

CHAPTER 1

Getting Started

NOTE: If you have downloaded the software from the Internet be sure that you have printed out ALL documentation before trying to install.

1. Be sure that your computer meets the system requirements.
See the system requirements in the “Quick Start Guide**” (Chapter 2).
2. Install the PC-ACE Pro32 software.
See the PC-ACE Pro32 Installation section in the “Quick Start Guide**” (Chapter 2).
**The password needed for installing the software is located in your confirmation letter.
3. Open the PC-ACE Pro32 program by double clicking on the icon on the desktop.
See “Logging in for the first time” in the “Quick Start Guide**” (Chapter 2) for more information.
4. Set up of the PC-ACE reference files.
Follow the steps in the “Setting Up the PC-ACE Pro32 Reference Files**” (Chapter 3).
If billing for one provider, you will set up a **solo practice provider type. If setting up an individual provider within a group, you will need to set up a group practice and then set up a provider screen for each individual within the group. If billing commercial claims you will need to set up as a **group** practice with an individual tied to group even if you are a solo practice.
5. Importing Claims (**Note: Key entry users disregard this section**)
See Importing Claims section under the “Quick Start Guide**” (Chapter 2).
6. Enter the Professional or Institutional claim forms.
**Click on the Professional or Institutional claim-processing icon.
For helpful information on entering claims, see claim entry and edit processing in the “Quick Start Guide**” (Chapter 2) or the “**Basic Claim Information**” (Chapter 4).
7. Transmit claim file to ASK.
Follow steps in the “File Transfer and Reading Reports**” (Chapter 5).
8. Download and reading reports.
See the “File Transfer and Reading Reports**” (Chapter 5).

NOTE: If you have questions about the software, please use the On-line Help feature shown in the example below.



*****Shortcut Keys*****

- **If you right click the mouse or press F2 in “lookup” fields, a dropdown will appear listing the valid options for that field.**
- **If you press Alt and F2 together, flashing fields will appear in the fields that have drop down menus**
- **If you hold the mouse pointer over a field, a brief description of that field will appear**
- **Pressing F1 at any time will display the corresponding PC-ACE Pro32 On-line Help System topic.**

If you need further assistance, contact the EMS Helpdesk at 800-472-6481, option 1, or via e-mail at askedi@bcbsks.com