

health*code*



Healthcode Trace & Membership Look-Up System

USER GUIDE

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How to use the HTMLUS system

1.1 Introduction.

The Healthcode Tracing and Membership Look-Up System (HTMLUS) has been designed to offer registered Providers access to either retrieve membership data held within Insurer systems', or to trace a patients Insurer, via a standard web-based Interface.

Users can request access to the facility through the [User Login Request](#), provided on the VEDA login screen, and share the same security characteristics as deployed for other Healthcode secure services. HTMLUS provides a user friendly system and present registered providers with a business advantage for obtaining patient information on a near real-time basis.

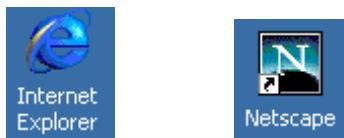
Only AXA-PPP are participating in this initial release. However over private medical insurers have committed to participate in the near future.

1.2 Accessing the Internet

Switch on the PC and ensure your method of connecting to the Internet is connected. Log into windows as you normally would, when your PC boots up a screen appears with icons. This is called the desktop

Before connecting to your Internet browser please ensure that your browser setting are correct for accessing the Healthcode website (Appendix 1)

Point your cursor on one of the following Internet icons and double click with the left hand button on the mouse.



This will open up your Web page.

With the mouse, highlight the information displayed in the address field. Type in

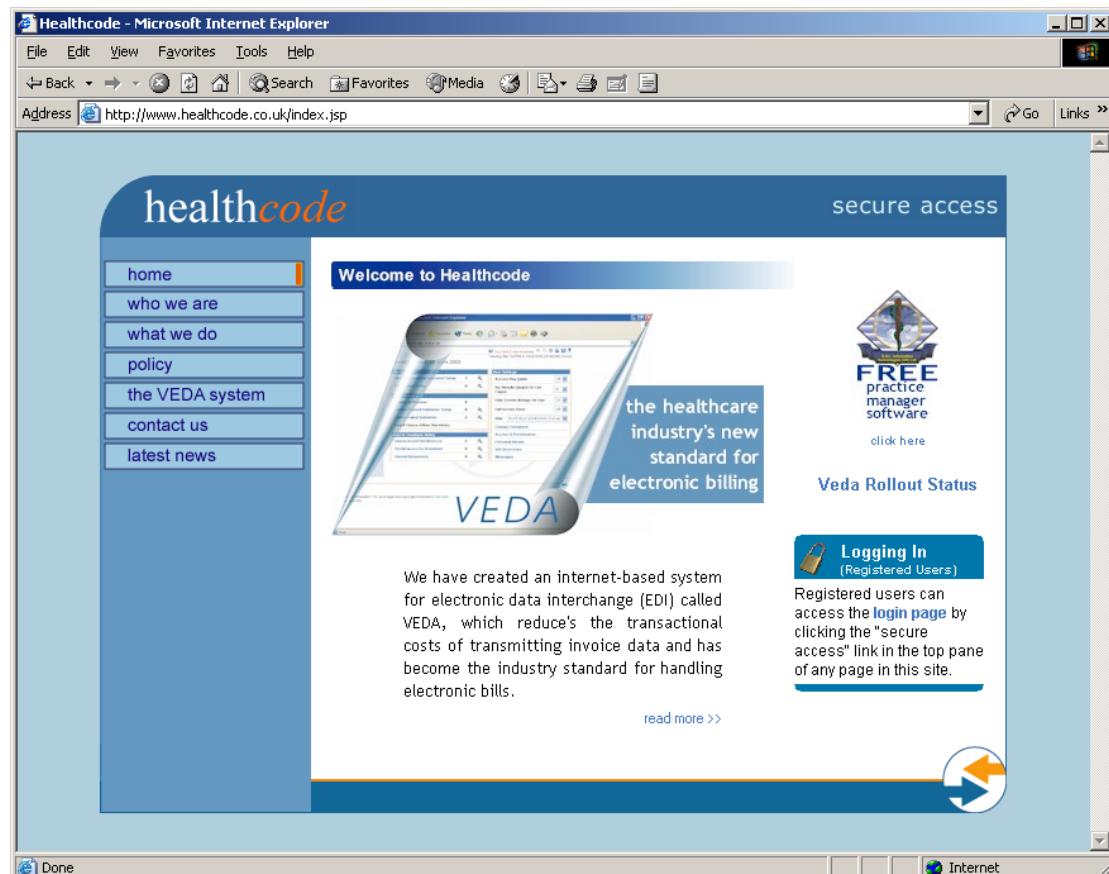
www.healthcode.co.uk

Then hit the return/enter key on your keyboard

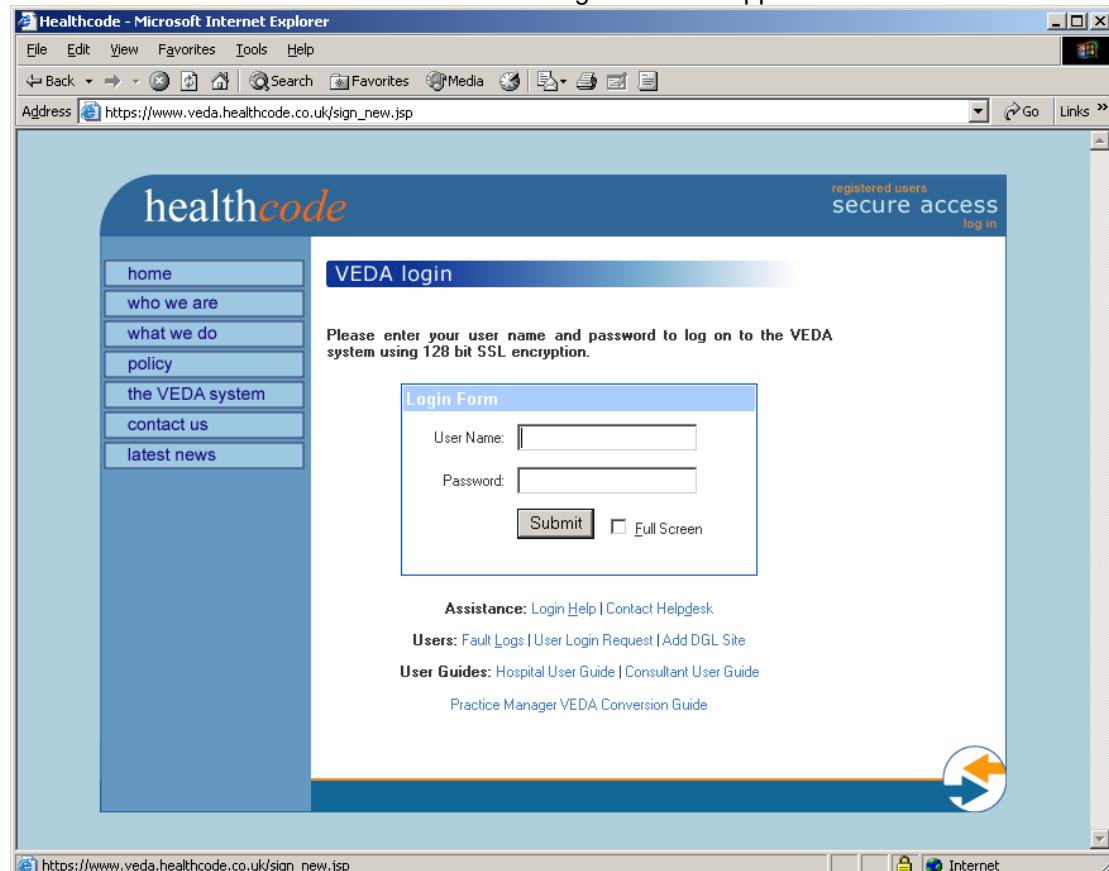


2.0 Logging onto the Secure Site

This will be the first page displayed when you log into www.healthcode.co.uk



Click on the **Secure Access** button. The following screen will appear.



Please enter your User Name and Password, both of these are case sensitive and are very different from what you are used to, so care should be taken. Once you have input this information click the submit button.

If this is the first time you have logged the following screen will appear asking you to change your password.

The screenshot shows a Microsoft Internet Explorer window with the title bar 'HealthCode Claims Clearance System - Microsoft Internet Explorer'. The address bar shows the URL 'https://www.veda.healthcode.co.uk/change_password.jsp?message=force'. The page content is titled 'Change Your Password' and features a red warning message: '⚠ Your password has expired, and must be changed before you can access the rest of the site.' Below this, instructions state: 'Your new password must follow these rules:' followed by a bulleted list: '• It must not be the same as your old password.'; '• It must be at least six characters long.'; '• It must only contain letters and numbers.'; and '• It must contain at least one letter and at least one number.' There are three input fields: 'Old Password:', 'New Password:', and 'Confirm New Password:'. A 'Submit' button is located below the 'Confirm New Password:' field. The left sidebar contains a navigation menu with items like 'Provider Status', 'Submit Billing File', 'Uploaded Files', 'Claims', 'Insurer Feedback', 'Reports', 'Search Codes', 'Maintenance', and 'Resources'. The bottom of the page includes a copyright notice: '© Copyright information. For more legal and copyright information [click here](#).', a 'Done' button in the bottom-left, and a 'Internet' icon in the bottom-right.

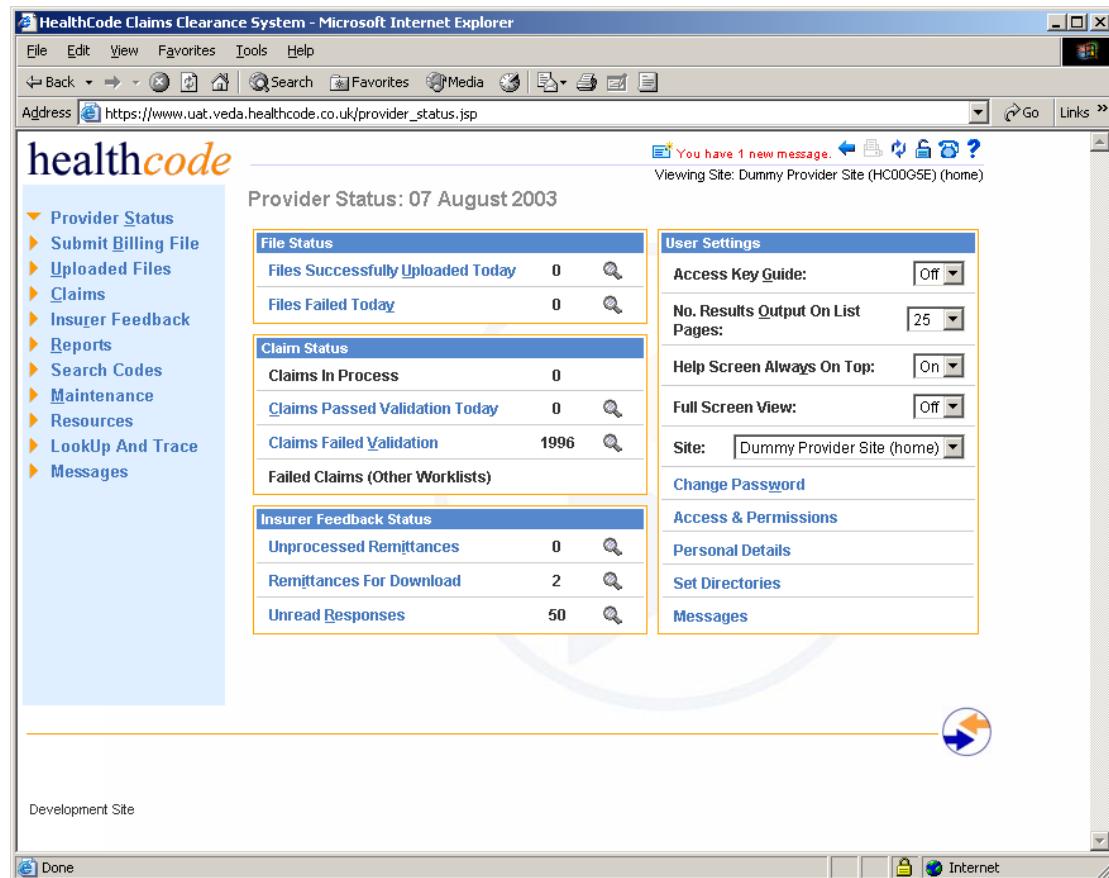
This will appear every three months, as this is the life span of your password. Complete the required fields and click the **Submit** button. Once you have changed your password you will have successfully logged onto the system.

3.0 The HTMLUS Status Page

The screen you first see when you logon will be dependant on whether you are a current Veda user or not.

3.1 Veda Users

Veda Users will see their Provider Status Page below with the option of the Membership Look-Up & Trace on the left hand menu bar



Provider Status: 07 August 2003

File Status	
Files Successfully Uploaded Today	0
Files Failed Today	0

Claim Status	
Claims In Process	0
Claims Passed Validation Today	0
Claims Failed Validation	1996
Failed Claims (Other Worklists)	

Insurer Feedback Status	
Unprocessed Remittances	0
Remittances For Download	2
Unread Responses	50

User Settings

Access Key Guide: Off

No. Results Output On List Pages: 25

Help Screen Always On Top: On

Full Screen View: Off

Site: Dummy Provider Site (home)

Change Password

Access & Permissions

Personal Details

Set Directories

Messages

Development Site

Done

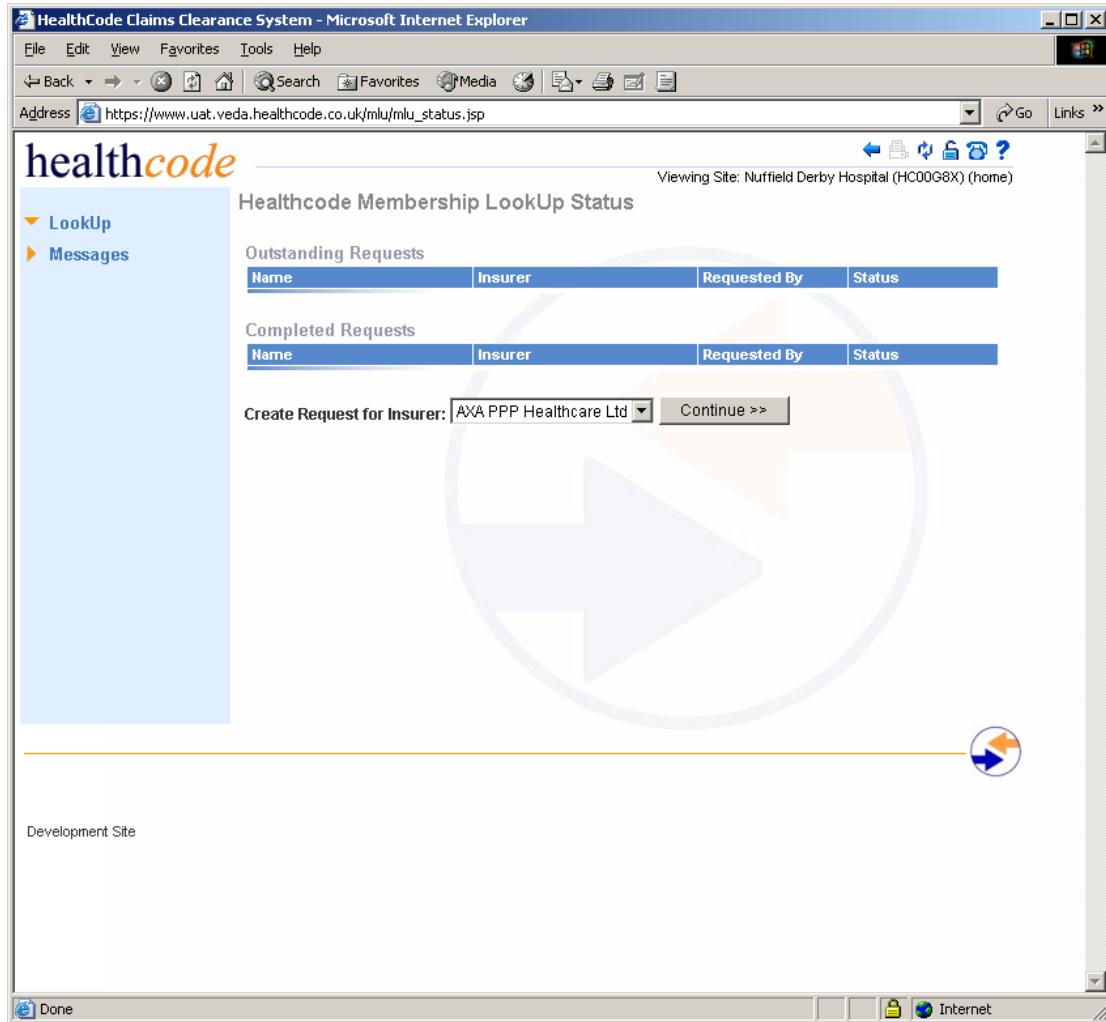
To access the HTMLUS section of Veda click on [LookUp and Trace](#) option on the left hand menu bar. You will then see the HTMLUS Status Screen

Non-Veda Users

Non-veda users will log directly into the HTMLUS Status Screen

Look-up Only Users

If your site only subscribes to the Look-up Process you will see the following screen

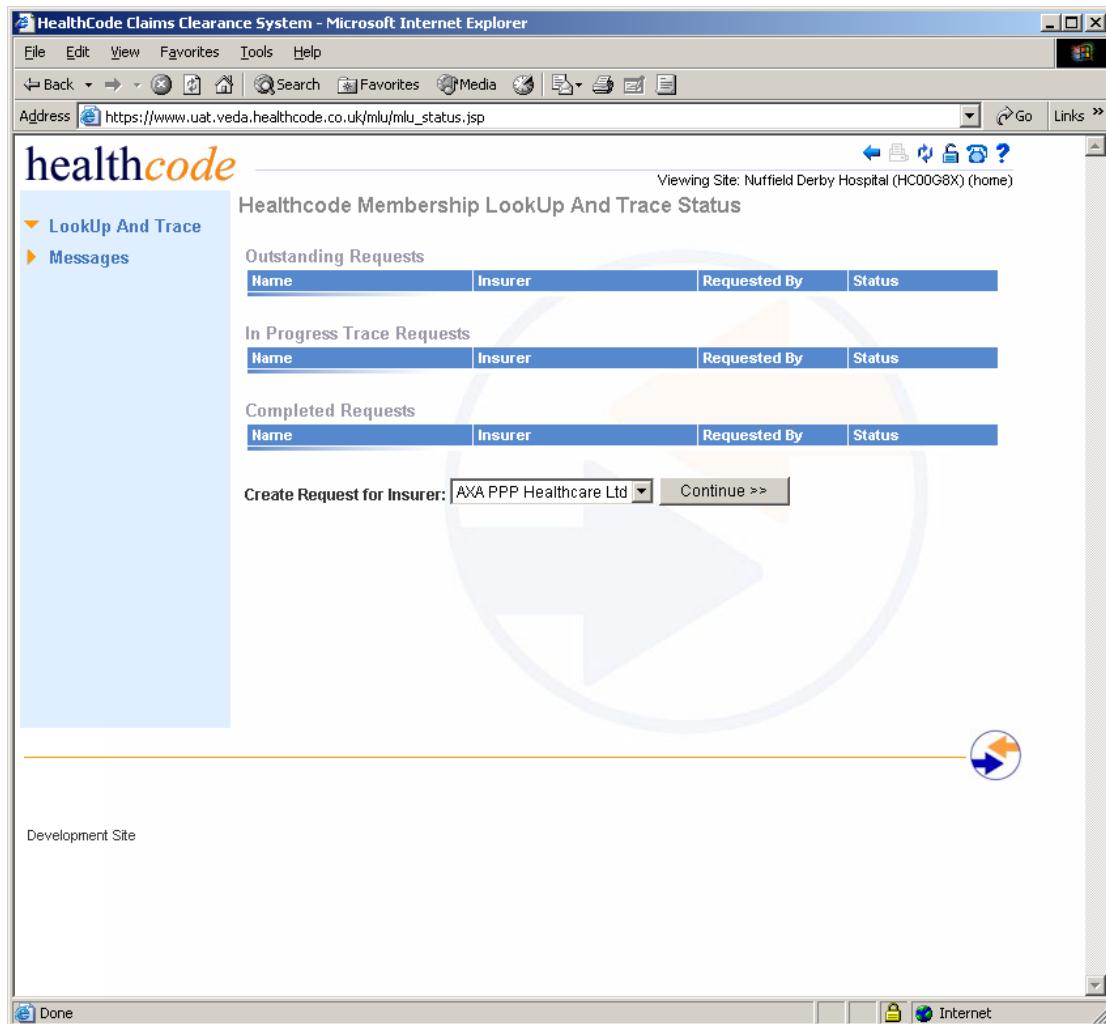


The screenshot shows a Microsoft Internet Explorer window with the following details:

- Title Bar:** HealthCode Claims Clearance System - Microsoft Internet Explorer
- Address Bar:** https://www.uta.veda.healthcode.co.uk/mlu/mlu_status.jsp
- Page Header:** Viewing Site: Nuffield Derby Hospital (HC00G8X) (home)
- Left Sidebar:** A navigation menu with "LookUp" and "Messages" items.
- Content Area:**
 - Section:** Healthcode Membership LookUp Status
 - Outstanding Requests:** A table with columns: Name, Insurer, Requested By, Status.
 - Completed Requests:** A table with columns: Name, Insurer, Requested By, Status.
 - Create Request for Insurer:** A dropdown menu set to "AXA PPP Healthcare Ltd" and a "Continue >>" button.
- Bottom:** A large circular graphic with a stylized arrow and text "Development Site".
- Bottom Bar:** Done, Internet, and other standard browser icons.

Look-up and Trace Users

If your site subscribes to the Look-up and Trace process you will see this status screen



The screenshot shows a Microsoft Internet Explorer window for the Healthcode Claims Clearance System. The address bar shows https://www.uat.veda.healthcode.co.uk/mlu/mlu_status.jsp. The page title is "Healthcode Membership LookUp And Trace Status". The page header includes a "Viewing Site: Nuffield Derby Hospital (HC00G8X) (home)" message and standard browser navigation buttons. On the left, a sidebar menu has "LookUp And Trace" expanded, showing "Outstanding Requests", "In Progress Trace Requests", and "Completed Requests", each with a table header row. Below these sections is a "Create Request for Insurer:" dropdown menu set to "AXA PPP Healthcare Ltd" and a "Continue >>" button. The bottom of the page has a "Development Site" footer and standard Internet Explorer status bar buttons.

Status Screen Sections

The status screen will give you a summary of requests submitted for the **current working day**. The requests are cleared down at the end of each day.

These appear under 3 headings

Outstanding Requests

This list displays all Membership Look-Up requests that have yet to be responded to by the Insurer(s).

This list will also display any requests submitted by other users at your site.

In Progress Trace Requests

This list displays all responses for all Trace Requests. It indicates which have received a response from at least one Insurer, and which are still awaiting a response from at least one Insurer

This list will also display any trace requests submitted by other users at your site for the current working day.

Completed Requests Lists

This list displays all Membership Look-Up or Membership Trace requests that have been completed.

From the status screen you are able to submit look-up and if your access rights allow trace requests.

4.0 Creating a look-up request

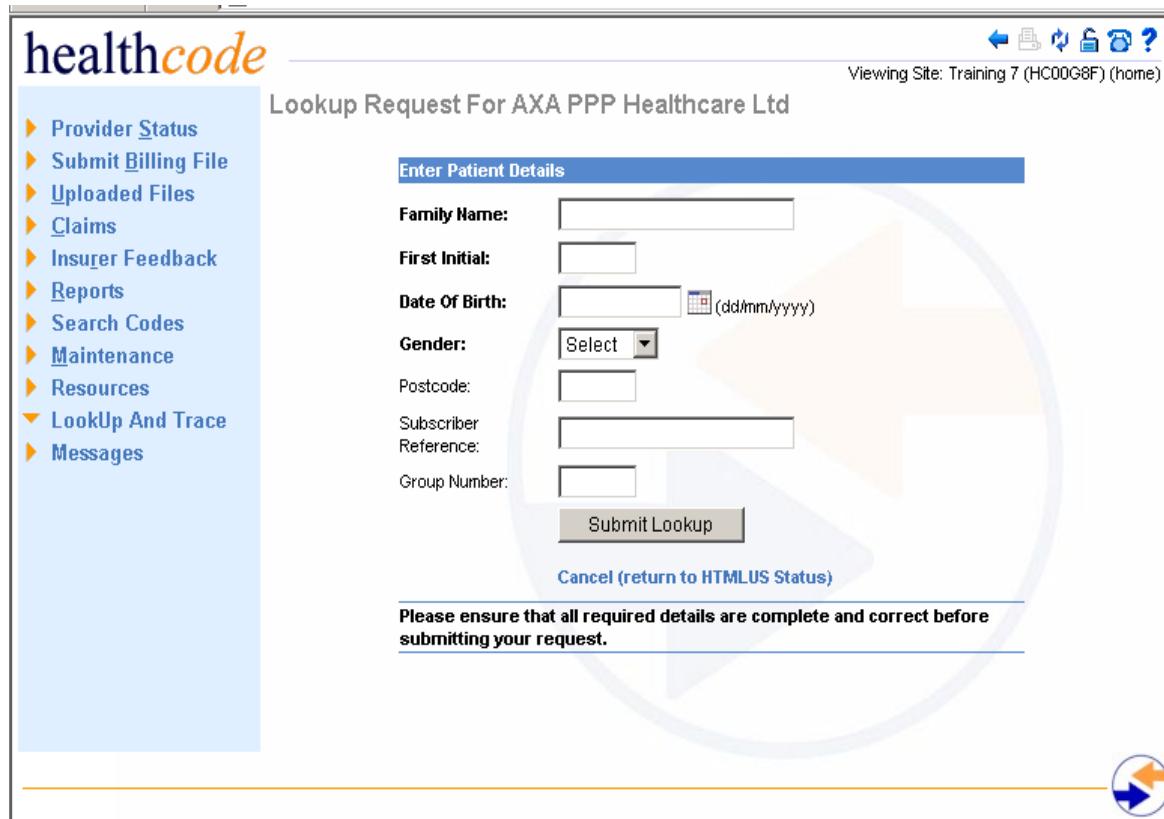
This function allows either a Membership Look-Up or a Membership Trace to be performed, depending upon the option selected. The drop down selection list contains the following options:

AXA PPP Healthcare Ltd
All (Trace)

NB. The 'All (Trace)' option will not be available if user only has look-up access.

Select the required Insurer (only PPP at the current time) by clicking on the required Insurer name within the drop down selection list. Then press 'Continue' to action the request.

You will then be presented with the data entry screen for the lookup request



Viewing Site: Training 7 (HC00G8F) (home)

Lookup Request For AXA PPP Healthcare Ltd

Enter Patient Details

Family Name:

First Initial:

Date Of Birth:  (dd/mm/yyyy)

Gender:

Postcode:

Subscriber Reference:

Group Number:

[Cancel \(return to HTMLUS Status\)](#)

Please ensure that all required details are complete and correct before submitting your request.

Enter details of the patient you wish to perform the look-up on. The fields in bold are mandatory and have to be entered in order to perform the look-up.

If you have any of the non mandatory data this will maximise the chance of finding an exact match on the Insurers' system.

To cancel the request, select the [Cancel \(return to HTMLUS Status\)](#)

When all data is entered you are ready to perform the look-up request.

Click on **Submit Look-up** button. You will then be returned to the HTMLUS Status Screen. Until a response is received from the Insurer you will see the request in the Outstanding Look-up section of the status screen with a status of **Awaiting Response**.

5.0 Status of submitted requests

Once submitted your look-up / trace requests can show a variety of status messages according to matches found with the Insurer.

To view the most current status' of your request you will need to select your refresh icon on the website  to reload the page.

Please note that a no match response does not necessarily mean that the patient is not a PPP customer - it could be that the customer is not yet known to PPP.





Viewing Site: Training 7 ([\(home\)](#))

Healthcode Membership LookUp And Trace Status

Outstanding Requests

Name	Insurer	Requested By	Status

In Progress Trace Requests

Name	Insurer	Requested By	Status

Completed Requests

Name	Insurer	Requested By	Status
Keith Roodenburgh	AXA PPP Healthcare Ltd	Keith Roodenburgh	Multiple Matches
			Multiple members with same details. Please check that the patient details you entered are correct. Then resubmit your request if necessary. Otherwise please call 01892 513 439 for assistance
			MULTIPLE MEMBERS WITH SAME DETAILS PLEASE CALL 01892 504482
Keith Roodenburgh	AXA PPP Healthcare Ltd	Keith Roodenburgh	1 Match
Keith Roodenburgh	AXA PPP Healthcare Ltd	Keith Roodenburgh	1 Match
Keith Roodenburgh	AXA PPP Healthcare Ltd	Keith Roodenburgh	1 Match
Keith Roodenburgh	AXA PPP Healthcare Ltd	Keith Roodenburgh	1 Match
Keith Roodenburgh	All (Trace)	Keith Roodenburgh	1 Match
Keith Roodenburgh	All (Trace)	Keith Roodenburgh	1 Match

Create Request for Insurer: [AXA PPP Healthcare Ltd](#) [Continue >>](#)



Response	
Awaiting Response	Request has been sent to Insurer. Data has yet to be returned.
1 match	You are able to view / copy or print the information
Multiple Matches	This indicates that the criteria entered for the search has identified more than one person. If possible enter a new search extending the criteria to include postcode, membership number or group number. Else contact their hospital liaison team using the telephone number indicated in the response.
No Match	Contact Insurer to confirm or enter further search criteria to identify patient.
Insurer system error	Insurer system down resubmit search

6.0 Viewing of matched data

If an exact match is found using the search criteria entered you will be able to click on the **1 match** link next to the patient name on the Status Screen.

This data can then be printed.

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Viewing Site: Training 7 (home)

Lookup Response

Request Details

Requested By:	Keith Roodenburgh	Insurer:	AXA PPP Healthcare Ltd
Patient Name:	TEAM <input type="text"/>	Date Of Birth:	08/04/1974
Sex:	F	Registration No.:	
Postcode:		Group Number:	

Results

Family Name:	STANDEN	Given Name:	P
Date Of Birth:	08/04/1974	Gender:	F
Address:	THE PATIENT IS THE SUBSCRIBER	Postcode:	<input type="text"/>
Start Date:	<input type="text"/>	Lapsed Date:	<input type="text"/>
Renewal Date:	<input type="text"/>	Scheme / Plan:	<input type="text"/>
Brand Indicator:		Subscriber Reference:	<input type="text"/>
Lapsed Indicator:		Insurer Patient ID:	
Relationship Number:		Claim Number:	
Assistance Contact Name:	OUR HOSPITAL LIAISON TEAM	Assistance Contact Number:	01892 504462
Group Number:	<input type="text"/>	Enquiry Number:	<input type="text"/>
Scale / Cover Band	2	Registration Number:	<input type="text"/>
Cover Notes:			
Web Links:			
Free Text:	WARNING! GENERAL / SPECIFIC EXCLUSIONS CHECK WITH MEMBER. MEMBER MUST HAVE NHS TREATMENT IF AVAILABLE WITHIN SIX WEEKS COMMENT! THIS TRANSACTION DOES NOT PRE-AUTHORISE ANY CLAIM.		

[<< Back](#) [Print](#)



Clicking on the back button returns you back to the status screen.

7.0 Help Screen Icons & Logging off the system

Help Screen Icons

On all pages of the VEDA system there are 6 important Icons at the top right hand side of each page. The  and  are greyed out until you can use them.

-  To move back to the previous page
-  To print the page
-  This icon will reload the current page with updated information (refresh); you can also use the F5 key
-  This icon must be used to log out of the VEDA system at any time.
-  This icon will automatically propagate an email to the healthcode helpdesk
-  This icon will offer any help that is available to you and will also give you a brief explanation

Logging off the system and using the Internet Explorer icons

The following must be noted whilst using the Healthcode HTMLUS and Veda System. Performing any of the actions below will cause you to lock your user account & be logged out of the Healthcode website. I

The refresh icon on your Internet Explorer should not be used to refresh / reload the page.

The close X icon, or the File, Exit command from your menu options should also not be used to close the browser window.

Do not type in another www address or select a website from your favourites without using the  button to logoff first.

APPENDIX 1

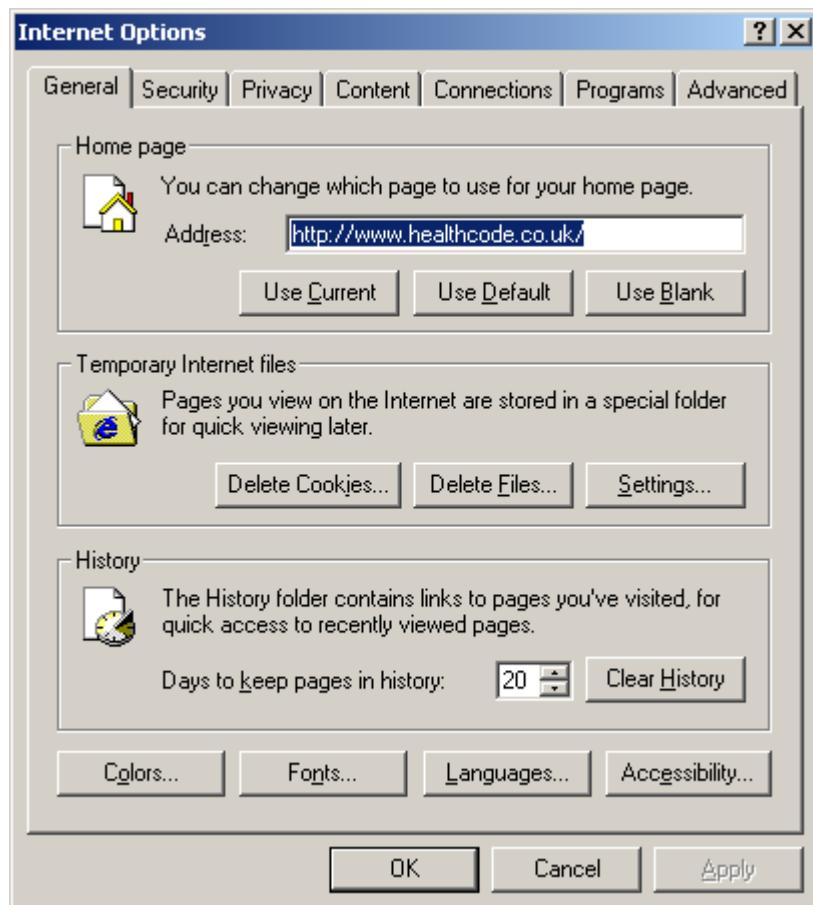
CONFIGURING THE INTERNET EXPLORER BROWSER

Configuration of Browser.

Once you have accessed the Internet you need to follow the following steps to ensure the most recent pages are displayed.

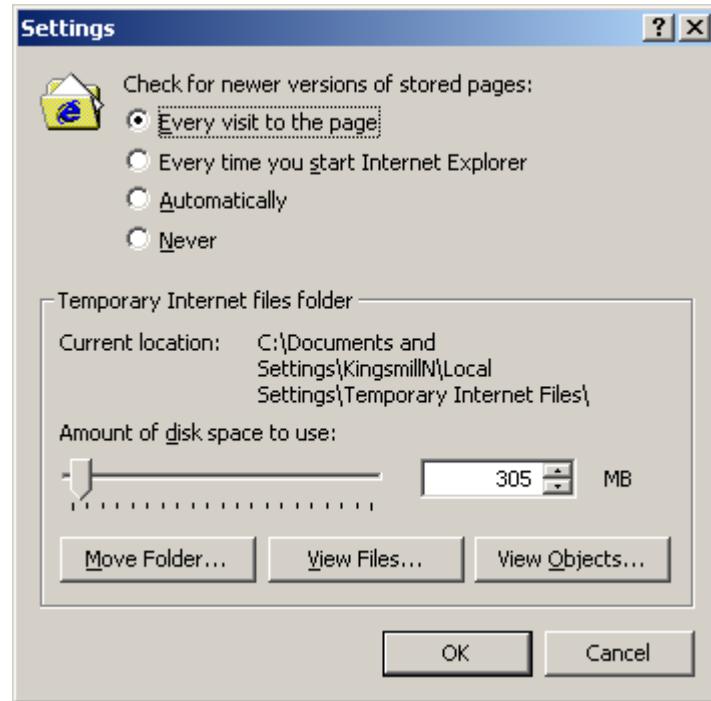
- (1) Click on Tools and move down to Internet Options.
- (2) The Properties pages will appear as in Fig.1 below.

Fig.1 The Internet Explorer Browser Properties Pages.



- (3) On the 'General' tab click on the 'Settings' button. The page shown in Fig.2 will appear.

Fig.2 The Settings Page in Internet Explorer Browser Properties with radio buttons offering four choices to check for versions of stored pages.



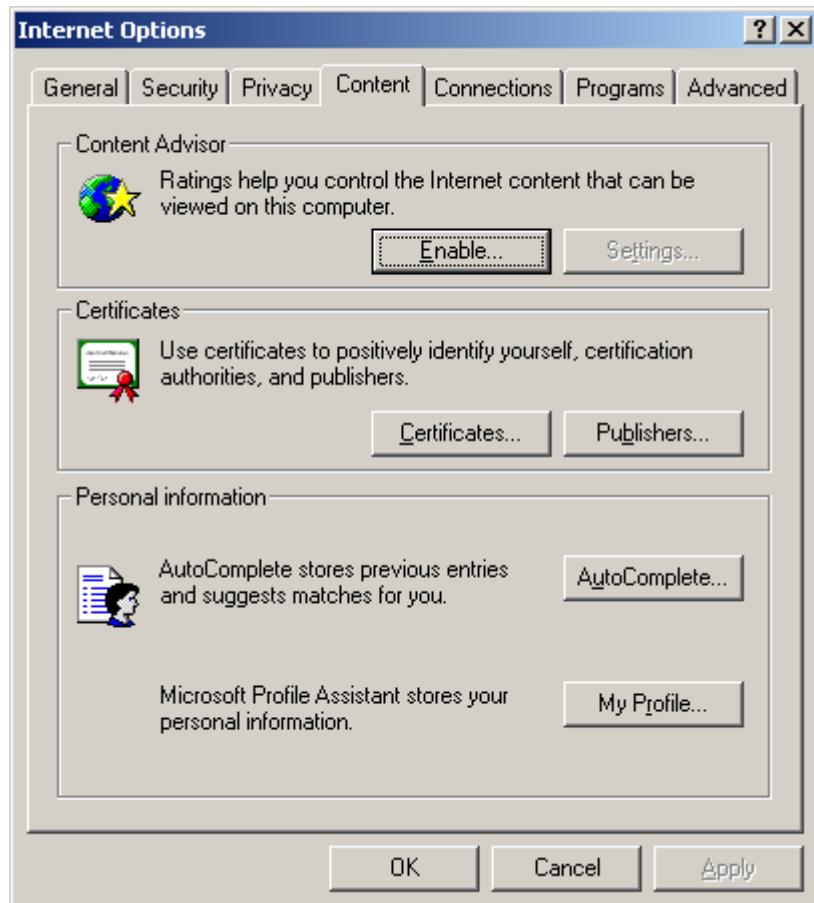
- (4) At the top of the 'Settings' page are 4 radio buttons. It is essential that the top option 'Every visit to the page' be selected. Press OK.
- (5) Press OK to close the browser properties pages.

Autocomplete for Login ID's and Passwords

In order to ensure that other users are not able to logon to the Secure Access page of the Healthcode Website using your login ID & password please do the following.

(1) Select Tools, Internet Options from you Internet Explorer Menu Bar

(2) Select the Content tab from the Internet Options



(3) Select the AutoComplete option from the content tab and ensure the AutoComplete option for Usernames and passwords is unselected and click the clear passwords option within the tab. Click on OK to exit this tab and Ok again to exit from the Internet Options.

