

# **CHAPTER 2**

## **Quick Start Guide**

Administrative Services of Kansas is proud to release PC-ACE Pro32 as our free-billing software solution. PC-ACE Pro32 is a windows-based electronic claims filing software. There are many easy-to-use features in PC-ACE Pro32. Many of the features are out-lined in this user-friendly Quick Start guide. This will provide you with a map of all steps to follow for a successful PC-ACE Pro32 setup.

**The intent of this condensed guide is to provide the user the basics of setting up your PC-ACE Pro32 software. Details on these topics can be found in the HELP option within the PC-ACE Pro32 software, or by reviewing the additional instruction manuals found on the ASK website.**

### ♣ System Requirements

Listed below are the recommended system requirements to install PC-ACE Pro32:

- Pentium II or higher processor
- 64 MB RAM (Memory)
- CD-ROM or DVD Drive
- Super Video Graphics Array (SVGA) monitor resolution (800x600)
- Windows Vista, XP, 2000, NT 4.0 operating system
- Adobe Acrobat Reader, version 4.0 or higher

### ♣ PC-ACE Pro32 Installation

Follow the steps below to install PC-ACE Pro32 in a single-user environment:

- 1) For **compact disk media**, the installation program will automatically execute when you insert the disk into the CD ROM drive. If you do not have the auto run feature set on your computer then you may need to start the installation program manually. **Note:** To manually start the CD, double-click on the My Computer icon from the desktop. Double-click on the CD-ROM drive and double click on the **setup.exe** icon.
- 2) Follow the on-screen wizard steps to complete the installation. You will be prompted to select a destination drive. For best performance, select a drive local to your machine. The PC-ACE Pro32 files will be installed to the WINPCACE directory on the selected drive. Desktop icons will be created for PC-ACE Pro32 and the current README file.

Note: If multi-user operation is required, select a drive accessible by all workstations on the network that will require PC-ACE Pro32 access. When the installation is complete, reference the topic “Getting Started with PC-ACE Pro32” located in the HELP option within the software for instructions on using PC-ACE Pro32 in a network environment.

- 3) The installation is password protected and requires a password to continue with the installation process. Please refer to the “ASK Confirmation letter” for the password. Desktop icons will be created for PC-ACE Pro32 and the current README file.
- 4) For **downloading via the ASK web site**, refer to the confirmation letter (You will be required to sign up for the e-mail list notification before proceeding with the download).

## ♣ Logging into the PC-ACE Pro32 software for the First Time

Users are required to log into PC-ACE Pro32 before performing any system activities. The login process involves entering a User Id and Password. PC-ACE Pro32 is configured with a default user with full system access rights. The default User ID is “SYSADMIN” and the default password is “SYSADMIN”. If you have difficulties logging into the system, contact the Help Desk at 800-472-6481, option 1 for assistance.

**Note: For more information refer to on-line HELP by pressing F1 at any time.**

## ♣ Setting Up the PC-ACE Pro32 Reference Files

Once the PC-ACE Pro32 program has been installed, Reference Files must be set up prior to processing claims. Please refer to document titled “**Setting up PC-ACE Pro32 Reference Files**” for instructions on setting up the Reference Files.

## Claim Entry and Edit Processing

Once the reference files have been setup, the different claim entry features can be used to add and update claims. When manually adding or updating a claim, the data fields are typically entered in the order presented – from left-to-right and top-to-bottom on each tab of the claim form. Edit validation errors may be encountered during this entry process if the data entered violates any of the pre-defined edit rules for a specific claim type.

### ♣ Claim Entry

To enter claims in to the PC-ACE Pro32 program, choose either **Institutional Claims Processing** or **Professional Claims Processing** from the PC-ACE Pro32 Main Toolbar. Click on the **Enter Claims** button. This will display an empty Institutional or Professional claim record. Complete this form (including all tabs as needed) with the appropriate information. Many boxes are labeled with corresponding UB92 or HCFA-1500 paper form field numbers to assist in keying.

**Note: For more information refer to on-line HELP by pressing F1 at any time.**

### ♣ Professional Claim Form Helpful Hints

The following types of claims should have the corresponding attachment entered from the **AT** field on the Line Item Details tab (this tab displays to the right of the Extended Details 2 tab)

#### **Ambulance**

**CLIA**-In order to populate the CLIA number that was keyed in the Provider File, select this attachment.

**Routine Foot Care**-use the Podiatry attachment

#### **Chiropractic**

#### **Mammography**

**Physical Therapy/Occupational Therapy/Speech Therapy**-all use the physical therapy attachment

**To report anesthesia minutes, see the Extended Details (Line 1) tab.**

Claim level comments or narrative can be found on the Extended Details (Line 1) tab. Line Level comments or narrative can be found on the Billing Line Items tab, under the Extended Details (Line 1) tab.

Any information entered in Item 19-Reserved for Local Use on the Patient Info & General tab **is not submitted electronically**. Only comments reported in the narrative field are transmitted electronically with the claim.

**Note: For more information refer to on-line HELP by pressing F1 at any time.**

#### ♣ **Importing claims** (Note: key entry users need to disregard this section)

Claims can be imported directly from a file in the Electronic Media Claims (EMC) format. This method may be used in facilities where the providers practice management system can generate a reliable EMC output file. In order to do this, refer to the on-line HELP topic Importing claims.

**Note: For more information refer to on-line HELP by pressing F1 at any time.**

#### ♣ **Preparing Claims**

When selecting Prepare Claims from the **Institutional Claims Menu** or the **Professional Claims Menu**, the program generates an EDI compatible formatted claims file that can be sent to ASK. This process saves the claim file at the location, **C:\winpace\bctrans.dat** (for Institutional claims) or **C:\winpace\bstrans.dat** (for Professional claims) - the drive could be different if running on a network.

Claims must be prepared before they can be transmitted.

**Note: For more information refer to on-line HELP by pressing F1 at any time.**

#### ♣ **Transmitting Claims**

In order to transmit the claims file (bctrans.dat or bstrans.dat), a communication package will be needed. Refer to “**File Transfer and Downloading Reports**” document for instructions. If you choose to use a different communication package it will be the responsibility of the provider to know how to set up and use that program.**Note: For more information refer to on-line HELP by pressing F1 at any time.**

### **ADDITIONAL PC-ACE FEATURES**

PC-ACE Pro32 allows you to use many additional features not outlined in this document. Following are a few of the features that may help you utilize the full functionality of this product.

- **Codes/Misc.** - This is part of the Reference File Maintenance. Users can make modifications to the preloaded **HCPCS, ICD 9, and Taxonomy codes**. The user may also set up **UPIN and Facility information** to reduce key strokes on key-entry claims, as well as utilizing the **Charges Master** option to define charges for commonly used procedure codes.
- **System Utilities** - Backup/Restore feature and File Maintenance
- **Email Feature** - Send ASK an email to ask your question or make a suggestion.

- **Preferences** – The General Preferences tab settings control a number of claim entry options as well as other basic aspects of PC-ACE Pro32 operation. Refer to the on-line help for a description of each available option.

**NOTE:** You can access these features by utilizing the **HELP** menu.

If you need further assistance, please contact the HelpDesk at 1-800-472-6481, option 1 and option 2 or via e-mail at [askedi@bcbsks.com](mailto:askedi@bcbsks.com).

For information on additional services offered thru ASK, visit our website at [www.ask-edi.com](http://www.ask-edi.com)