

PCC 2013 Users' Conference

Adding a New Provider



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Adding a New Provider

What This Session Will Cover

- Contact Your Insurance Companies
- Configure Partner
 - Tables
 - Scheduling
 - Claims Submission
- Notify
- learn.pcc.com



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Adding a New Provider

Optional Partner Configuration

- Add them as users to the Partner server
- Set them up with Pocket Partner if you have it.



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Adding a New Provider Partner – Provider Table

- You need a provider to create appointments and post charges.
- Use the new provider group for the new provider.
- Enter in any provider ID numbers, especially the NPI, tax id, and taxonomy codes, all typically needed for claims submission.



Adding a New Provider Partner – Provider Table

PROVIDER INFORMATION Adding Entry

Provider Name:	Jeff Smith, M.D.	Type:	Real
Short Name:	Dr. Smith		
Last Name:	Smith		
Initials:	JFS		
Prov Group:	Smith		
EHR User:	Test ProviderOne, M.D. (provider1)		
Ins Name:		Blue Shield #:	
Ins Code:		Medicare #:	
Taxonomy Code:	208000000X	Medicaid #:	
Site ID #:		UPIN #:	
Tax ID #:	121234567	CHAMPUS #:	
S/S #:		Commercial #:	
NPI #:	1234568901	Location #:	

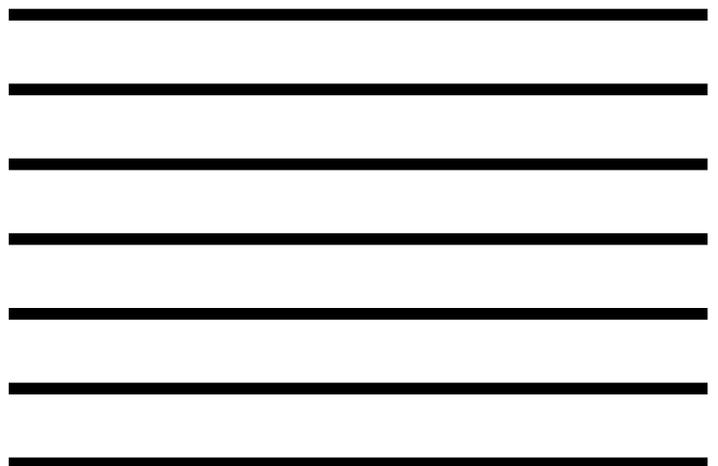
Save And



Adding a New Provider Partner – Provider Table

Partner 6.15 includes EHR User field

- Links a provider to an EHR User
- Not required until 6.17
- * field



Adding a New Provider Partner – Provider Table

PROVIDER INFORMATION Adding Entry

Provider Name: Type:

Short Name:

Last Name:

Initials:

Prov Group:

EHR User:

Ins Name: Blue Shield #:

Ins Code: Medicare #:

Taxonomy Code: Medicaid #:

Site ID #: UPIN #:

Tax ID #: CHAMPUS #:

S/S #: Commercial #:

NPI #: Location #:

Save And

Adding a New Provider Partner

Scheduling

- Visit reason lengths (ted)
- Provider profiles, aka hours (profile)
- Provider calendar (scrod)
- Blocking (sick, recheck, labels, etc.)
- ced configuration

Adding a New Provider Partner – Scheduling

- Visit reason lengths (ted table #7)
 - Update lengths for the new provider on each visit reason

VISIT REASON INFORMATION Entry 2 of 98

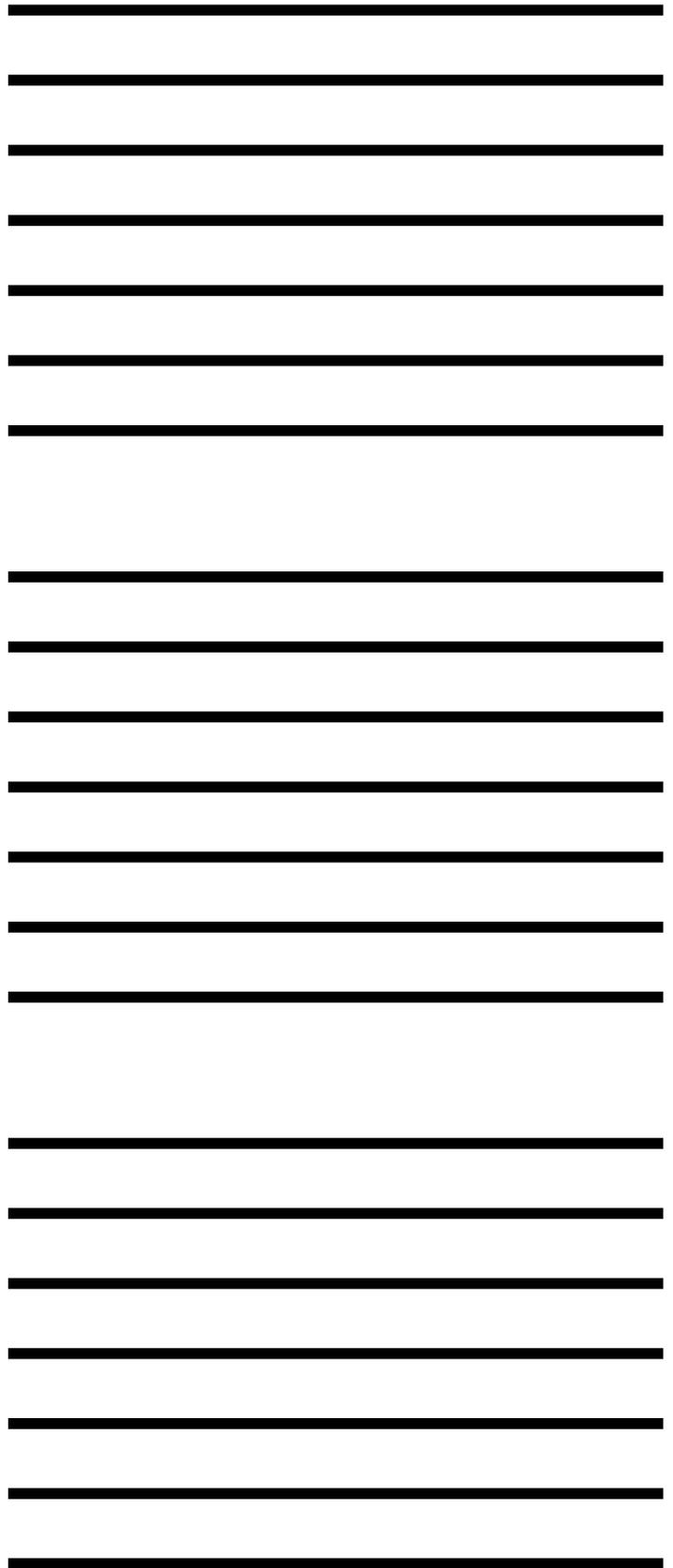
Visit Reason: Print Encounter Form:

Visit Lengths:

Provider	Length	Provider	Length	Provider	Length	Provider	Length
Woodward	30.0	Office	0.0	Williams	30.0	Jones	30.0
Gomez	30.0	Davidson	30.0	Flu	0.0	Casey	30.0
		Smith	0.0				

Save And

Quit



Adding a New Provider Partner – Scheduling

- Provider Profiles (profile)
 - Add hours to each profile used in your office

WEEKLY PROVIDER SCHEDULE
 Jeff Smith, M.D.
 - REGULAR WORKING HOURS -

SMPL: 9:30am-11:30am, O 1 pm - 4:30pm, N 7pm - 9pm, S

Mon:	9:00am-12:00pm, O	1:30pm- 5:00pm, O		
Tue:	1:30pm- 5:00pm, O			
Wed:	9:00am-12:00pm, O	1:30pm- 5:00pm, O		
Thu:	9:00am-12:00pm, O	1:30pm- 5:00pm, O		
Fri:	9:00am-12:00pm, O	1:30pm- 5:00pm, O		
Sat:				
Sun:				
Week:				
Any:				

REGULAR POD SHORT ROUNDS MORNING EVENING WEEKEND

Save Changes Shift Left Shift Right

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Adding a New Provider Partner – Scheduling

- Provider Calendar (scrod)
 - Add new provider to the work calendar

Provider Schedule
 July 2013 - Profile Assignment

	21 Sun	22 Mon	23 Tues	24 Wed	25 Thurs	26 Fri	27 Sat
Default:	O Day Of						
Casey	R Regula	Def					
Davidson	R Regula	Def					
Gomez	R Regula	R Regula	Strange	R Regula	R Regula	R Regula	Def
Williams	R Regula	O Day Of	Def				
Smith	R Regula	O Day Of	R Regula	R Regula	R Regula	R Regula	Def

Save Changes Strange Hours Set To Default View Profile Toggle (P)OD

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Adding a New Provider Partner – Scheduling

- Blocking
 - Add new provider to your blocking configuration files
 - Call / email support if you need help with this

Block Configuration

- Remove Blocks - Newborn Available Blocks
- Remove Blocks - Sick Visit Blocks
- Edit - Newborn Available Blocks
- Edit - Sick Visit Blocks
- List - Newborn Available Blocks in Schedule
- List - Sick Visit Blocks in Schedule
- Place - Newborn Available Blocks
- Place - Sick Visit Blocks
- Edit Table - Visit Reasons (ted -t 7)
- Edit Table - Providers (ted -t 8)
- Edit Table - Profile (ted -t 20)

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Adding a New Provider Partner – Scheduling

- Editing blocking (cscb) files
 - Call support if you need help with this

```
#Format:
# provider-day-start-time-end-time-location
#
# Example: Welby,Zhivago-mon,tue,wed,thu,fri-10:00am-10:10am-Office
#
#
casey-mon,tue,wed,thu,fri-9:00am-9:15am
casey-mon,tue,wed,thu,fri-10:00am-10:15am
casey-mon,tue,wed,thu,fri-11:00am-11:15am
casey-mon,tue,thu-1:00pm-1:15pm
casey-mon,tue,thu-2:00pm-2:15pm
williams-mon,tue,wed,thu,fri-9:15am-9:30am
williams-mon,tue,wed,thu,fri-10:15am-10:30am
williams-mon,tue,wed,thu,fri-11:15am-11:30am
williams-mon,tue,thu-1:15pm-1:30pm
williams-mon,tue,thu-2:15pm-2:30pm
smith-mon,tue,wed,thu,fri-9:30am-9:45am
```

File Name: /data/lynn/sched/cscb.oneday Mode: insert
 Save Unix Help Print Restart Format Delete Edit New
 Quit Shell File Para. Line File



Adding a New Provider Partner – Scheduling

- ced options you may wish to change

```
System Files Page 5 of 24
The Scheduler
SAM CONFIGURATION
16. What providers should be shown in Day View? (ted -S, space delimited)
75. Should provider groups be processed in a random order? Yes
77. What is the name of the first group?
any
78. Enter the ted -S numbers of providers in this group.
(space delimited)
2 5 7 8
```



Adding a New Provider Partner – ted -S

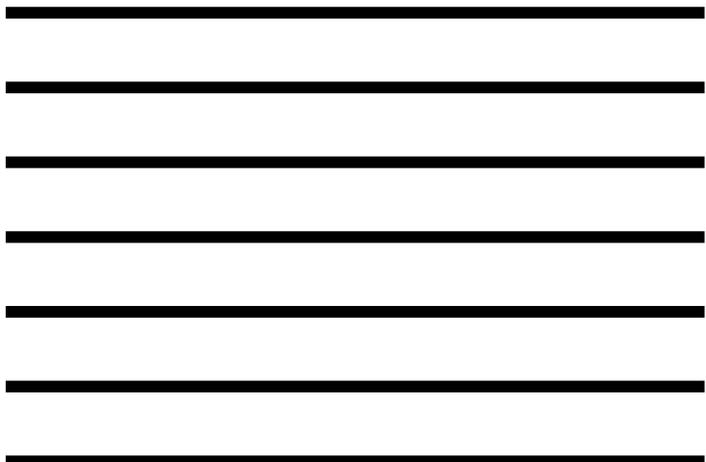
What does ted -S do?

Normal ted, sorted alphabetically by last name.

- | FULL NAME |
|----------------------------|
| 1) None |
| 2) Elizabeth Casey, M.D. |
| 3) James Davidson, M.D. |
| 4) Flu |
| 5) Kathleen W. Gomez, M.D. |
| 6) Fred Jones, M.D. |
| 7) Office |
| 8) Jeff Smith, M.D. |
| 9) Mark Williams, M.D. |
| 10) Alfred Woodward, M.D. |

ted -S, sorted in the order added to the table.

- | FULL NAME |
|----------------------------|
| 0) None |
| 1) Office |
| 2) Mark Williams, M.D. |
| 3) Fred Jones, M.D. |
| 4) Alfred Woodward, M.D. |
| 5) James Davidson, M.D. |
| 6) Flu |
| 7) Elizabeth Casey, M.D. |
| 8) Kathleen W. Gomez, M.D. |
| 9) Jeff Smith, M.D. |



Adding a New Provider Partner

Claims Submission

- Credentialing!
- Provider Table
 - Real vs. Not Real
- Provider IDs (provids)
- EDI Claims



Adding a New Provider Partner – Claims Submission

- Provider Table: Provider Type
 - Not Real, Real, Retired

PROVIDER INFORMATION		Adding Entry	
Provider Name:	Jeff Smith, M.D.	Typ	Not Real
Short Name:	Dr. Smith		Office
Last Name:	Smith		Real
Initials:	JFS		Retired



Adding a New Provider Partner – Claims Submission

Provider IDs (provids)

Edit Provider IDs for which batch?

ECS - Keystone
ECS - Aetna
ECS - BCBS
ECS - Cigna
HCFA Forms - Generic
HCFA Forms - Medicaid
HCFA Forms - Aetna
HCFA Forms - BCBS
HCFA Forms - Cigna
QUIT



Adding a New Provider Partner – Claims Submission

Electronic Claims - ENVOY Provider 9 of 9

PROVIDER: Dr. Smith	Tax ID:
Taxonomy Code:	NPI:

ALTERNATE CLAIM/BILLING PROVIDER
The table values for this provider will appear on the claim.

Claim Provider: Dr. Casey	Tax ID: 093827873
Taxonomy Code: 928349758X	NPI: 1111111111

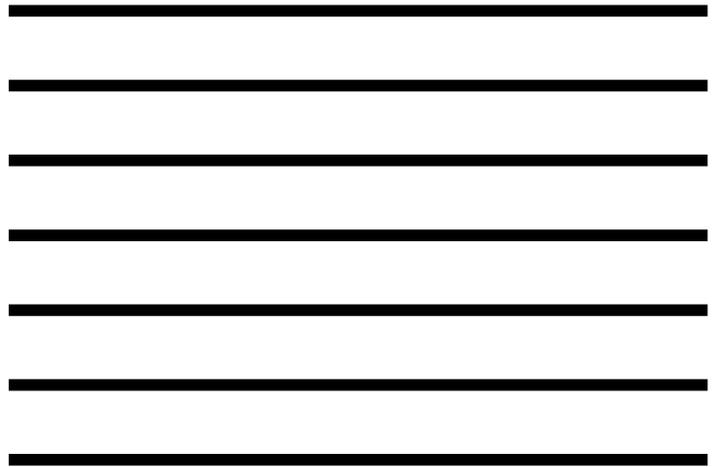
PROVIDER TABLE OVERRIDE
Use these fields to override the above values.

Provider Name:	Tax ID:
Taxonomy Code:	NPI:

LEGACY CLAIM IDS
These values are used for Pre-NPI insurance claim configurations.

Ins ID:	3rd ID:
Alt ID:	4th ID:
Eligibility ID:	Jump to Prov:

Save & Quit Scroll Back Scroll Forward Jump to Provider



Adding a New Provider Partner – Claims Submission

- EDI Claims
 - Call support and ask them to add the new provider to the EDI configuration file so visits for this provider will not drop to paper!



Adding a New Provider

Adding a New User (useradmin)

- <F2> Add a new user to the system

Add User

New User's Full Name:	Jeff Smith
New User's login Name:	jsmith

Add User



Adding a New Provider

Pocket Partner

- Assign the new provider a PIN
 - <https://ACRONYM.pcc.com/pp/admin/>
 - Login
 - Assign PINs
 - Select the new provider
 - Enter in a new PIN
 - Click Submit



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Adding a New Provider

Pocket Partner

- Setup Pocket Partner on their iPhone/iPad/iPod touch
 - Follow the directions:
http://learn.pcc.com/Content/PocketPartner/PP_Intro.htm



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Adding a New Provider

Notify

- If you use Notify be sure to call PCC Software Support and have them update your notify configuration to include the new provider!
 - Televox can take up to two weeks to update their provider mapping for your practice, so do not wait until the new provider starts to call us.



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- Find out more at learn.pcc.com:
 - Partner
 - Partner Program Configuration
 - Providers
 - <http://learn.pcc.com/Content/Partner/PartnerConfiguration/AddConfigProv/AddConfigProvIntro.htm>
 - Pocket Partner
 - Administration and Customization
 - http://learn.pcc.com/Content/PocketPartner/PPAdmin/PP_AdminIntro.htm



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Recap

- Insurance Companies
- Partner
 - Tables
 - Scheduling
 - Claims Submission
- Add Partner user
- Setup Pocket Partner
- learn.pcc.com



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