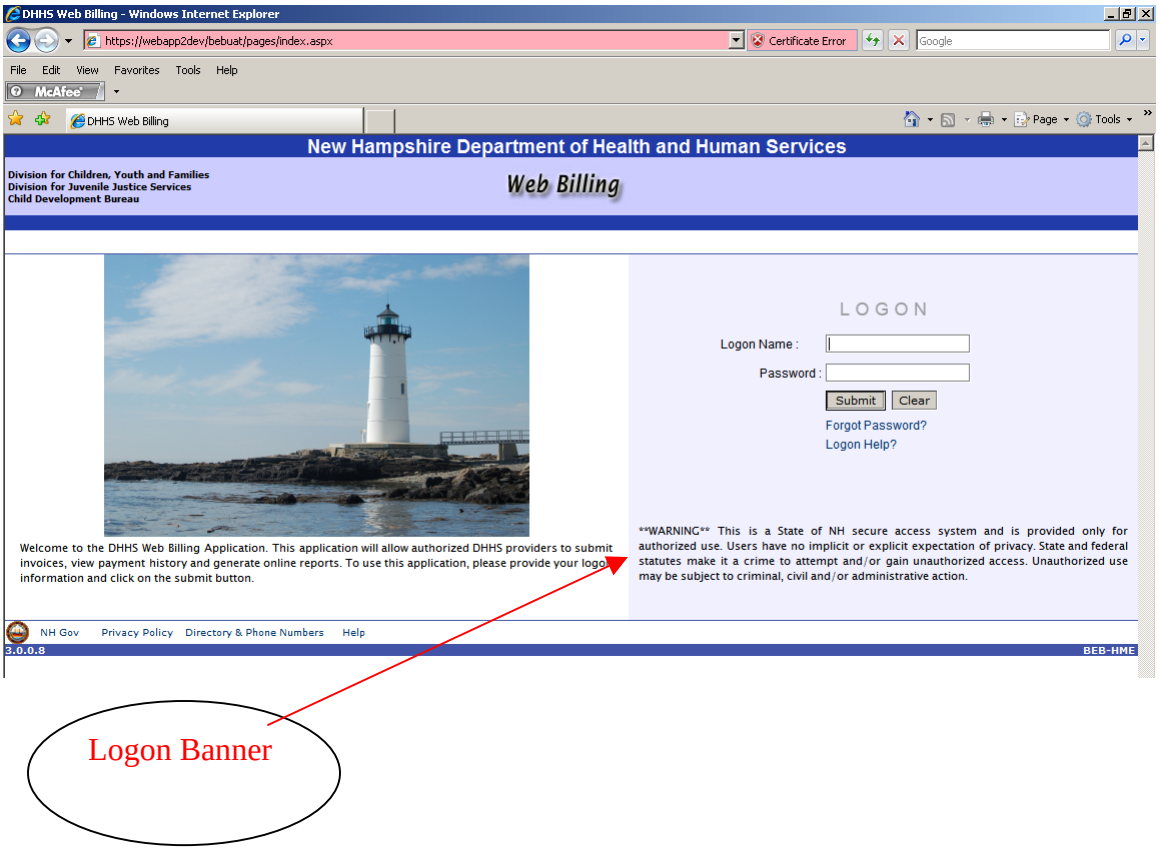
COMMUNITY BASED/RESIDENTIAL PROVIDER WEB BILLING ENHANCEMENTS

EFFECTIVE: 5-6-2011



Logon Banner

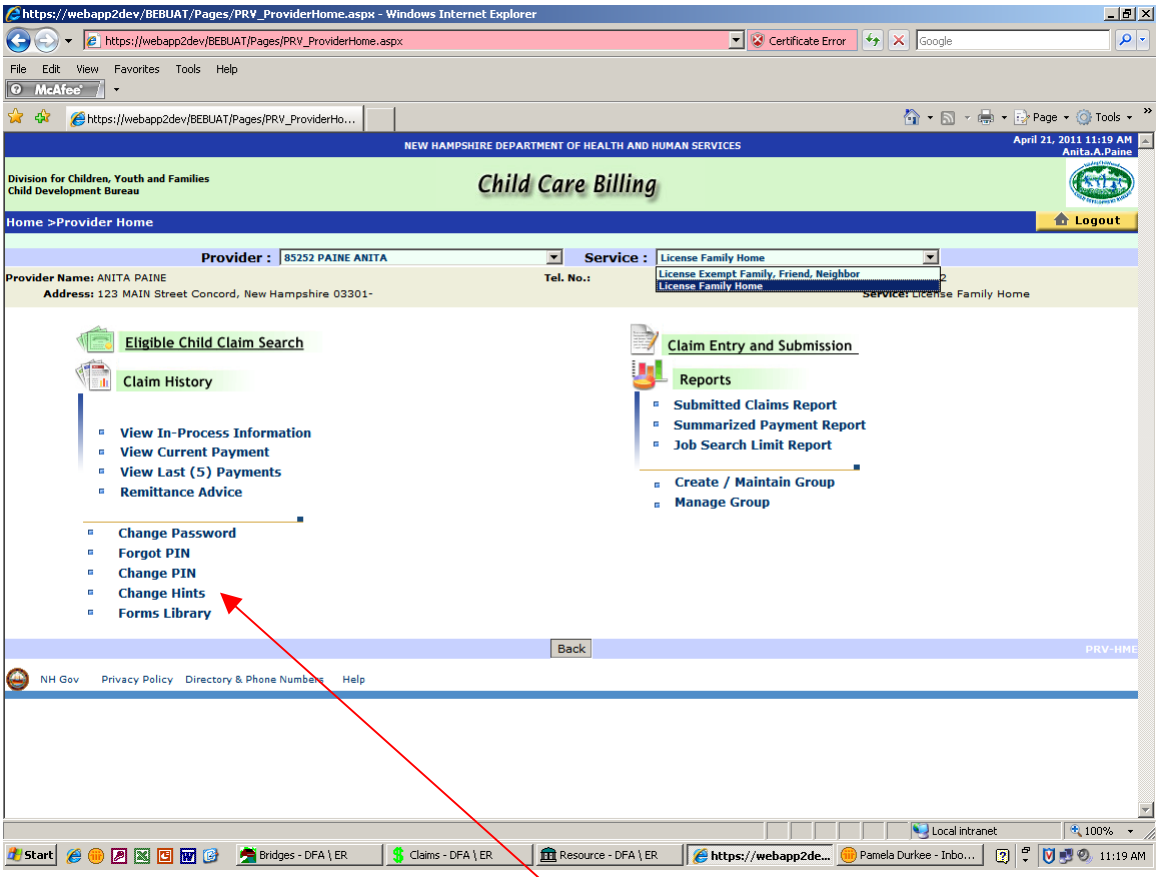
LOGON SCREEN

It is very important to remember that unauthorized use of the Web Billing application is prohibited.

A Logon Banner has been added to the Logon page.

This banner states:
Warning This is a State of NH secure access system and is provided only for authorized use. Users have no implicit or explicit expectation of privacy. State and federal statutes make it a crime to attempt and/or gain unauthorized access. Unauthorized use may be subject to criminal, civil and/or administrative action.

Remember it is important to comply with the requirements in your provider agreement and to bill weekly for services provided.



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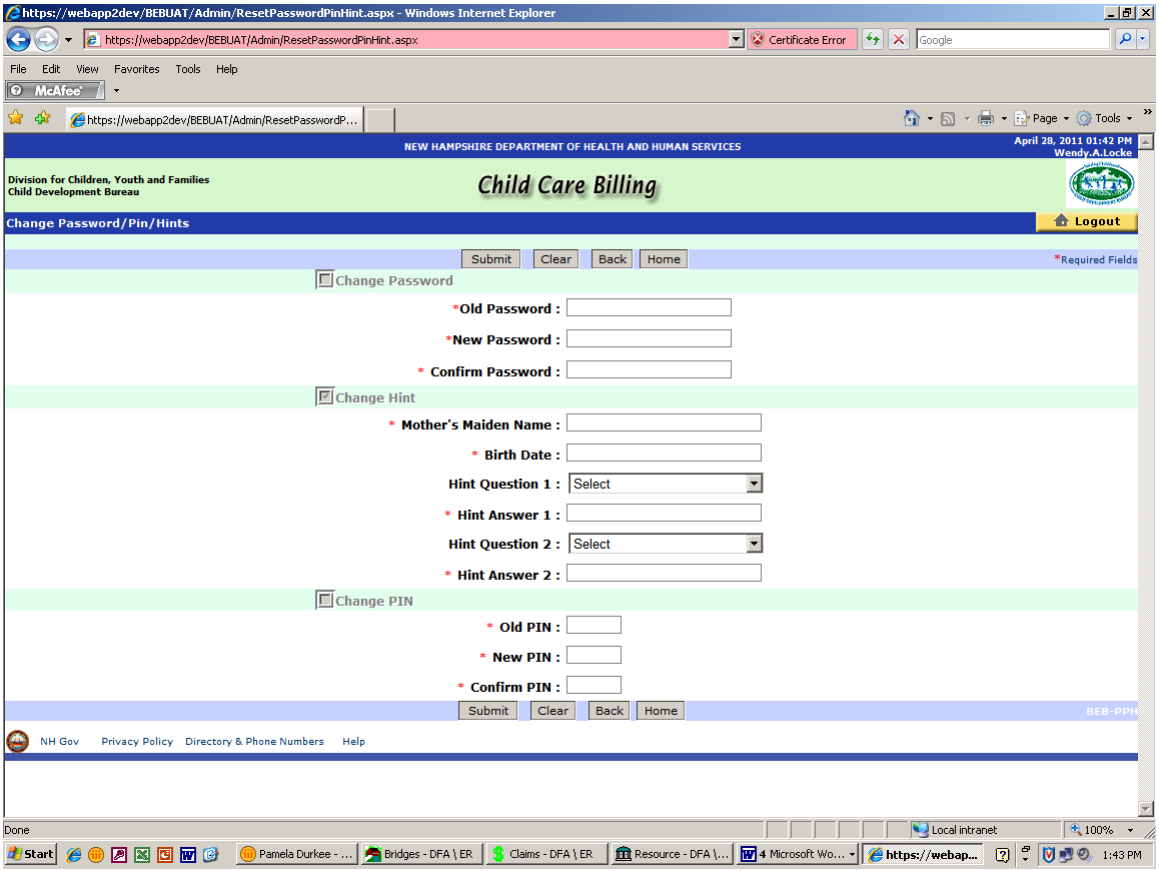
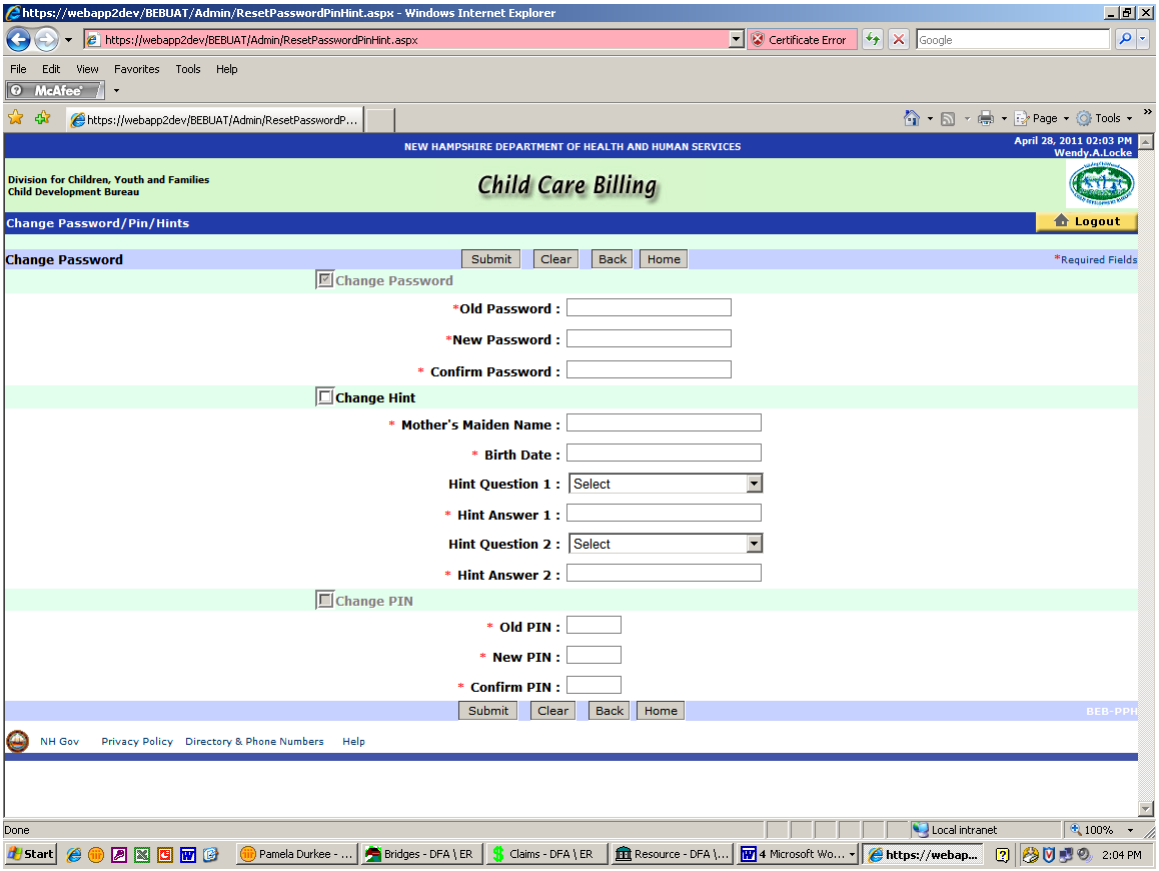
Hints can be changed at any time by clicking on:
Change Hints

CHANGE HINTS

The Change Hints link allows the user to change their hints by selecting this link. Selecting this link will bring up the Change Hints screen. Users are unable to change their password from the Change Hints screen.



Remember: When changing your hints, you must always enter Mother's Maiden Name and Birth Date (mm/dd/yyyy).



CHANGE PASSWORD

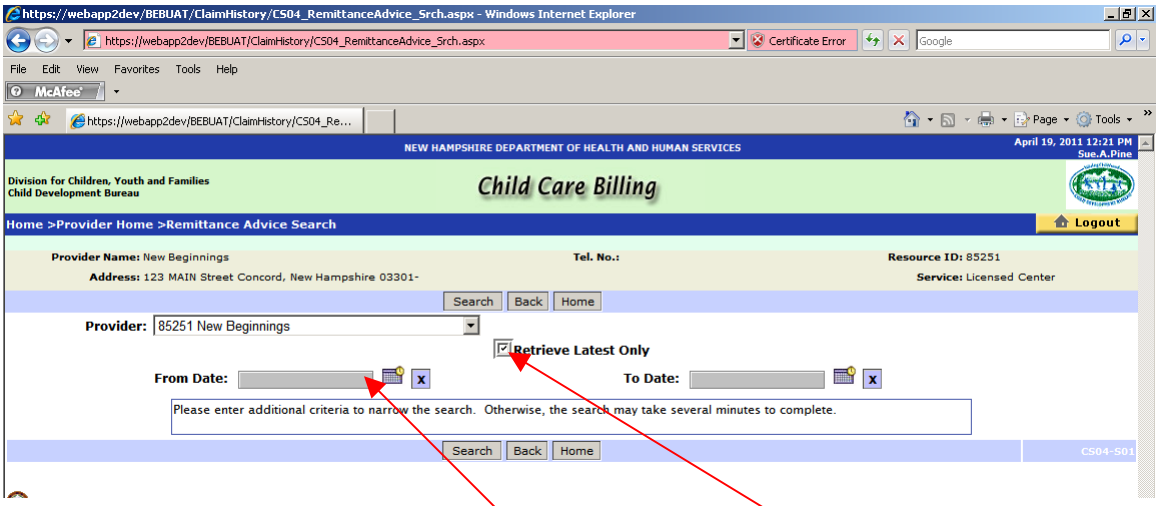
The Change Password screen allows the user to change his/her password by entering the Old Password, entering the New Password and Confirm Password by entering the new password again.

The Change Hint section is enabled on this screen. Users can change their Hints from this screen as well as through the Change Hint screen.

NOTE: If the error message "Error has occurred. Please try again." appears in the message tool bar when the user is attempting to change the password, please retype the password. The error is indicating that the user typed the current password incorrectly.

IMPORTANT:
The application will not allow a user to reuse a specific password until at least 10 other passwords have been used. The new password must not be one of the last 10 passwords already used.

A password must be active for at least one 24-hour period, before the password can be changed again, even if the password has never been used before.



Enter a date range

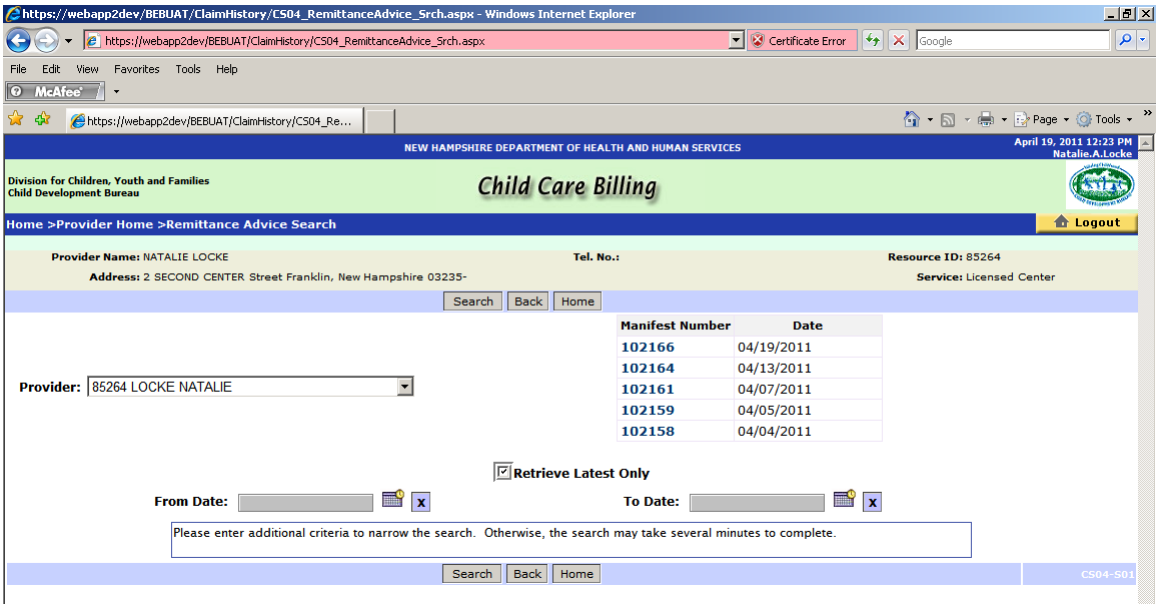
Click to retrieve only the latest Remittance Advice (RA)

REMITTANCE ADVICE (RA) SEARCH

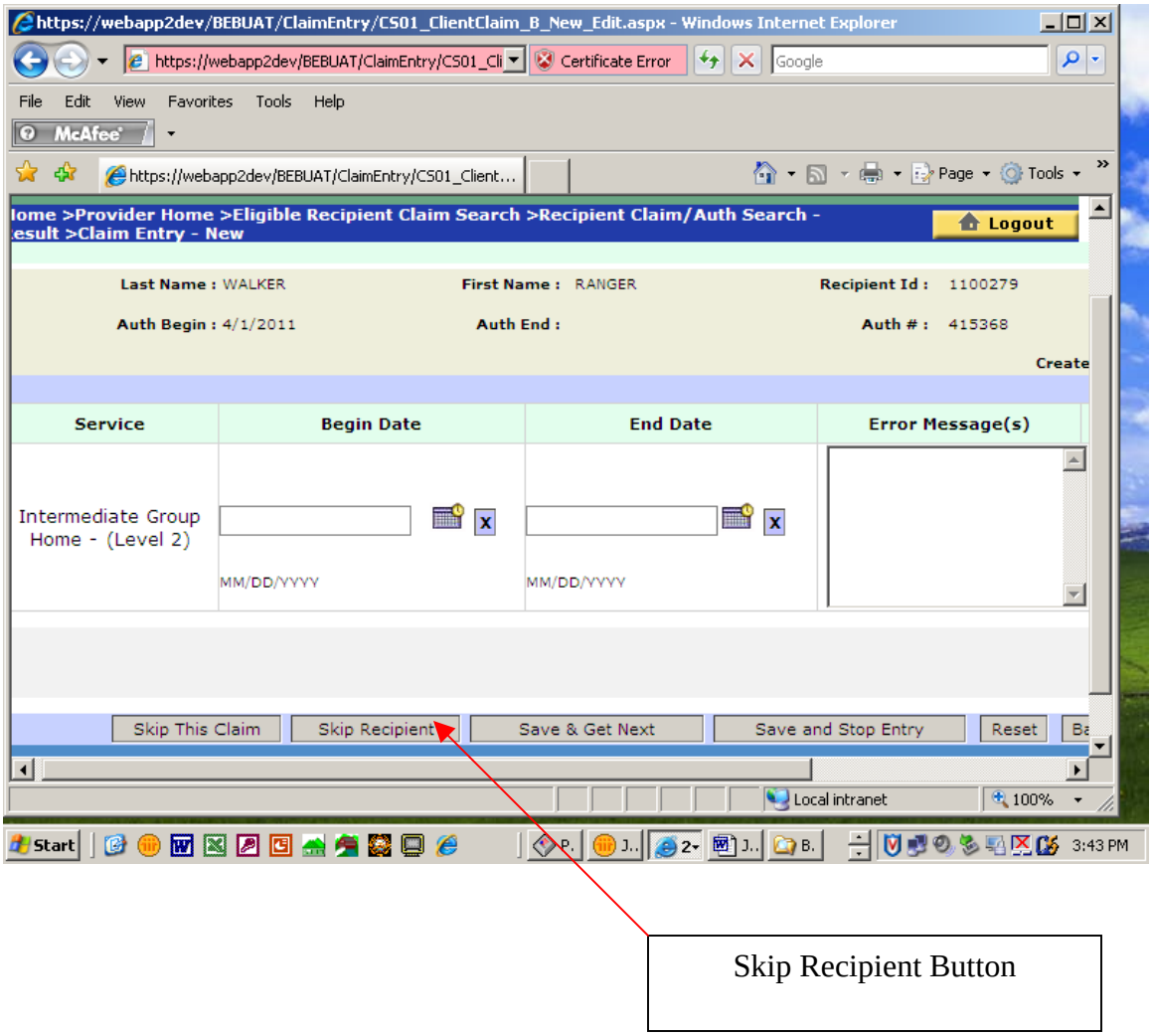
Retrieve Latest Only option has been added to the Remittance Advice Search criteria. By selecting this option the user will receive the latest Remittance Advice only. The response time has been improved when accessing the Remittance Advice and also all other reports specifically the Summarized Payment Report.

Providers can search for and view any Remittance Advice issued within the last 18 months. Users have the ability to select begin and end dates for the Remittance Advice search to request a specific timeframe by using the calendar or entering a date. If no date is selected the application will take additional time to retrieve the data and will present results for all RAs issued in the last 18 months.

Users are encouraged to enter a date range to narrow the search; otherwise the application may take additional time to display.



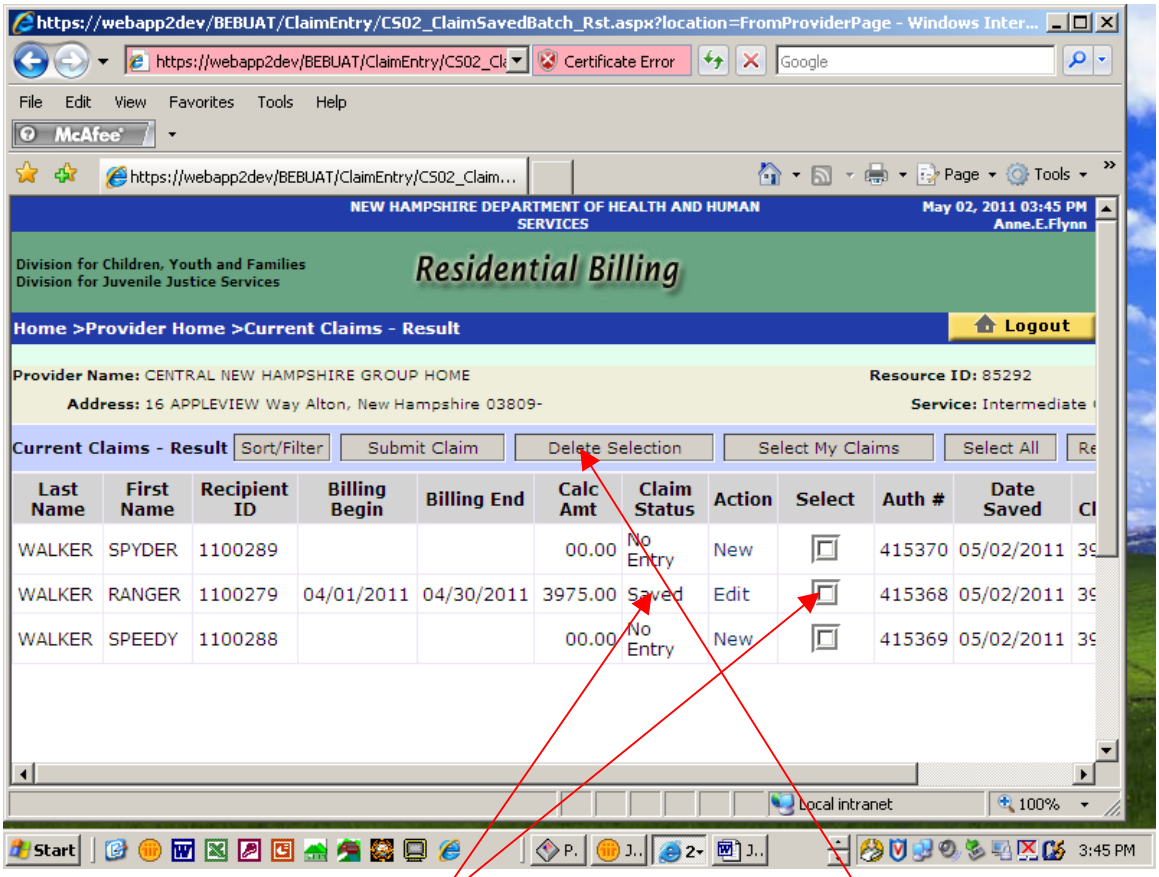
If a date range is specified OR if no dates are indicated the application will display each Remittance Advice. The user must click on the Manifest Number to display the specific Remittance Advice. There may be multiple pages of RAs, which will be indicated by the scroll bar on the side of the page.



Skip Recipient Button

WEB SKIP RECIPIENT BUTTON

Skip recipient button shown above is now functioning correctly for community based services and residential services. If you saved the name of a recipient in error from the list of eligible recipients, click on the Skip Recipient button. The next recipient will be available for billing.



Identify the Saved recipient and click the Select box

Delete saved claim

WEB VOIDED AUTHORIZATIONS

A good practice is to review the list of eligible recipients and their authorization numbers prior to submitting the claims previously saved. If a recipient has a different authorization number, click on claim entry and submission from the provider home page. The Current Claim Result - screen shown above will be displayed. Click on delete selection for the recipient with a new authorization number. Return to the provider home page and select the recipient again and submit a new claim with the correct authorization number.