICAL SUPPORT FAQ AND DOWNLOADS**.

22. **CLINICNO**, Fill in the Providers GROUP number if they have one.

When finished editing the table, press the **F10** key to save your changes. Press the **ESCAPE** key on the keyboard to loose changes.

## PROVIDER TABLE EDITING RECORD PAGE 2 WITH THE FIELDS COMPLETED.

EDITING RECORD

|          |              |
|----------|--------------|
| PV_ZIP   | 85204        |
| PV_PHONE | 5097588014   |
| SOF      | 1            |
| SOF_DATE |              |
| UPIN     |              |
| STLICNO  | 222W00000X   |
| CLINICNO |              |
| NOTES    | (MEMO FIELD) |

[^][v] [PGUP] [PGDN] [ESCAPE=Exit] [F10=Save] [F3=Memo]

Soon the provider table will have several entries. You can use the letter "O" to bring up the **ORDER** menu and select from that menu which column you want to put in order. <Natural (record) Order> will put the Provider Table in **ORDER** from the first entry entered (at the top) to the last entry entered (at the bottom) of the table. Use the <Natural (record) Order> to put the new entries at the bottom of the Provider Table. This is useful when trying to locate new entries.

| QCPVIDNO     | ID_TYPE              | PV_NAME                | PVLNAME  |
|--------------|----------------------|------------------------|----------|
| TAX ID       |                      |                        | LLARD    |
| BCBS PIN     |                      |                        | LLARD    |
| MEDICARE PIN |                      |                        | EMONS    |
| MEDICAID PIN |                      |                        | LLARD    |
| MEDICAID PIN |                      |                        | EMONS    |
| MEDICAID PIN | MEDICAID             | ANTHONY FRANCIS WILLAR | WILLARD  |
| TAX ID       | AETNA                | ANTHONY FRANCIS WILLAR | WILLARD  |
| BCBS PIN     | BLUE CROSS BLUE SHIE | ANTHONY FRANCIS WILLAR | WILLARD  |
| TAX ID       | AETNA                | GEORGE CLEMONS MD      | CLEMONS  |
| MEDICARE PIN | MEDICARE             | ANTHONY FRANCIS WILLAR | WILLARD  |
| BCBS PIN     | BLUE CROSS BLUE SHIE | GEORGE CLEMONS MD      | CLEMONS  |
| MEDICARE PIN | MEDICARE             | JD MALLARD MD          | MALLARD  |
| TAX ID       | AETNA                | JENNIFER R WILLIAMS MD | WILLIAMS |
| MEDICARE PIN | MEDICARE             | JENNIFER R WILLIAMS MD | WILLIAMS |

Use QCPROV->PV\_NAME to put the PV\_NAME field in order. This will put all provider names that are alike together in the table.

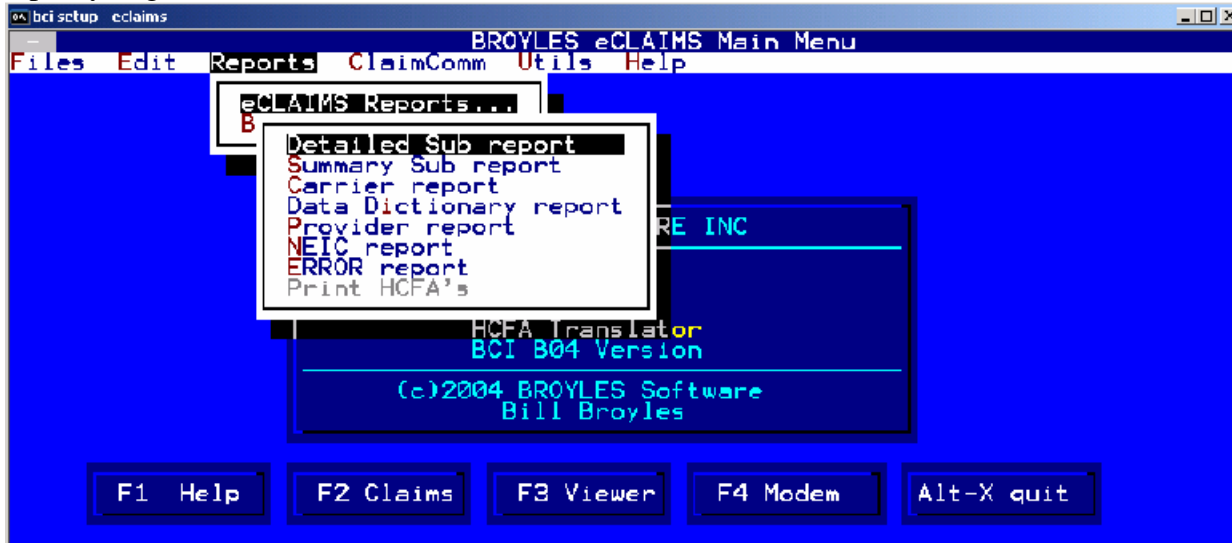
| QCPVIDNO     | ID_TYPE              | PV_NAME                | PVLNAME  |
|--------------|----------------------|------------------------|----------|
| MEDICAID PIN |                      |                        | LLARD    |
| TAX ID       |                      |                        | LLARD    |
| BCBS PIN     |                      |                        | LLARD    |
| MEDICARE PIN |                      |                        | LLARD    |
| MEDICAID PIN |                      |                        | EMONS    |
| MEDICAID PIN | MEDICAID             | GEORGE CLEMONS MD      | CLEMONS  |
| TAX ID       | AETNA                | GEORGE CLEMONS MD      | CLEMONS  |
| BCBS PIN     | BLUE CROSS BLUE SHIE | GEORGE CLEMONS MD      | CLEMONS  |
| TAX ID       | AETNA                | JD MALLARD MD          | MALLARD  |
| BCBS PIN     | BLUE CROSS BLUE SHIE | JD MALLARD MD          | MALLARD  |
| MEDICAID PIN | MEDICAID             | JD MALLARD MD          | MALLARD  |
| MEDICARE PIN | MEDICARE             | JD MALLARD MD          | MALLARD  |
| TAX ID       | AETNA                | JENNIFER R WILLIAMS MD | WILLIAMS |
| MEDICARE PIN | MEDICARE             | JENNIFER R WILLIAMS MD | WILLIAMS |

Use QCPROV->ID\_TYPE + QCPROV->PV\_NAME to put the ID\_TYPE field in order. This will put all Carrier names that are alike together in the table.

| QCPVIDNO     | ID_TYPE              | PV_NAME                | PVLNAME  |
|--------------|----------------------|------------------------|----------|
| TAX ID       |                      |                        | LLARD    |
| TAX ID       |                      |                        | EMONS    |
| TAX ID       |                      |                        | LLARD    |
| TAX ID       |                      |                        | LLIAMS   |
| BCBS PIN     |                      |                        | LLARD    |
| BCBS PIN     | BLUE CROSS BLUE SHIE | GEORGE CLEMONS MD      | CLEMONS  |
| BCBS PIN     | BLUE CROSS BLUE SHIE | JD MALLARD MD          | MALLARD  |
| BCBS PIN     | BLUE CROSS BLUE SHIE | JENNIFER R WILLIAMS MD | WILLIAMS |
| MEDICAID PIN | MEDICAID             | ANTHONY FRANCIS WILLAR | WILLARD  |
| MEDICAID PIN | MEDICAID             | GEORGE CLEMONS MD      | CLEMONS  |
| MEDICAID PIN | MEDICAID             | JD MALLARD MD          | MALLARD  |
| MEDICAID PIN | MEDICAID             | JENNIFER R WILLIAMS MD | WILLIAMS |
| MEDICARE PIN | MEDICARE             | ANTHONY FRANCIS WILLAR | WILLARD  |
| MEDICARE PIN | MEDICARE             | GEORGE CLEMONS MD      | CLEMONS  |

**STEP 7.** Print out the eCLAIMS DETAILED SUB-REPORT. Go to:

→ eCLAIMS Reports → Detailed Sub-Report → LPT1: This report will list the claims that are ready to send by carrier code, total number of claims and the total dollar amount. This report should match the report you get from Blue Cross.



**STEP 8.** Prepare the electronic claims file to send to the BCI clearinghouse: To create the file that you will send to BCI, go to the file menu and select **Make ECF file**. The file is named **SENDME.NSF** and is located in the eCLAIMS folder C:\eCLAIMS on your hard drive. If you did not install eCLAIMS in the default folder, you will have to determine the location where eCLAIMS is installed. Open eCLAIMS, from the file menu select SHELL to DOS, this will take you to a DOS prompt that lists the drive and folder eCLAIMS was installed. DRIVE LETTER\eCLAIMS.

Do STEP 3 and STEP 8 again if you make changes to the Provider or Carrier tables after importing.



**STEP 9.** That's it! You can now transfer the electronic claims file to Blue Cross using their FTP site. Follow the Blue Cross instructions for using their FTP site. You will also download or print error reports from Blue Cross. Check the reports to ensure claim totals match with the Detailed Sub-Report in step 7. Check for rejected claims and re-create a **CORRECTED** HCFA print file for the rejected claims (see step 3 above).

## **SENDING A SAMPLE TO BROYLES SOFTWARE**

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

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### **SENDING A SAMPLE FILE TO BROYLES SOFTWARE USING eCLAIMS OR EMAIL**

If you are having any problems with eCLAIMS then we will need you to send a sample in all cases. The sample automatically includes all your data bases and an eCLAIMS error report we can refer to for trouble shooting, just as if we were in your office. Use one of the methods below to send Broyles a sample.

If you are receiving error reports from the clearinghouse or insurance carrier with specific claims in error. Re-bill some of the errored claims on the report and import them into eCLAIMS just as you normally do. Then use one of the methods below to send Broyles a sample. The sample goes to Broyles Software for trouble shooting only and does not get sent to the clearinghouse for processing. 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 the error report.
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:

1. Create a batch of claims that include the patient's claims that are in error.
2. Open eCLAIMS and import the claims that are in error.
3. Close eCLAIMS and open your email program.
4. Send the email to [ljc@cableone.net](mailto:ljc@cableone.net)
5. Attach the sample file SENFILE.BCF to the email, the file is in the eCLAIMS folder C:\eCLAIMS. If you did not install eCLAIMS in the default folder, you will have to determine the location where eCLAIMS is installed. Open eCLAIMS, from the file menu select SHELL to DOS, this will take you to a DOS prompt that lists the drive and folder eCLAIMS was installed. ?\eCLAIMS. Go to this drive to find the eCLAIMS folder and sample file SENFILE.BCF.
6. 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.

When we identify the problem, we will call, fax or email you instructions how to fix the errors. There may be an update. The fax will have instructions for the update. The email will have the update attached with instructions.