

BABH PHOENIX User Manual

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May, 2014

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LOGIN & NAVIGATION


Logging into PHOENIX

- Open your web browser
- Enter the URL for PHOENIX



- The following Sign-In page will be displayed:

A screenshot of the PHOENIX login page. The page has a blue header with "BAY ARENAC BEHAVIORAL HEALTH" on the left and "PHOENIX" on the right. Below the header is a "Help" button on the left and a "LOGIN" button on the right. A red box highlights the "LOGIN" button with the text "Enter Login ID & Password". Below the header is a login form. The form has a title "Log in to Phoenix" and a message "Access to this site is limited to authorized staff of Bay-Arenac Behavioral Health users and authorized providers." Below this is a box titled "Please enter your Login ID and Password" containing "Login ID:" and "Password:" fields, a "Login" button, and a link "I forgot my password". Below the login form is a red box containing a disclaimer: "BABHA monitors and logs the activities of this web site. By accessing this web site, you are expressly consenting to these monitoring activities. Unauthorized attempts to access, obtain, alter, damage, or destroy information, or otherwise to interfere with the system or its operation are prohibited and recorded by the BABHA. It is the BABHA policy that staff may access consumer Protected Health Information (PHI) only when access to that information is a necessary part of their job function. Accessing consumer PHI for purposes other than to perform functions of your position may result in an appropriate disciplinary action." At the bottom of the page, there is a small text: "This site is best viewed and operated with version 8.0 or higher of Microsoft Internet Explorer, Chrome or Firefox."

- Enter your Login ID in the "Login ID" field.
- Enter your password in the "Password" field.
- Click the  button.
- Your Home screen will be displayed.

Changing your Password

Upon first login you will be asked to change your password. Your password will expire every 90 days. The System will prompt you to change your password at the end of these 90 days.

Change Password

User ID: pce_debbie

Your Current or Temporary Password:

New Password:

Re-type New Password:

Remember: passwords are case sensitive and are stored exactly as typed

Security Questions

Please answer the questions below. If you forget your password, these answers will be used to verify your identity and assign you a new password.

What is your email address?

What is your date of birth?

What are the last 4 digits of my social security number ?

- Enter the following information:
 - **Old Password** – Enter your old PHOENIX password. Upon first login your password will match your login ID.
 - **New Password** – Enter a new password. Passwords must contain 8 non-blank characters of which at least one character is upper case and one character is a digit.
 - **Re-type New Password** – Re-type the password entered in the “New Password” field.
 - **Email Address** – Confirm the email address if this is not correct, update the field with the correct information.
 - **Date of Birth** – Enter your date of birth
 - **Last 4 of SSN** – Enter the last 4 digits of your Social Security Number
- Click the button.

Logging Out of PHOENIX

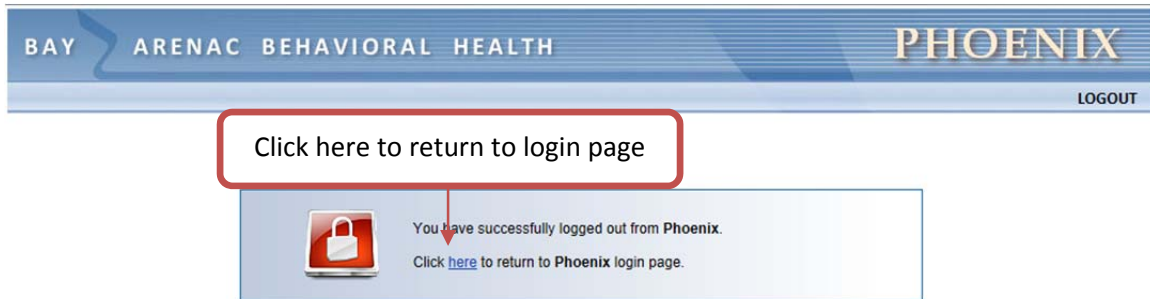
It is important to logout of PHOENIX before shutting down your web browser. You should also log out of PHOENIX when leaving your computer unattended for any length of time. Logging out of the System protects Consumer information and you, the User. All documents in PHOENIX are marked with the User ID, date and time of those entering and/or changing data.

- Click the button in the upper left-hand corner of the screen.

PHOENIX

Back Home **Logout** Help

- The following screen will be displayed:

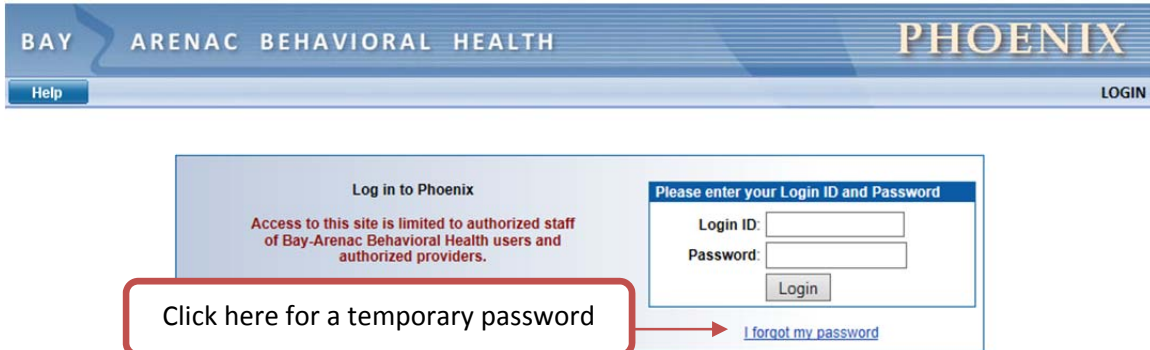


- You may now close the browser. If you wish to return to the login screen click the [here](#) link.

I Forgot My Password

In the event that you forget your password, PHOENIX can assign a temporary password to you.

- Click the [I forgot my password](#) link on the Sign-In screen.



- The following screen will be displayed:

- Enter the following information:
 - User ID** – Enter your User ID in the “What is your user ID” field.
 - Email Address** – Enter your email address in the “What is your email address” field.
- Click the **Continue** button.
- Enter the following information:
 - Date of Birth** – Enter your date of birth
 - Last 4 digits of SSN** – Enter the last four digits of your Social Security Number.
- Click the **Continue** button. The following screen will appear.

A temporary password has been generated and sent to your email address.
If you're still having problems, please contact your IT helpdesk.

Continue

- Click the

Continue

 button.
- Go to your email account to retrieve your temporary password.
- Return to the PHOENIX Sign-In page, enter your User ID and your temporary password, and click the

Login

 button.
- You will be taken to the change password screen. Remember that your old password will be the temporary password assigned to you by the [I forgot my password](#) application.

Navigating through PHOENIX

When using PHOENIX you will NOT use your Browser back button. Instead use the **Back** or **Home** buttons located in the upper and lower left-hand corner of PHOENIX to navigate through the System.

Back

The **Back** button will ignore any changes made to the screen and take you back one page, Back = Cancel.

Home

The **Home** button will return you to the Home screen. The Home screen is where you will find the Main Menu. Your Home screen will depend upon the User Group to which you are assigned.

Logout

The **Logout** button will log you out of PHOENIX, always logout of PHOENIX before you close Web browser or when leaving your computer unattended.

Help

The **Help** button will allow you to access the PHOENIX User Manual. Manuals are based on User Groups.



The **Messages** button will be used to access some of the reports in PHOENIX. PHOENIX will prompt you to use the **Messages** button if the reported will be displayed here.

- All of the links in PHOENIX will appear in **BLUE**.
- Click PHOENIX links once PHOENIX is a single click system, DO NOT double click.
- Use the Main Menu on the left-hand side of the Home screen like a Table of Contents. The Home screen is accessible by clicking the **Home** button in the upper or lower left-hand corner of PHOENIX.
- Use the links to the right of the Main Menu to reach the different applications, i.e. [Enter New Claims](#), [Review Pended Claims](#), etc. Think of the links as sub-categories to the Main Menu options.
- PHOENIX does contain shortcuts; there are always several paths to the same destination. This User Manual does not teach shortcuts because it does not assume the manner in which work flows across your desk. As you use and become more familiar with PHOENIX you will find your own shortcuts through the System.
- It is important to read the on-screen instructions. These instructions will assist you in entering correct data and using PHOENIX appropriately.
- You will see the **lookup** button throughout PHOENIX. The **lookup** button allows you to search other files for correct information, i.e. Zip Codes, Diagnosis Codes, Staff ID's, etc. Click the **lookup** button, enter the search criteria and click the **SEARCH** button. Once you have found the correct information, click the [Select](#) link that appears to the right of the information and it will automatically be entered into the application.

CLAIM SUBMISSION (AP)

Step (1) - Enter New Claims

Direct data entry Providers will use this link to enter all claims for Consumers. Claims are submitted in a batch mode, multiple claims can be a part of the same batch.

- Click the **Claim Submission (AP)** link in the Main Menu. The Main Menu is located on the left-hand side of the Home screen. The Home screen is accessible by clicking the **Home** button in the upper or lower left-hand corner of PHOENIX.
- Click the [Step \(1\) – Enter New Claims](#) link to the right of the Main Menu.
- The following screen will be displayed:

BAY ARENAC BEHAVIORAL HEALTH PHOENIX

Back Home Logout Help *** TRAINING MODE *** Claim Entry

Provider: Debbie's Test Vendor (1454) Location Type: Vendor Address: 28530 Orchard Lake Road
Phone: Fax: FARMINGTON HILLS, MI 48334

Case #: Last Name: Authorization Number: SEARCH

☐ Check this box to show all authorizations
If not checked, only authorizations that expired less than a year ago will be shown.

To enter a claim, find the approved authorization you wish to base the claim on in the list below and click Enter HCFA-1500 or Enter UB-04.
If you cannot find the Authorization in the list or if there are no more available units for you to claim on an authorization, contact your CMH Support Coordinator to issue an Authorization.

Authorizations

Authorization #	Affiliate	Provider Name	Consumer Name	Authorization Effective
-----------------	-----------	---------------	---------------	-------------------------

- Enter either the Consumer's Case #, Last Name or Authorization Number and click the **SEARCH** button.
- The Consumer's authorization(s) will be displayed. If the no authorization is found or there are no more available units contact the BABH for assistance.

- To enter a claim, click the [Enter HCFA-1500](#) link to the right of the authorization.

Provider Debbie's Test Vendor (1454)	Location Type Vendor	Address 28530 Orchard Lake Road
Phone	Fax	FARMINGTON HILLS, MI 48334



Case #:	Last Name: consu
Authorization Number: 1312A0008431	SEARCH
<input type="checkbox"/> Check this box to show all authorizations If not checked, only authorizations that expired less than a year ago will be shown.	

To enter a claim, find the approved authorization you wish to base the claim on in the list below and click Enter HCFA-1500. If you cannot find the Authorization in the list or if there are no more available units for you to claim on an authorization, contact your provider.


Click here to enter HCFA-1500

1 Authorizations

Authorization #	Affiliate	Provider Name	Consumer Name	Authorization Effective	
1312A0008431	Bay-Arenac	Debbie's Test Provider	Debbie Test 3 Consumer (33333333)	11/01/13 - 01/31/14	View Authorization Enter HCFA-1500
Authorized Service Description		Units Authorized	Units Claimed	Units Paid	Units Available
T1016	Supports Coordination	4 Per Week Total:53	0	0	53 11/01/13-12/31/13
T1020	Personal Care Per Diem	1 Per Day Total:92	0	0	92 11/01/13-01/31/14
90832	Individual therapy, 16-37 minutes	1 Per Month Total:3	0	0	3 11/01/13-01/31/14

- Enter and/or confirm the following information:
 - Claim Batch** – Use the drop down menu to select the batch number for the claim. If no batch exists the only option will be “NEW BATCH”. You may use the “NEW BATCH” option to begin a new batch at any time.
 - Diagnosis Codes** – PHOENIX will automatically enter the Consumer’s diagnosis based on the most current information in PHOENIX. *(You will need to manually enter a diagnosis during Phase 1 launch January 2nd, 2014 – March 3rd, 2014)*
 - Detail Lines** – Enter the following information in the applicable boxes. Enter a detail line for each dates of service or date range of service. *PLEASE NOTE: Only services with a day unit can reported in date ranges. All other service units, i.e. 15-minute, hour and encounters, are reported per date or service.
 - Dates of Service** – Enter the first date of the service in the “From” field. Enter the last date of service in the “To” field. If this service is to be reported per date of service the same date is entered in the “From” and “To” fields.
 - POS** (Place of Service) – Enter the place of service. Click on the  button for a list of Place of Service codes
 - CPT/HCPCS** – PHOENIX will automatically enter the CPT/HCPCS code(s) listed in the authorization.
 - Diagnosis** – PHOENIX will automatically indicate that this claim pertains to the diagnosis listed in box 1 of the Diagnosis on the HCFA-1500. You may choose a different diagnosis by entering a different box #.
 - Charges** – Enter the total charges for this service line.
 - Units** – Enter the total number of units for this service line.
 - To enter the time of services:
 - Click the  button to right of the service line.

Click here to expand

24.	A	B	C	D	E	F	G	H	I	J	K
Dates Of Service		POS	TOS	Procedures/ Service	Diagnosis	Charges	Units	Family Plan	EMG	COB	Local Use
From	To			CPT/HCPCS Mod(s)							
+ Copy				T1016	1						

- Enter the times of service.

24.		A		B	C	D		E	F	G	H	I	J	K
Dates Of Service				POS	TOS	Procedures/ Service		Diagnosis	Charges	Units	Family Plan	EMG	COB	Local Use
From To						CPT/HCPCS	Mod(s)							
Copy						T1016		1						
Time of Service				COB										
From: AM				Allowed Amount:				Staff:						
To: AM				Paid Amount:				<input type="checkbox"/> Check to specify Rendering Provider not in the system						
				HIPAA Adjustment				Notes:						
				Reason Code ?										

- To enter the Coordination of Benefits (COB) information:

- Click the button to right of the service line.

Click here to expand

24.		A		B	C	D		E	F	G	H	I	J	K
Dates Of Service				POS	TOS	Procedures/ Service		Diagnosis	Charges	Units	Family Plan	EMG	COB	Local Use
From To						CPT/HCPCS	Mod(s)							
Copy						T1016		1						

- Enter the Allowed Amount
- Enter the Paid Amount
- Enter the HIPAA Claim Adjustment Reason Code

24.		A		B	C	D		E	F	G	H	I	J	K
Dates Of Service				POS	TOS	Procedures/ Service		Diagnosis	Charges	Units	Family Plan	EMG	COB	Local Use
From To						CPT/HCPCS	Mod(s)							
Copy						T1016		1						
Time of Service				COB										
From: AM				Allowed Amount:				Staff:						
To: AM				Paid Amount:				<input type="checkbox"/> Check to specify Rendering Provider not in the system						
				HIPAA Adjustment				Notes:						
				Reason Code ?										

- To enter the Staff Member who performed the service:

- Click the button to right of the service line.

Click here to expand

24.		A		B	C	D		E	F	G	H	I	J	K
Dates Of Service				POS	TOS	Procedures/ Service		Diagnosis	Charges	Units	Family Plan	EMG	COB	Local Use
From To						CPT/HCPCS	Mod(s)							
Copy						T1016		1						

- Click the button to the right of the "Staff" field.
- Search for and select the Staff Member's information.

24.		A		B	C	D		E	F	G	H	I	J	K
Dates Of Service				POS	TOS	Procedures/ Service		Diagnosis	Charges	Units	Family Plan	EMG	COB	Local Use
From To						CPT/HCPCS	Mod(s)							
Copy						T1016		1						
Time of Service				COB										
From: AM				Allowed Amount:				Staff:						
To: AM				Paid Amount:				<input type="checkbox"/> Check to specify Rendering Provider not in the system						
				HIPAA Adjustment				Notes:						
				Reason Code ?										

- Click the button to the right of the "Staff" field.
- Search for and select the Staff Member's information.

- To enter Notes applicable to the claim:


- Click the button to right of the service line.

Click here to expand

24.		A		B	C	D		E	F	G	H	I	J	K
Dates Of Service				POS	TOS	Procedures/ Service		Diagnosis	Charges	Units	Family Plan	EMG	COB	Local Use
From To						CPT/HCPCS	Mod(s)							
Copy						T1016		1						

- Enter the notes in the "Notes" field

24.	A		B	C	D		E	F	G	H	I	J	K
Dates Of Service		POS		TOS	Procedures/ Service		Diagnosis	Charges	Units	Family Plan	EMG	COB	Local Use
From To					CPT/HCPCS	Mod(s)							
					T1016								
Time of Service		Allowed Amount:		Staff:		lookup clear							
From: AM													
To: AM													
		Paid Amount:		Notes:									
		HIPAA Adjustment		Check to specify Rendering Provider not in the system									
		Reason Code ?											

- Click the  button to collapse the data entry field. The information will remain unless deleted by the User.
- Use the [Copy](#) link to assist data entry. The [Copy](#) link will allow you to copy a service detail line and make it applicable to multiple service dates. Copy is strictly used for service lines, extraneous information entered using the above method is not copied. To use the copy function:
 - Complete the service line.
 - Click the [Copy](#) link to the left of the line.

Click here to Copy

24.	A		B	C	D		E	F	G	H	I	J	K
Dates Of Service		POS		TOS	Procedures/ Service		Diagnosis	Charges	Units	Family Plan	EMG	COB	Local Use
From To					CPT/HCPCS	Mod(s)							
12/1/2013 12/1/2013		11			T1016								

- A calendar will appear:

Select All December 2013 Unselect All						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
CREATE DETAIL LINES CANCEL COPY						

- Place a checkmark in the days you wish to copy
- Click the **CREATE DETAIL LINES** button.
- Detail lines will be created for the dates indicated.
- Click the **SAVE** button.
- The Claim is now saved. Continue to add claims to the batch by selecting the next Consumer. Once all claims for the Provider have been entered proceed to Step 2.

Step (2) - Review and Send Batch of Entered Claims to CMH for Payment

- Click the **Claim Submission (AP)** link in the Main Menu. The Main Menu is located on the left-hand side of the Home screen. The Home screen is accessible by clicking the **Home** button in the upper or lower left-hand corner of PHOENIX.
- Click the [Step \(2\) – Review and Send Batch of Entered Claims to CMH for Payment](#) link to the right of the Main Menu.
- All of the batches will be displayed:

For Batch Dates: thru
 Batch Number: [SEARCH](#)

1 Claim Batch(es) - Ready

Batch Number	Billing Provider	Batch Date	Claims	Total Billed/ Payable	
000018 Regular	Debbie's Test Vendor (1454) - pce_bill	12/19/2013	2	5640.00 200.00	View Claims in Batch Adjudication Report Submit Claims to CMH View Batch Info

To View/Correct Claims in a Batch

The [Change](#) and [Delete](#) options described below are only available if you are the Owner of a batch. If you do not own the batch and need to change or delete claims within a batch see the instructions labeled [Take Over Batch](#).

- Click the [View Claims in Batch](#) link to the right of the batch. All of the claims included in the batch will be listed.

For Batch Dates: thru
 Batch Number: [SEARCH](#)

1 Claim Batch(es) - Ready

Batch Number	Billing Provider	Batch Date	Claims	Total Billed/ Payable	
000018 Regular	Debbie's Test Vendor (1454) - pce_bill	12/19/2013	2	5640.00 200.00	View Claims in Batch Adjudication Report Submit Claims to CMH View Batch Info

Click here to View Claims in Batch

- To view the details of the claim, click the [View](#) link to the right of the claim.
- To correct or edit the claim, click the [Change](#) link to the right of the claim. The [Change](#) link is only available if you are the person that entered the batch. Make the necessary corrections to the claim.
- To delete a claim from the batch, click the [Delete](#) link to the right of the claim. The claim will be displayed in a read-only format, click the [DELETE](#) button to confirm the deletion.

To Create an Adjudication Report

You may run a preliminary adjudication report for a batch prior to sending the batch to BABH. The adjudication report can be used to capture some data entry errors.

- Click the [Adjudication Report](#) link to the right of the batch.

For Batch Dates: 09/23/2013 thru 12/23/2013
Batch Number:

Click here to run Adjudication Report

1 Claim Batch(es) - Ready

Batch Number	Billing Provider	Batch Date	Claims	Total Billed/ Payable	
000018 Regular	Debbie's Test Vendor (1454) - pce_bill	12/19/2013	2	5640.00 200.00	View Claims in Batch Adjudication Report Submit Claims to CMH View Batch Info

- The following message will appear at the top of the screen.

Your request is being processed. Once the file has been generated, you can access it by clicking on the message icon (✉) at the top of the screen.

- Click the ✉ icon in the upper left-hand corner of PHOENIX to retrieve the report.
- Click the title of the report. The report will open in a separate window.

Click on the title of the report to view



If the adjudication report shows a duplicate service, follow the BABH Duplicate Claims Dispute Resolution policy & procedure.

To Take Over Batch

If you are not the Owner of a batch you cannot change or delete the claims within the batch. You also cannot submit the batch to BABH for payment. There may be times where it is necessary to transfer ownership of a batch.

- Click the [Take Over Batch](#) link to the right of the batch you wish to take over

Submit Claims to BABH

Once the batch is ready, i.e. all claims have been entered, all corrections have been made, send the batch to BABH for payment.

- Click the [Submit Claims to CMH](#) link to the right of the batch you wish to send. To view the batch once it has been sent use the instructions titled [View all Batches and Claims](#).

For Batch Dates: 09/26/2013 thru 12/26/2013
Batch Number:

SEARCH


1 Claim Batch(es) - Ready

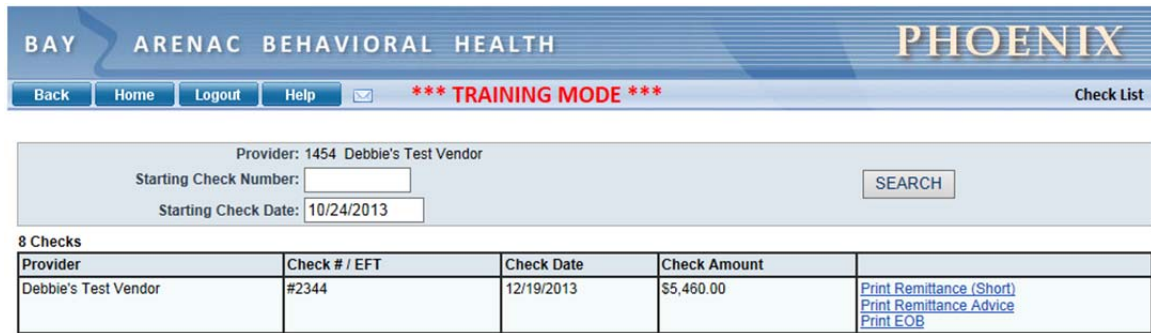
Batch Number	Billing Provider	Batch Date	C		
000018 Regular	Debbie's Test Vendor (1454) - pce_bill	12/19/2013	2	5640.00 240.00	View Claims in Batch Adjudication Report Submit Claims to CMH View Batch Info

Click here to Submit Claims to CMH

Step (3) - View Checks and Print EOB

Use this link to view checks or electronic fund transfers and view/print the remittance advice and explanation of benefits.

- Click the **Claim Submission (AP)** link in the Main Menu. The Main Menu is located on the left-hand side of the Home screen. The Home screen is accessible by clicking the  button in the upper or lower left-hand corner of PHOENIX.
- Click the [Step \(3\) – View Checks and Print EOB](#) link to the right of the Main Menu.
- The checks/EFT will be displayed. You can filter the list by check number and/or check date.




Provider	Check # / EFT	Check Date	Check Amount	
Debbie's Test Vendor	#2344	12/19/2013	\$5,460.00	Print Remittance (Short) Print Remittance Advice Print EOB


To Print Remittance Advice (Short)

- Click the [Print Remittance \(Short\)](#) link to the right of the check/EFT information.
- A separate window will open with a “Processing Request” message. The Remittance Advice will appear in this window.
- Click the “Print” icon to send the report to the printer.

To Print Remittance Advice

- Click the [Print Remittance Advice](#) link to the right of the check/EFT information.
- A separate window will open with a “Processing Request” message. The Remittance Advice will appear in this window.
- Click the  icon to send the report to the printer.

To Print Explanation of Benefits

- Click the [Print EOB](#) link to the right of the check/EFT information.
- A separate window will open with a “Processing Request” message. The Remittance Advice will appear in this window.
- Click the  icon to send the report to the printer.

View all Batches and Claims

Use this link to view all batches and claims submitted by you, the Provider, regardless of the batch status.

- Click the **Claim Submission** link in the Main Menu. The Main Menu is located on the left-hand side of the Home screen. The Home screen is accessible by clicking the **Home** button in the upper or lower left-hand corner of PHOENIX.
- Click the [View all Batches and Claims](#) link to the right of the Main Menu.
- All of the batches will be displayed. You may filter the list by Batch Status, Batch Dates and/or Batch Number.

BAY ARENAC BEHAVIORAL HEALTH PHOENIX

Back Home Logout Help *** TRAINING MODE *** Claim Batch List

Batch Status: ☒ All ☐ Unsent / Data Entry ☐ Sent to CMH for Payment ☐ Adjudicated
☐ Approved for Payment ☐ Sent to GL / Paid

For Batch Dates: 09/23/2013 thru 12/23/2013

Batch Number:

SEARCH

19 Claim Batch(es) <PREVIOUS Page 1 of 2 NEXT>

Batch Number	Billing Provider	Batch Date	Batch Status	Claims	Total Billed/ Payable	
000019 Regular	Debbie's Test Vendor (1454) - pce_bill	12/23/2013	Approved for Payment	1	5600.00 5550.00	View Claims in Batch Adjudication Report View Batch Info
000018 Regular	Debbie's Test Vendor (1454) - pce_bill	12/19/2013	Claim Data Entry	2	5640.00 240.00	View Claims in Batch Adjudication Report View Batch Info

Filter by Status, Dates and/or Number

To View all Claims in Batch

- Click the [View Claims in Batch](#) link to the right of the batch.

BAY ARENAC BEHAVIORAL HEALTH PHOENIX

Back Home Logout Help *** TRAINING MODE *** Claim Batch List

Batch Status: ☒ All ☐ Unsent / Data Entry ☐ Sent to CMH for Payment ☐ Adjudicated
☐ Approved for Payment ☐ Sent to GL / Paid

For Batch Dates: 09/23/2013 thru 12/23/2013

Batch Number:

SEARCH

19 Claim Batch(es)

Batch Number	Billing Provider	Batch Date	Batch Status	Claims	Total Billed/ Payable	
000019 Regular	Debbie's Test Vendor (1454) - pce_bill	12/23/2013	Approved for Payment	1	5600.00 5550.00	View Claims in Batch Adjudication Report View Batch Info
000018 Regular	Debbie's Test Vendor (1454) - pce_bill	12/19/2013	Claim Data Entry	2	5640.00 240.00	View Claims in Batch Adjudication Report View Batch Info

Click here to View Claims in Batch

- All of the claims included in the batch will be listed.

Batch Number 000018	Batch Status Claim Data Entry	Batch User pce_bill	Total Billed 5640.00	Total Paid 240.00
------------------------	----------------------------------	------------------------	-------------------------	----------------------

Claim #: CONID: [lookup](#) [clear](#)

Claim Status: ☒ All ☐ Paid In-Full ☐ Paid Partial ☐ Denied Days ☐ Paid Zero ☐ GL Errors [SEARCH](#)

2 Claim(s)

Claim Type	Claim #	Billing Provider	Service Provider	Client Account #	Service Date Range	Total Billed/ Allowed/ Paid	
HCFA-1500	20	DEBBIE'S TEST VENDOR (1454)	Debbie's Test Provider (1453)	CONSUMER, DEBBIE TEST (111111111) 111111111	11/01/2013 - 11/30/2013	5600.00 200.00 200.00	View Change Delete
HCFA-1500	27	DEBBIE'S TEST VENDOR (1454)	Debbie's Test Provider (1453)	CONSUMER, DEBBIE TEST 3 (333333333) 333333333	12/23/2013 - 12/23/2013	40.00 40.00 40.00	View Change Delete

- To view the details of the claim, click the [View](#) link to the right of the claim.

To Create an Adjudication Report

You may run a preliminary adjudication report for a batch here. The adjudication report can be used to capture some data entry errors.

- Click the [Adjudication Report](#) link to the right of the batch.

Batch Number	Billing Provider	Batch Date	Batch Status	Claims	Total	
000012 Paper	Debbie's Test Vendor (1454) - pce_test	12/19/2013	Paid / Sent to GL	1	5600.00 6270.00	View Claims in Batch View Comments Adjudication Report Print EOB View Batch Info

Click here to run Adjudication Report

- The following message will appear at the top of the screen.

Your request is being processed. Once the file has been generated, you can access it by clicking on the message icon (✉) at the top of the screen.

- Click the ✉ icon in the upper left-hand corner of PHOENIX to retrieve the report.
- Click the title of the report. The report will open in a separate window.



To Print Explanation of Benefits

You may only print an explanation of benefits

- Click the [Print EOB](#) link to the right of the batch.

Batch Number	Billing Provider	Batch Date	Batch Status	Claims	Total	
000012 Paper	Debbie's Test Vendor (1454) - pce_test	12/19/2013	Paid / Sent to GL	1	5600.00 6270.00	View Claims in Batch View Comments Adjudication Report Print EOB View Batch Info

Click here to Print EOB

- A separate window will open with a "Processing Request" message. The Remittance Advice will appear in this window.

- Click the  icon to send the report to the printer.

View Provider Claims by Consumer

Use this link to view the Consumer's claims.

- Click the **Claim Submission (AP)** link in the Main Menu. The Main Menu is located on the left-hand side of the Home screen. The Home screen is accessible by clicking the **Home** button in the upper or lower left-hand corner of PHOENIX.
- Click the [View Provider Claims by Consumer](#) link to the right of the Main Menu.
- Follow the on-screen instructions to search for the Consumer. Once found click the [Select](#) link to the right of the Consumer's information.

Select a Consumer Record

Please type in consumer's Case #, or Last name and First Initial and press SEARCH to locate the consumer. You may wish to use a partial name if you are not sure about the spelling.

If you cannot find the consumer by name, you may search on SSN, DOB, and/or Medicaid ID # - the greater the number of criteria entered the more accurate is the search.

1 Consumer

Last Name	First Name	Case #	Case Holder	DOB	SSN	Status	
Consumer	Debbie Test	11111111	Debbie Clinical	01/01/1994		Open	Select

- All claims for the Provider will be displayed regardless of status.
- To view the details of the claim, click the [View](#) link to the right of the claim information.
- To print the claim, click the [Print Claim](#) link to the right of the claim information.

Claim Type	Claim #	Billing Provider	Service Provider	Client Account #	Service Date Range	Total Billed/ Allowed/ Paid	
HCFA-1500 Paid / Sent to GL	13	DEBBIE'S TEST VENDOR	Debbie's Test Provider	CONSUMER, DEBBIE TEST (11111111) 11111111	11/01/2013-11/30/2013	5600.00 7600.00 6270.00	View Print Claim View Full Claim

Provider Authorization Verification Report

- Click the **Claim Submission (AP)** link in the Main Menu. The Main Menu is located on the left-hand side of the Home screen. The Home screen is accessible by clicking the **Home** button in the upper or lower left-hand corner of PHOENIX.
- Click the [Print Provider Authorization Verification Report](#) link to the right of the Main Menu.
- The following screen will be displayed.

Provider Authorization Verification Report

This report displays a list of all authorizations that are open or expired in the given date range by the selected provider. If no provider is selected, this report will be generated for all providers.

Panel Type: * All Panel Types
 Provider: 1454 Debbie's Test Vendor
 Date Range: 11/23/2013 - 12/23/2013
 Print Format: ☒ PDF ☐ Excel

Once the file has been generated, you can access it by clicking on the message icon (✉) at the top of the screen.

Generate Report

Back Home

- Enter report criteria: Panel Type, Date Range, Print Format
- Click the **Generate Report** button.
- Click the ✉ icon in the upper left-hand corner of PHOENIX to retrieve your report.



- Click the title of the report. A separate window will open the verification report will be displayed in this window.

List of Place of Service Codes

Use this link to view a list of valid Place of Service codes. These codes are used in the "POS" field on the HCFA-1500.

- Click the **Claim Submission** link in the Main Menu. The Main Menu is located on the left-hand side of the Home screen. The Home screen is accessible by clicking the **Home** button in the upper or lower left-hand corner of PHOENIX.
- Click the [List of Place of Service Codes](#) link to the right of the Main Menu.
- A list of the codes will be displayed.

Place of Service

Search for:

SEARCH

25 Records.

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		OK to Use?	
01-Pharmacy	01	Y	
03-School	03	Y	
04-Homeless Shelter	04	Y	
09-CCI / Jail / Prison	09	Y	
11-Office	11	Y	
12-Home	12	Y	
13-Assisted Living Facility	13	Y	
14-Group Home (AFC)	14	Y	
15-Mobile Unit	15	Y	
16-Phone Contact	16	N	

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- To search for a specific location, enter the location in the "Search for" field and click the

SEARCH

 button.