

The background features a complex geometric pattern of overlapping circles in light blue, teal, orange, and yellow. In the center is a teal circle containing a white silhouette of a person's head and shoulders. Two small colored dots, one purple and one green, are positioned on the right side of the pattern.

R6 SmartCare

Provider Guide for Claims

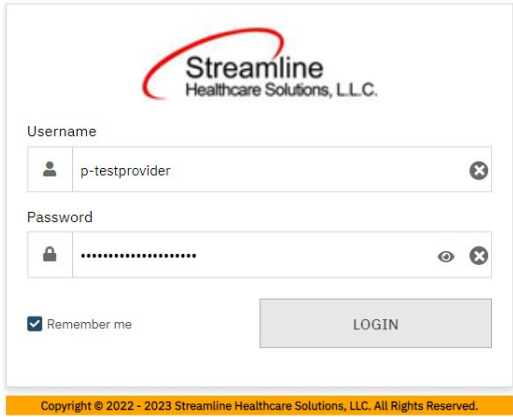
Revised 6/8/2023

Login

Go to: <https://choicessc.smartcarenet.com/ChoicesSmartcareProd/Login.aspx>

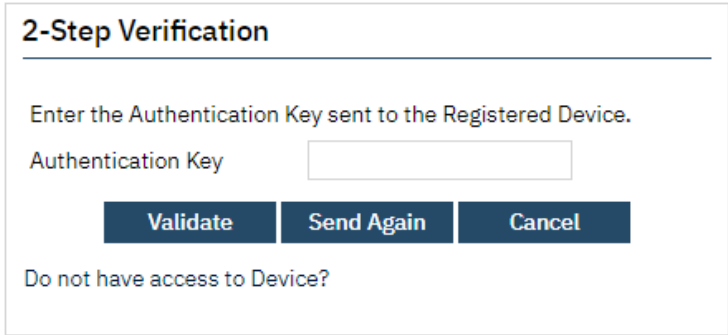
Username and Password

You will receive an initial username and password from Choices.



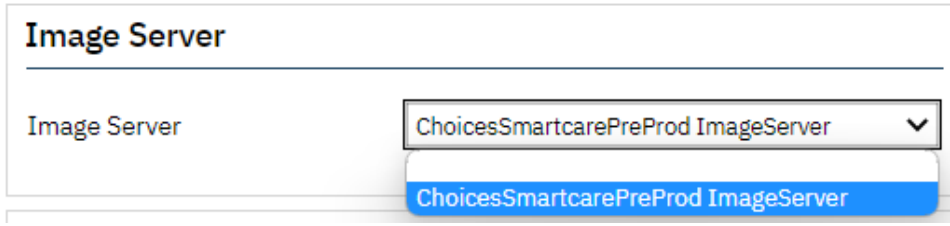
The login form for Streamline Healthcare Solutions, L.L.C. features the company logo at the top. Below the logo are two input fields: 'Username' with the text 'p-testprovider' and 'Password' with masked characters. A 'Remember me' checkbox is checked. A 'LOGIN' button is positioned to the right of the password field. At the bottom, a copyright notice reads: 'Copyright © 2022 - 2023 Streamline Healthcare Solutions, LLC. All Rights Reserved.'

The system requires 2-Step Verification. This verification will be sent to your email or phone number.



The '2-Step Verification' form prompts the user to 'Enter the Authentication Key sent to the Registered Device.' It includes an input field for the 'Authentication Key' and three buttons: 'Validate', 'Send Again', and 'Cancel'. A link 'Do not have access to Device?' is located at the bottom.

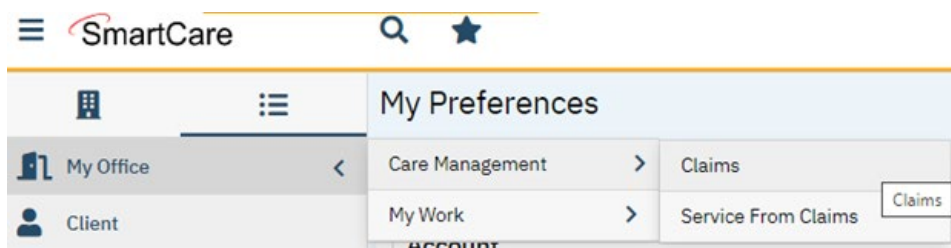
On the My Preferences page, change **Image Server** to **ChoicesSmartcareImageServer** in the drop down. Click **Save** in the upper right corner.



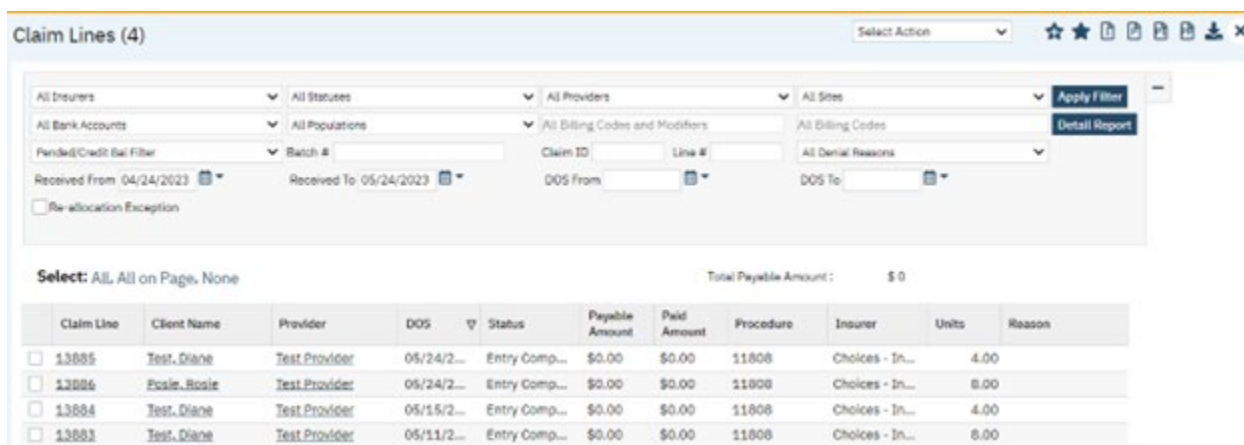
The 'Image Server' dropdown menu is shown with the current selection 'ChoicesSmartcarePreProd ImageServer'. The dropdown list is open, showing the same option selected.

To Enter a Claim

Go to the **My Office > Care Management > Claims**

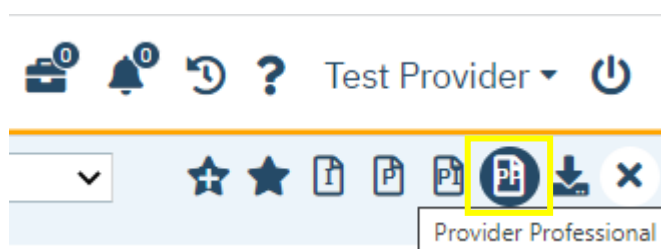


The Claim Lines screen will open where you can view the status of Claim items that have been entered.

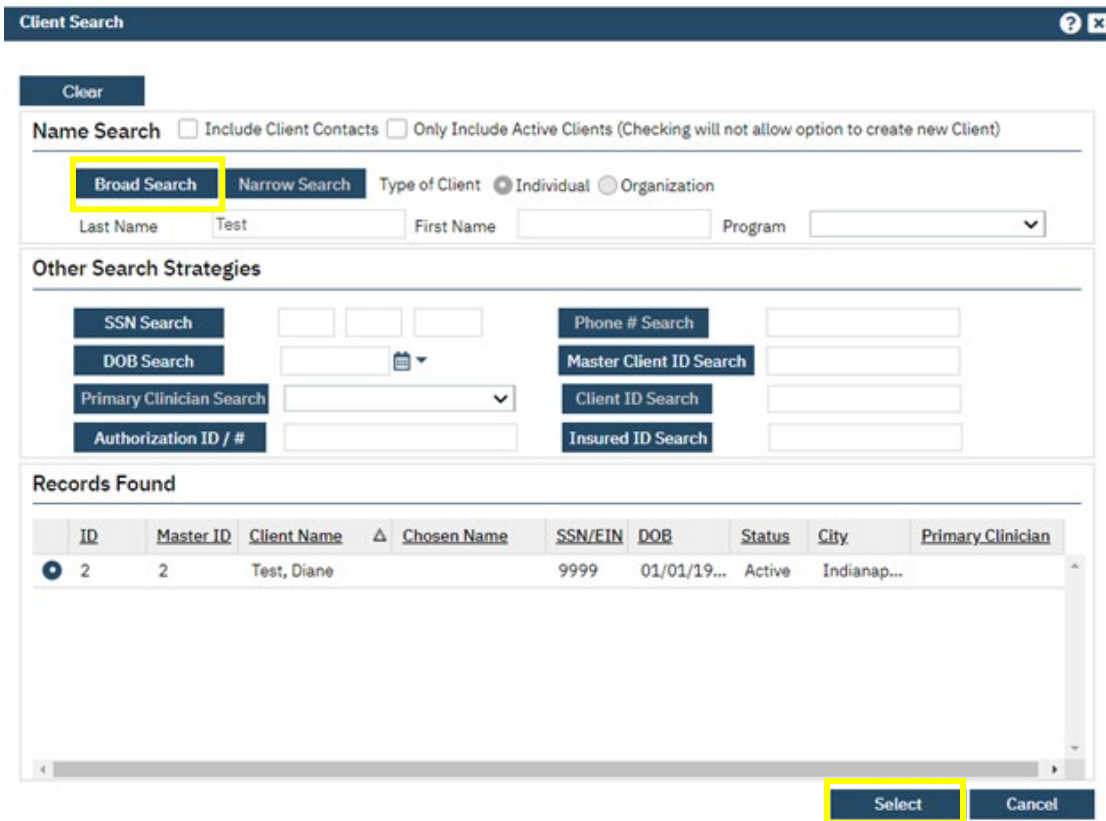


To Enter a New Invoice

To enter a new invoice manually, click on the icon called “PP” in the upper right corner. (When you hover over the icon, it should say “Provider Professional Claim.”)



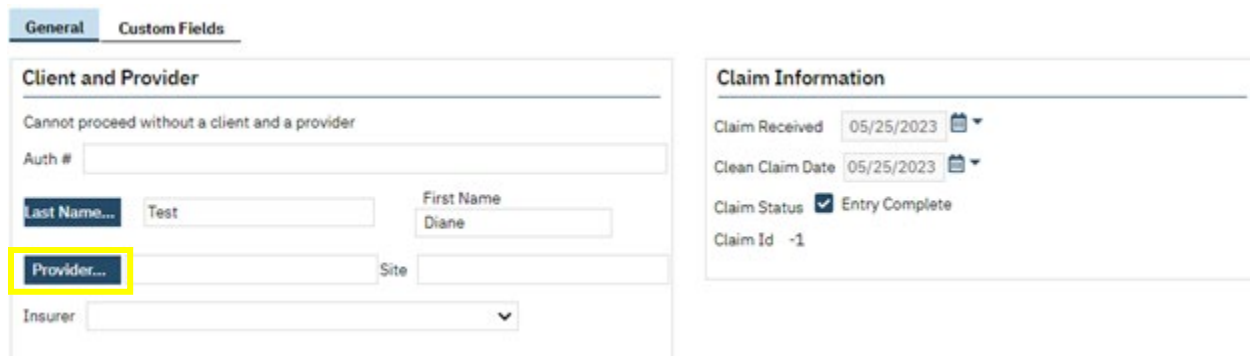
Search for **Client** by entering the client's name and clicking on **Broad Search**.



The screenshot shows the 'Client Search' window. At the top, there's a 'Clear' button. Below it, the 'Name Search' section includes checkboxes for 'Include Client Contacts' and 'Only Include Active Clients'. The 'Broad Search' button is highlighted with a yellow box. To its right is the 'Narrow Search' button. Further right are radio buttons for 'Type of Client' with 'Individual' selected. Below these are input fields for 'Last Name' (containing 'Test'), 'First Name', and a 'Program' dropdown menu. The 'Other Search Strategies' section contains several search buttons: 'SSN Search', 'DOB Search', 'Primary Clinician Search', 'Authorization ID / #', 'Phone # Search', 'Master Client ID Search', 'Client ID Search', and 'Insured ID Search'. Below this is a 'Records Found' table with one entry for 'Test, Diane'. At the bottom right, the 'Select' button is highlighted with a yellow box, next to a 'Cancel' button.

Select the client by clicking the button at the bottom of the text box.

After selecting the client, **Provider Claim Entry-Professional** will appear, and the client's name should appear.




The screenshot shows the 'Provider Claim Entry-Professional' window. It has two tabs: 'General' and 'Custom Fields'. The 'General' tab is active. It contains a 'Client and Provider' section with a message 'Cannot proceed without a client and a provider'. Below this are fields for 'Auth #', 'Last Name...' (containing 'Test'), 'First Name' (containing 'Diane'), 'Provider...' (highlighted with a yellow box), 'Site', and 'Insurer'. To the right is a 'Claim Information' section with fields for 'Claim Received' (05/25/2023), 'Clean Claim Date' (05/25/2023), 'Claim Status' (checked 'Entry Complete'), and 'Claim Id' (-1).

Click on **Provider** which will open the next window to select the Agency.

Click on the **blue button** to select Agency, then click on **Select** at the bottom of the window.

Provider Search

	Provider Name	Site Name	Tax ID	Address
	Test Provider	Test Agency	999999999	7941 Castleway Drive

Provider Name

Site Name

Test Provider

Test Agency

Select

Cancel

Click on the **Insurer dropdown box** and select **Choices-Indiana**.

Client and Provider

Cannot proceed without a client and a provider

Auth #

Last Name...

Test

First Name

Diane

Provider...

Test Provider

Site

Test Agency

Insurer

Choices - Indiana

The Claim Header section will pull Patient's Account No. (client ID) and a generalized Diagnosis. This can be changed if you have the client's correct Diagnosis.

Claim Header			
Patient Account No.	2	Invoice Number	
Diagnosis 1.	R69	2.	
		3.	

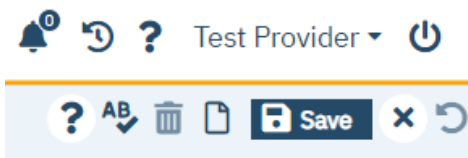
To Enter a Service Line

Service Lines									
From	05/22/2023	To	05/22/2023	Code	11808	Modifiers			
POS	12 Home	Rendering Provider	Paynter, Qiana	Units	3	Charge	78.42		
Ordering Provider		Supervising Provider		NDC		NDC Unit		NDC Unit Type	
Dx	1	Third Party EOB Information		Allowed		Paid		Adj	
Estimate Line billing... Insert Clear									
Id	From	To	CPT Code	Units	POS	Dx	Charge	Auth	
No data to display									

- Enter the From and To Dates for **Service Dates**, and **Time** for the Service that was provided. Time must be entered in format 10:00 am. You must enter a colon for the time.
- Enter the **billing code** in the Code drop down for the service provided.
- Enter a **POS** (Place of Service) from drop down.
- Enter a **Rendering Provider** from drop down.
- Enter **Units** to be billed (if not pre-populated).
- Click on the **calculator** next to the Charge field to calculate your charge based on contacted rate.
- Click on Insert if all the above information is correct. The **Claim Line Unit MUST match the Start and End time entered**.

Service Lines									
From		To		Code		Modifiers			
POS		Rendering Provider		Units		Charge			
Ordering Provider		Supervising Provider		NDC		NDC Unit		NDC Unit Type	
Dx	1	Third Party EOB Information		Allowed	0	Paid	0	Adj	0
Estimate Line billing... Insert Clear									
Id	From	To	CPT Code	Units	POS	Dx	Charge	Auth	
X	-1	05/22/2023	05/22/2023	11808	3	12 Home	1	78.42	Y

Continue entering Claim lines as above if applicable for the current client you are billing. Click on **Save** after entering all billing for current client. Click **Save** after entering all billing for the current client.



To Enter Additional Clients

Click on the **New** icon. (It is in the upper right corner. It looks like a sheet of paper and is next to trash can.)



- You will need to repeat the client search by following the instructions under “Enter a New Invoice” and “Enter a Service Line” in this document.
- Be sure to click Save each time.
- You can double check the items you added by going to the Claims Line screen.