- Enter the subscriber's last name number in the box labeled "Last Name" on the left.
- Enter the subscriber's first name in the box labeled "First Name" on the left.
- Enter the subscriber's date of birth in the box labeled "Date of Birth" on the left. ***NOTE:*** This must be in mm/dd/ccyy format.
- Enter the date the inquiry is for in the box labeled "Benefit Inquiry Date" on the left. ***NOTE:*** This defaults to the current date, which is all that is needed in most cases. It also must be in mm/dd/ccyy format.

Search by Repository Number

- Enter the repository number in the box labeled "Repository Number" on the left.
- Click Search Rep Num to see the results.

Search by Enrollee Info

- Enter the enrollee's social security number in the box labeled "SSN" on the left.
- Enter the enrollee's last name in the box labeled "Last Name" on the left.
- Enter the enrollee's first name in the box labeled "First Name" on the left.
- Enter the enrollee's date of birth in the box labeled "DOB" on the left. ***NOTE:*** This must be in ccyymmdd format.
- Click Search Enrollee to see the results.

Eligibility

- The Eligibility screen can be reached by clicking ELIGIBILITY in the navigation bar.
- Not all of the boxes need to be filled out for an eligibility inquiry, though certain combinations of boxes must be filled in for an inquiry to be successful.
- The three valid combinations are listed at the bottom of the screen, as shown below.

- Enter the subscriber's social security number in the box labeled "Subscriber SSN" on the left.

- Clicking in the box to the left of any filename will put a check in the box allowing you to then delete the remote copy of that file by clicking Delete Selected.
- Clicking in the box to the left of **Select/Deselect All** will put a check in the boxes to the left of all filenames listed, allowing you to then delete them all by clicking Delete Selected.

Inquiries

Purpose

The purpose of this section is to detail the methods available for checking into the status of individual claims and for checking into the eligibility of coverage for individual patients.

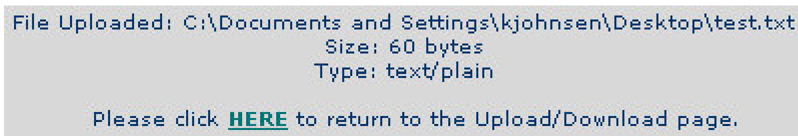
Claim Status

- The Claim Status screen is reached by clicking **CLAIM STATUS** in the navigation bar.
- The screen is divided into three sections:
    - Search For a Claim by Claim Number
    - Search For a Claim by Repository Number
    - Search For a Claim by Enrollee Info
- You will only be using one of these sections at a time, so filling out the boxes in all three sections is not necessary.

Search by Claim Number

- Enter the claim number in the box labeled "Claim Number" on the left.
- Click Search by Claim to see the results.

- Click Browse... to bring up a window that will let you choose the file to upload.
- Navigate to the file you wish to upload and either double-click on it, or click once to highlight it, then click Open.
- You will see the full path to the file you selected listed in the space to the left of the Browse... button.
- Click Upload File to send your file for processing.
- You should see a confirmation like the one below.



- Click on the link labeled HERE to return to the Upload/Download page.
- You will see your file listed on the right side of the screen under the heading **Uploads Pending Processing**, along with the date and time it was uploaded.
- Once your file has been processed, you will see it listed on the left side of the screen under the heading **Uploads Successfully Processed**, along with the date it was processed.

Download

- Downloading files is done using the upper portion of the Upload/Download screen.

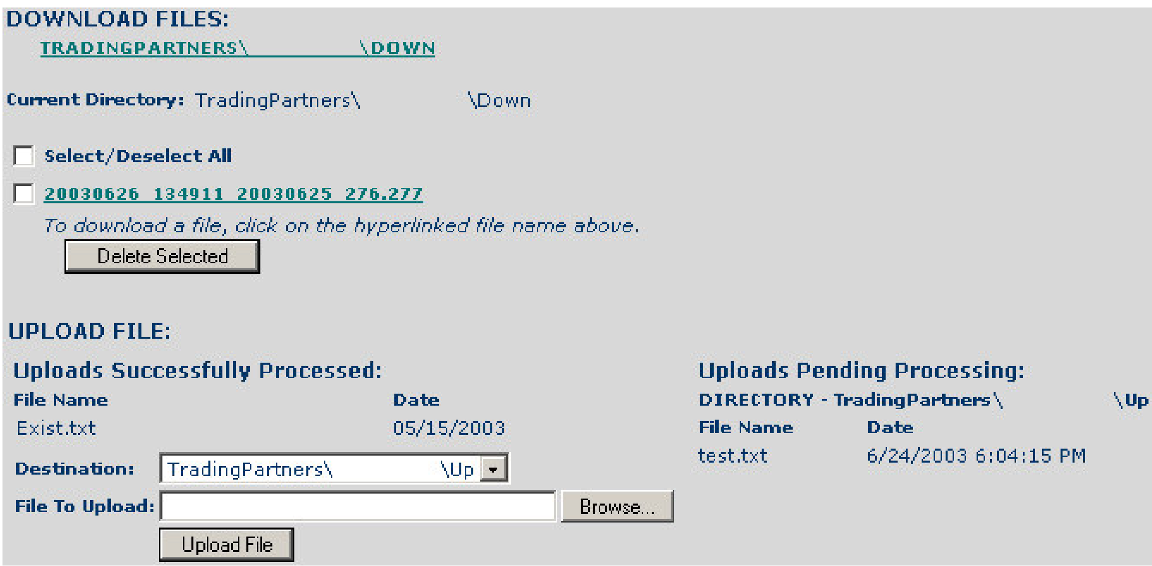
- Beneath the words "DOWNLOAD FILES:" there will be a list of one or more directories where files will be stored.
- Clicking on the underlined directory will set it as the "Current Directory," below, displaying all files in the directory.
- If it is already the current directory, clicking on the link will refresh the list of available files for download.
- Clicking on an underlined filename will allow you to download that file.

- Enter the desired information in the appropriate fields.
- If you want your updated information e-mailed to you, be sure to check the box labeled "Check to Email Information."
- If you make a mistake, click Reset to set all fields to their last saved state.
- Click Submit Info when you have finished, in order to save the changes you have made.

Upload/Download

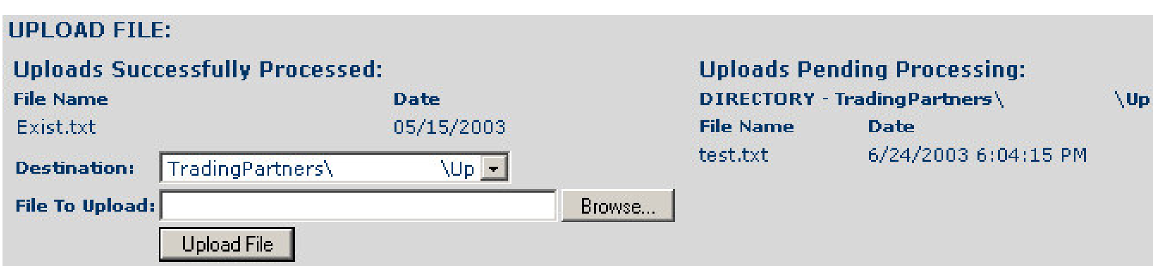
Purpose

This section will detail how to upload batch files for processing and how to download responses sent back by the payor.

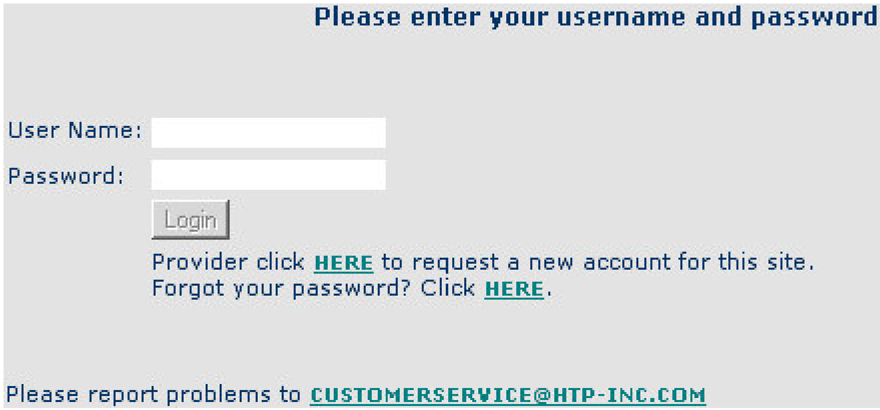


Upload

- Click on **UPLOAD/DOWNLOAD** in the navigation bar bring up a screen similar to the one above.



Getting Started

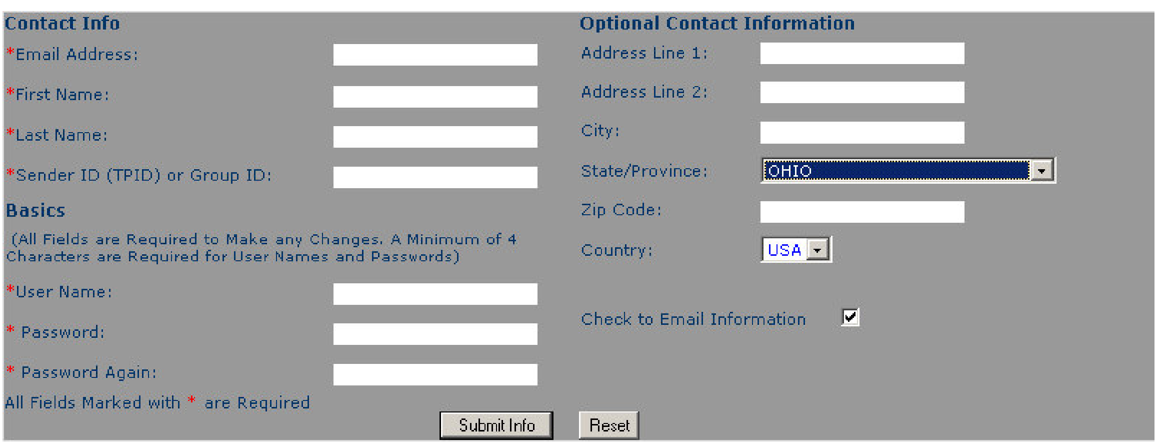


Logging In

Once you enter your User Name and Password, click Login. You will see a navigation bar on your screen like the one below.

Modify Profile

Click on Modify Profile in the navigation bar to bring up your personal profile.



The information displayed is that which you entered when creating the account. Use this screen to verify or change required information, or to add to optional contact information. Instructions for updating this information follow. ***NOTE:*** If your e-mail address changes, or was entered wrong, be sure to change it here. If you forget your password, you will only be able to have it e-mailed to this address.

HIPAA Transaction Manager

User's Guide for Provider

Plumbers & Steamfitters Local 106

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