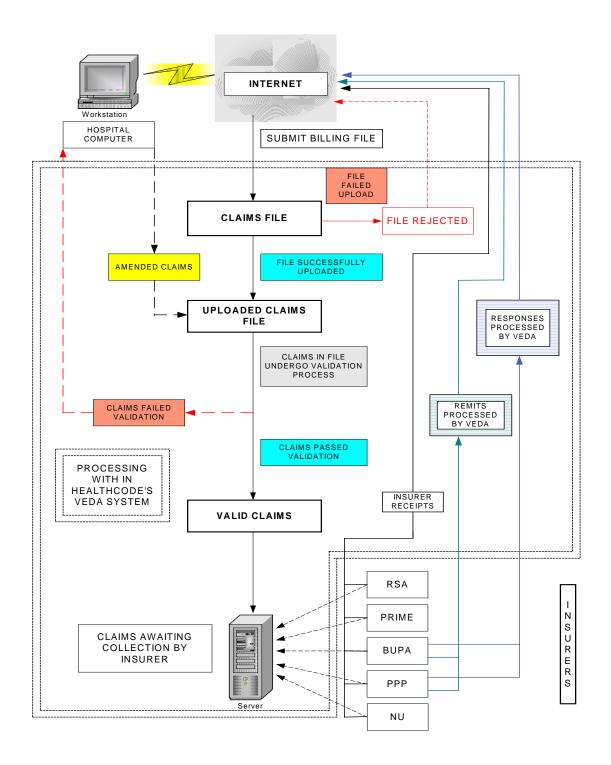


#### 1. VEDA DIAGRAM PROCESS

# PROCESSING CLAIMS, REMITTANCES AND RESPONSES THROUGH VEDA



## 2.0 How to use the VEDA system

#### 2.1 Introduction.

In order to ensure that the user opens the most recently stored pages and not cached pages, whilst accessing the VEDA secure site, a very specific configuration option needs to be selected in the browser properties. (See APPENDIX 1.)

#### 2.2 Accessing the Internet

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

(NB: The Icon you would normally access EDI Billing through is now only for accessing archive claim information. Should you try to send claims through this an error message will appear. The description may differ.)



JEDI Claim System.pif

Ensure you have created your electronic bill on your Hospital Billing System and are ready to upload the claims onto the new **VEDA** system. 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

🗿 http://	/www.healthcode.co.uk/index.jsp?strBrowser=IE - Microsoft Internet Explorer	
File Edit	: View Favorites Tools Help	
🕀 Back 🤜	🕶 🔿 🖉 🖄 🔯 Search 🗟 Favorites 🥨 History 🛛 🖏 🕶 🗐	
Address	http://www.healthcode.co.uk/	🔻 🔗 G

### NB: 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. Please do not use any of your usual browser buttons (below) while logged into any Healthcode system



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

The close 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.

#### 3.0 Logging onto the Secure Site

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

healthco		secure access
home who we are what we do policy the VEDA system contact us latest news	Welcome to Healthcode	FREE Practice Practice Software click here Veda Rollout Status
	We're creating an internet-based system for electronic data interchange (EDI) called VEDA, which will reduce the transmitting invoice data and become the industry standard for handling electronic bills.	Logging In (Registered Users) Registered users can access the login page by clicking the "secure access" link in the top pane of any page in this site.

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

Please check the VEDA Status box on the left hand side of the screen to check that the VEDA system is fully functional and is displaying the green tick as above.

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. On the first time of accessing this page the following screen may appear

healthcode	2 🗢 🖶 🖗	68?
<ul> <li>Provider Status</li> <li>Submit Billing</li> <li>File</li> <li>Uploaded Files</li> <li>Claims</li> <li>Insurer Feedback</li> <li>Reports</li> <li>Search Codes</li> <li>Maintenance</li> </ul>	Change Your Password Your new password must follow these rules:  It must not be the same as your old password, It must be at least six characters long.	(home)
		-

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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 completed this Password change the Provider Status page appears.

#### 3.1 The Provider Status Page

Submit Billing File	File Status Files Successfully			User Settings Access Key Guide: 0f	
Uploaded Files	Uploaded Today	0	Q,		-
Claims Insurer Feedback	Files Failed Today	0	Q,	No. Results Output On List Pages: 25	•
<u>R</u> eports	Claim Status			Help Screen Always On Top;	Ŧ
Search Codes Maintenance	Claims In Process	1		Full Screen View: 01	
Maintenance	Claims Passed Validation Today	0	Q,	Site: Training 1 (home)	
	Claims Failed Validation	206	Q,	Change Password	
	Failed Claims (Other Worklists)			Access & Permissions	
	Insurer Feedback Status		_	Personal Details	
	Unprocessed Remittances	0	Q,	Set Directories	
	Remittances For Download	0	Q,		
	Unread Responses	27	Q,		
					G
					ų
Consider information For	more legal and copyright information of	inis koro			

On the left hand side of the screen are a number of options which are covered later in this guide. We are going to concentrate on the sub-headings within this page.

#### 3.2 File Status

Here you are able to view the files that have been previously uploaded and have either been successful or have failed.

#### 3.3 Claim Status

This shows the breakdown of claims in four areas:

- Claims in Process
- Claims passed Validation Today
- Claims Failed Validation
- □ Failed Claims

#### 3.4 Insurer Feedback Status

This shows the information given back from the insurers:

- □ Unprocessed Remittances
- Remittances for Download
- Unread Responses

#### 3.5 User Settings

User Settings enables you to change the settings to your own personal preference. Unless stated otherwise these settings only remain for the current session.

Access Key <u>G</u> uide:	This enables you to use the quick keys, i.e. "ALT" and whichever letter is underlined. This can be Off or On.
No. Results <u>O</u> utput On List Pages:	This option allows you to choose how many claims are listed on List Pages. This can be increased or decreased to suit the user.
Help Screen Alwa <u>v</u> s On Top:	This relates to the 6 icons at top right hand corner. This can be Off or On
Full Screen View:	This option takes away your browser buttons. This can be Off or On
Site:	This will be your exclusive Healthcode site number
Change Password:	This will allow you to change your password
Access & Permissions	This sets the level of access and permission within VEDA

Personal Details:	Should any of your details change this is where it should be modified.
Set Directories	This can be used to set the archive directory on your local system for files uploaded to VEDA. When you submit a file it will be copied to this location. This setting does not change.
Messages	This will allow you to send messages to Insurers and users. (In Development)

## 3.6 Help Screen Icons

On all pages of the VEDA system there are 6 important lcons 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
- $\stackrel{\frown}{=}$  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

# 4.0 Submitting Billing Files

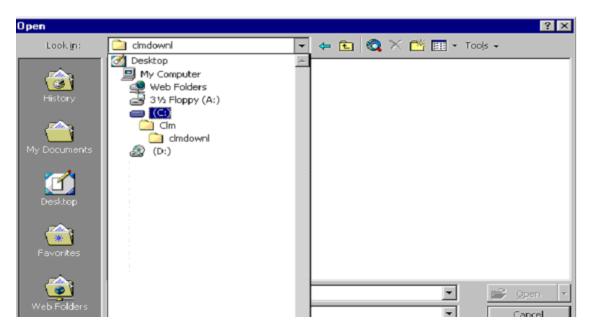
Provider Status	Provider Status: 02 Sep	tem	per 20	002
Submit Billing	File Status			User Settings
File Uploaded Files	Files Successfully Uploaded Today	0	Q,	Access Key Guide: Or 💌
Claims Insurer Feedback	Files Failed Today	0	Q,	No. Results Output On List Pages:
Reports Search Codes	Claim Status			Help Screen Always On Top:
Maintenance	Claims In Process	1		Full Screen View: Of 💌
Mancenance	Claims Passed Validation Today	0	Q,	Site: Training 1 (home) •
	Claims Failed Validation	206	Q,	Change Password
	Failed Claims (Other Worklists)			Access & Permissions
		_		Personal Details
	Insurer Feedback Status			Set Directories
	Unprocessed Remittances	0	Q,	
	Remittances For Download	0	Q,	
	Unread Responses	27	Q,	

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To submit a file from your hospital billing system you need to click on Submit Billing File and this will take you to the following screen

health code	,	4 品	\$ 🙆 🗃 ?
<ul> <li>Provider <u>Status</u></li> <li>Submit <u>Billing</u></li> </ul>	Claim Upload	Viewing Site: Training 1	(home)
File Uploaded Files Claims Insurer Feedback Reports	Select files to upload	Biowse (1) Biowse (2)	
<ul> <li>Search Codes</li> <li>Maintenance</li> </ul>		Bowee	
© Copyright information. Fo	r more legal and copyright information	Submit	

Click the first browse button. The first time you upload claims you will have to specify the path for the file to be submitted. (Your Hospital billing system provider will be able to give you this information and see example below).



Once you have selected the correct file path click on open and this information will appear in your first line. Then click on submit. (*The file name should have the extension of ".snd", anything else is incorrect and will cause problems)*.

.

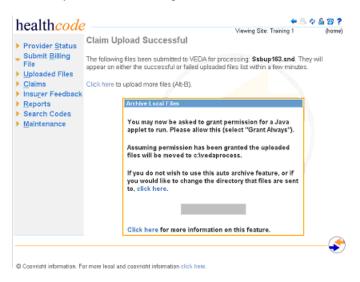
healthco	de –		Vie	e iller	(hame)	
<ul> <li>Provider State</li> <li>Submit Billing</li> <li>File</li> </ul>	us	im Upload				
<ul> <li>Uploaded File</li> <li>Claims</li> </ul>	s	Select files to uploa	d:			
<ul> <li>Insurer Feedb</li> <li>Reports</li> </ul>	back	Eile Name Ctwedspro (s):	cesslSsbup163.snd	Browse (1) Browse (2)		
Search Codes				Browse (3) Browse (4)		
Maintenance				Browse (5)		
				Browse (6) Browse (7)		
				Browse (8) Browse (9)		
		i i i i i i i i i i i i i i i i i i i	Submit	Browse. (10)		
			Submit			
					-	
Copyright informati	ion. For more	e legal and copyright informati	on click here.			
healthcode	,			5 4 £ 8 7		
Provider Status		Viewi bload Successful	ig Site: Healthcode Training Site i	hame)		
Submit Billing File	The following appear on ei	g files been submitted to VEDA fo ther the successful or failed uplo	r processing: Ssbinpk121.snd aded files list within a few minu	I. They will res.		
Uploaded Files     Claims     Insurer Feedback		upload more files (Alt-B).				
<ul> <li>Beports</li> <li>Maintenance</li> </ul>		Archive Local Files				
_		You may now be asked to gr applet to run. Please allow th				
		Assuming permission has be files will be moved to cived	en granted the uploaded aprocessed.	/		
		If you do not wish to use this you would like to change the to, click here.				
		Click here for more informat	ion on this feature.			

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You will receive this message if the claims files have uploaded successfully.

#### NB. A screen will also appear with a Security Warning. (See Appendix 2)

If you have set the archive directories but wish to change them you can click on "click here", this will take you to the following screen.



This places the files uploaded in a separate folder on your PC in an effort to stop duplication of the process, this is an optional function. (See Appendix 3).

## 5.0 Uploaded Files

Click on <u>Uploaded</u> Files and this will show you the files, which have uploaded successfully, and those that have failed.

HealthCode Claims Cl	carance System	n - Mkrosoft Interne	Explorer							_ 8
Ble Edit Vew Favorit	tes Itools Hei	þ								
4-Back 🕶 🖻 😳 📄	2 QSearch	GalFavorites @Histo	γ 10,• 3) ≊ Ξ	18						
Agdress 💽 https://www.v	eda.healthcode/	co.uk/controller.jsp?cor	nmand=resetListSine	sctPage=files_s	.ploaded_tod	lay, jsp				→ i <sup>2</sup> Go Linie
Tr & Customize	(	Search 🔹 🐓 Sign in I	🖞 Verizon Wireless 🔸	- 🥥 My Yaho	ol 👻 🖞 FIFA	World Cup	🛛 🖅 Yahool 🕞 🖓 Yahool Mail 🕞 📷 Finan	ce 🔹 🥥 News 🔹 🍸 Sh	opping 🔹 🚯 Travel 🔹	
healthcode			Viewing Site: Health	hoade Training	s * 🖻 🗘	hame)				
Provider Status	Files Suc	cessfully Uploa	ded Today		Show: To	days   <u>Al</u> l				
Submit Billing File	Date	C File Name	≎ Ho	. Claims	View	Print				
<ul> <li>Uploaded Files</li> </ul>	17/06/2002	130pk.ond		1	٩,	6				
Files Passed Today	17.06/2002	190pk.snd		40						
Files failed Tgday > Claims Insurer Feedback > Reports Stateb For: In: Date V Sourch	1746-2002	120pk and			a	A \$				
© Copyright information. For Dovelopment Site	more logal and c	copyright information clici	k hare.			•				

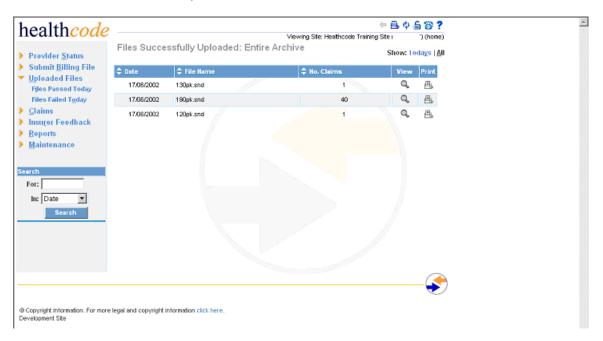
The above screen shows the successful files that have been uploaded today. You are able to view by clicking on the magnifying glass and print by clicking on the printer.

NB: Those files successfully uploaded today will appear on the following page and although they have successfully uploaded to VEDA there may still be errors on the claims within these files.



To view all claims uploaded since commencement of VEDA you need to click on <u>All in top right of</u> screen and this will show you the following screen.

This screen shows all files that have been successfully uploaded. You are able to view and print this screen and sort the files by date, file name and the number of claims.



Those files, which have failed validation, need to be corrected within the hospital billing system and resubmitted.

Provider <u>Status</u> Submit <u>B</u> illing File <u>Uploaded</u> Files Files Passed Today Files Failed Today	Files Fail Date 02/01/2002	ed Today	Problem	Show: <u>T</u> odays   <u>A</u> ll
File Uploaded Files Files Passed Today		File Name	Broblem	
Uploaded Files Files Passed Today	02/01/2002		FIUDIEIII	
Files Passed Today			Insurer code lookup failed invalio	d insurer code
	02/01/2002	serialized-form.snd	Batch file NOT processed	
	02/01/2002		Insurer code lookup failed invalid	d insurer code
Claims	02/01/2002	uiguiyguiygiugiuygiug. snd	Batch file NOT processed	
Insurer Feedback	02/01/2002		Insurer code lookup failed invalid	<mark>l insurer co</mark> de
Maintenance	02/01/2002	help-doc.snd	Batch file NOT processed	
earch For: In: Date Search				

## 6.0 Claims

Within the Claims section are a number of sub-headings:

#### 6.1 Completed Today

These claims have completed validation today and are awaiting collection from the Insurer. These will include claims, which have been corrected, and also claims that have successfully passed through the VEDA validation without requiring correction. Within this screen you can view these claims but no work is necessary.



To view all completed claims you need to click on the Insurer whose data you wish to view. This is the total completed claims. (The same as Sent Claims on JEDI.) At the top of the list of Validated Claims is a Search facility. Click on the calendar next to the Date and the following will appear.

0	3	Ju	ly 20	02	00			
Mo		We				Su		
1	2	3	4	<u>5</u>	<u>6</u>	Ζ		
<u>8</u>	2	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>		
<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>		
<u>22</u>	<u>23</u>	<u>24</u>	<u>25</u>	<u>26</u>	27	28		
29	30	31	1	2	З	4		

You should then select the date you wish to view. The following screen will appear. Each claim will be receipted by insurer with the receipt date. If the insurer has sent a Response or Remittance they are also shown against each claim. Claims collected by the insurer will change to BLACK and will show date received.



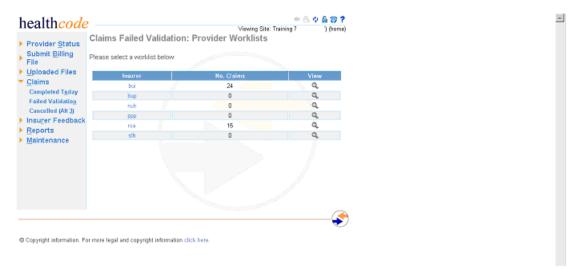
You can search by Last Name, Registration No., Claim Unique Identifier, Invoice No and Authorisation Code and if you wish to span all dates you will need to tick the "All Dates" box. Once you have input the request, you then click the Search button.

health <i>code</i>	BUPA Validated Claims	Viewing Site	Training 7 (HCODGBF) (home)
<ul> <li>Provider <u>Status</u></li> <li>Submit <u>Billing</u></li> <li>File</li> <li>Uploaded Files</li> <li>Claims</li> </ul>	Search Fee: Reclaved: AJ	Column: R Al Dates	
Completed Objms Failed Validation Cancelled (Mr.3) Insurer Feedback Reports Search Codes	16/10/2002 Collected by Insurer 16/10/2002	Vicet Patrete No.	Pant         + Amout           Name         + Amout           WELVE         6879.54           WELVE         6879.54           WELVE         6879.54
<ul> <li>Maintenance</li> <li>Resources</li> <li>Messages</li> </ul>	Collected by Insurer 17/09/2002 Collected by Insurer 09/09/2002		WELVE 6079.54 Respected 50 Q
	Collected by Insurer 09.09/2002 Collected by Insurer 09.09/2002		NWELVE 0879.54 NWELVE 0879.54 NWELVE 0879.54
	Collected by Insurer 03.09/2002 Collected by Insurer 03.05/2002		Owner:         Old         Old           INVELVE         6879.54         Old           Supporter:         63         Old           NVELVE         6879.54         Old
	Collected by Insurer		Naty 2000 63 <b>Q</b>

Dovelopment Site

#### 6.3 Failed Validation

Claims, which have failed validation, will appear here.



To view the claims in detail click on either the insurer name or icon under "View".

The detailed list of claims will appear as below.

Provider Status	Claims	Failed Va	lidation	: rsaHCl	0G8F Wor	Klist		
Submit Billing	Cate ent.	▲ Invoice ▼ No.	Provider		▲ Patient ▼ Name		Edit	Car
File Uploaded Files	29/07/2002				OPCSSIX	8609.00	1	0
	29/07/2002				OPCSTWO	£50.00	1	0
Claims Completed Today	29/07/2002				OPCSTHREE	\$392.50	1	0
Failed Validation	29/07/2002				OPCSFIVE	£634.95	1	0
Cancelled (Alt 3)	29/07/2002				OPCSFOUR	\$427.50	1	0
Insurer Feedback	29/07/2002				OPCSTWO	£50.00	2	0
Reports	29/07/2002				OPCSTHREE	£392.50	1	0
arch	29/07/2002				OPCSFOUR	£427.50	2	0
or:	29/07/2002				OPCSSIX	£609.00	1	0
	29/07/2002				OPCSFIVE	\$634.95	2	0
In: Last Name	207/2002				OPCSTWO	£50.00	1	0
Search	29/07/2002				OPCSTHREE	\$392.50	1	0
	29/07/2002				OPCSFOUR	£427.50	1	0
	29/07/2002				OPCSFIVE	\$634.95	1	0
	29/07/2002				OPCSSIX	\$509.00	2	0

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Once again you can search by Last Name, Registration No, Claim Unique Identifier, Invoice No and Authorisation Code. Once you have input the request, you then click the Search button.

4

You can also see in the display the first 25 claims and there are 25 claims per page. To view the next page click on next >. This will take you to the next page and you can continue with this method. All claims that have failed validation will appear here. Each claim will have to be manually corrected. To view the details of the claims click on the edit button this will take you into the failed claim.

🚰 Failed Claim - ID: 2002072910121083520960001 - Microsoft	Internet Explorer
healthcode	Auth. Code: 🖻 🖧 🕸 🗶 🏹
Error Message: See charges for error details.	
Suggested Fix: No Message	Cancel Claim Update
Patient Details	Insurer: Royal & SunAlliance
Surname: OPCSTWO Address:	Subscriber Reference: YE99999999
First Names: RSA The Town	Valid until Claim Form Sig
Initials: Gender: 1 The City	Group Scheme: SAB
Date Of Birth: 24/02/19	Number:
Patient No. Postcode: AB1 2DC	Third Party:     N     Q     Double Insurance:     N       Diagnosis Codes
Episode Details	ICD9: 07800   edit
Symptom Date: 01/01/19 Admit Procedure:	Provider Details
GP Visit Date: 01/01/19 Discharge Reason: RO	Specialist: 012345678 012345678
GP Visit Date: Discharge Reason: RO	Hospital Number: 60000000
Admit Date / Time: 01/08/20 08:00 Setting: I	Payee Provider: 60000000
Discharge Date / Time: 05/08/20 /08:51 Nights: 4	Invoice Details
GP Details Address:	Copaid: 0.00 Gross Total: 50.00
Name: SUSPENSE GP 12 GREEN STREET	Excess: 0.00 Net Total: 50.00
Number: GREEN LANE	VAT Total: 0.00 Discount Total: 0.00
Practice GREENLAND	Invoice From: Package Deal: N
	Invoice Date 20/09/20 Invoice To:
Postcode: GR1 2LD	

The first error will be highlighted with a suggested fix, which can be found at the top of the claim. On entering this highlighted field will automatically delete the incorrect information. If there is more than one error on a claim you can view the other error messages using the drop down arrow. The user will then go onto the next error by using the drop down arrow in Error Message. The user must click on the Update button and they will be prompted to save the changes. Click on OK.

b Error Nessage: See char	rges for error details.	•	C	ancel Claim	Update
Suggested Fix: No Mes:	sage			The other of the other of the other of the other	Shopio
atient Details		Insuren: Reyal & Su	nAlliance		
Sumame: OPCSTWO	Address: 12 The Street	Subscriber Reference: YE	999999999		
First Names: RSA	The Town	Valid until:	_	Claim Form Sig Required?	2
nitials: Gender	n I The City	Grosp	_	Scheme:	SAB
ate Of Birth: 24/02/19	Microsoft Internet Exp	lorer	×	Double Insurance:	N
atient No.	(?) This will save y	our changes and resubm			Pr.
isode Detalis		our one gas a restaura			
	Admit	- Convert - L			
ymptom Date: 01/01/19	QK	Cancel Hospital Number:	60000	70 012345678	
SP Visit Date: 01/01/19	OK		60000	000	]
ymptom Date: 01/01/19 P Visit Date: 01/01/19 admit Date / Time: 01/0	Discharge remain: pro-	Hospital Number:		000	]
iympham Date: 01/01/19 SP Visit Date: 01/01/19 scient Date / Time: 01/0 Histharge Date / Time: 05/0	Discharge remain:         pco           0020 000         Setting:         1           00/20 000         Setting:         1           00/20 000         Hights:         4	Hospital Number: Payee Provider:		000	50.0
yroptem Date: 01/01/19 IP Visit Date: 01/01/19 dmit Date / Time: 01/0 ischarge Date / Time: 03/0 2 Details	Dischargemensen:         pco           20/20 /00 00         Setting:           20/20 /00 51         Hights:           Address:	Hospital Number: Payne Provider: Invoice Details	60000	200	50.0
yropiano Dato: 01/01/19 SP Visit Date: 01/01/19 Identi Date / Time: 01/0 Hischarge Date / Time: 05/0 P Details Name: SUSPENSE OP	Discharge remain:         pco           0020 000         Setting:         1           00/20 000         Setting:         1           00/20 000         Hights:         4	Hospital Number: Payee Provider: Invoice Details Capaid:	60000	000 000 Grass Total:	
Symptom Date:         01/01/19           SP Visit Date:         01/01/19           SP Visit Date / Time:         01/01/19           Monit Date / Time:         01/0           Hocksage Date / Time:         05/0           P Details         05/0           Name:         SUSPENSE GP           Name:         Proteins	Obschärgernennen         poor           20/20 /00 00 Setting:         []           20/20 /00 51 Highth:         []           20/20 /00 51 Highth:         []           Address:         []           12 GREEN STREET         []	Hospital Number: Payee Provider: Invoice Details Capaid: Excess:	0.00	Grass Tatal: Het Tatal:	50.0
Symptom Date: 01/01/19 GP Visit Date: 01/01/19 Admit Date / Time: 01/0 Discharge Date / Time: 05/0 SP Datalls	Obschärge meinen:         post           20/20_0000         Senting:         []           20/20_0001         Highn:         []           Address:         []         []           Oxelen Streter         []         []           OREEN STREET         []         []	Hospital Number; Payee Provider: Invoice Details Copaid: Excess: VAT Total:	0.00	Gress Total: Net Total: Discount Total: Package Deal:	50.0 50.0

ゆ 🖲 🗙

in the top right hand If the error appears on the charge lines you will need to click onside of the page. This will take you into the charge lines. Once corrected and updated the claim then passes through more validation checks and there is a possibility that it may need further work.

### 6.4 Charge lines

All the areas in grey cannot be changed. All other fields can be edited. Any errors on the charge line will appear in the box with a drop down arrow at the bottom of each charge line. Should there be more than one error on each charge line, simply by clicking on the drop down arrow the other errors will appear. Once you have corrected the charge line errors you will click on OK, each charge line with an error will require you to click on OK. Should you input incorrect data in these fields by clicking the cancel button these changes will be cancelled.

# health*code*

Charge	Chargelist for invoice: 055429										
	DATES OF SE	RVICE	CHARGE COD	)ES							
Line #:	From:	To:	Service Code:	Ind Std:	UOS:	OPCS:	Provider:				
1	01/08/200	01/08/200	AZ1234	00003460	1	[Missin 🔽 edit	60000000				
Setting:	Discount Total:	Net Total:	VAT Indicator:	VAT Rate:	VAT Total:	GROSS Total:					
I	0.00	50.00	E	0	0.00	50.00	OK Cancel				
OPCS	Code, Missir	ıg	•	Desc. MAJOR CHARGE							
INVOICE TOTAL						£50					

.

This page shows you the charge lines. You can use the scroll down facility at the side to show more charge lines. Any error messages will appear below each individual charge line.

Once any change is made click on  $\bigcirc$ , at this point you will be prompted by a grey box asking you to click on the  $\bigcirc$  button on the Claim Header details. Once again click on  $\bigcirc$ . To leave the charge line click on the blue cross in the top right hand corner.

Microsoft	: Internet Explorer	
⚠	Note: You must click the Update button on the claim header to finalise changes to charges.	
	ОК	

Once all of the errors are amended click on **Update** button on the Claim Header screen. The claim will now run through the validation process.

Microsoft	Internet Explorer		×
?	This will save your ch	hanges and resubr	nit this claim.
	OK	Cancel	

When you leave the Claim Header details another box will remind you that the changes will be saved. Click on

# NB: Should an error still show on this claim once it has passed through validation it will appear back in Claims Failed Validation and you will need to edit this error.

If your user access level allows you can cancel claims at this stage. All the information processed through VEDA has to mirror that of your hospital billing system.

#### 6.5 Cancelled Claims

If you have submitted claims incorrectly and have the level of access you will be able to cancel claims. These can be cancelled either on Claims Failed Validation or on the Claim Header.

These claims will then appear in Cancelled Claims and will be part of an audit trail. These can be viewed by clicking on the \_\_\_\_\_.

health code		Viewing Sit	4 📇 🗘 🚔 🗃	
Provider Status     Submit Billing	Cancelled Claims	Thinking Ca		
Submit Billing File	Insurer	Number Of Claims	View Claims	
Uploaded Files	PPPh	0	Q.	
<ul> <li>Claims</li> </ul>	BUPA	0	Q,	
Completed Today	Standard Life Healthcare	0	Q.	
Failed Validation Cancelled (Alt 3)	Norwich Union	0	Q,	
Insurer Feedback	BUPA International.	0	Q,	
Reports	Royal and SunAlliance	0	Q,	
Maintenance				
© Copyright information. For	r more legal and copyright information c	lick here.		j

## 7.0 Insurer Feedback

#### 7.1 Remittances

#### 7.1.1 Remittances By Insurer

If it has been agreed for you to receive Electronic Remittances, these can be collected via VEDA according to the frequency of your payment cycle with the Insurer. The remittances are split by Insurer and show the number of unprocessed remittance files. "All Files" include both processed

and unprocessed files. To collect a remittance file from the insurer you must click on Upprocessed.

healthcode					ing Site: Tra		(horse)	
Provider Status Submit Billing	Remittances	By Insu	rer					
File	Insurer		Unpracessed Files	۱ A	l Filos		View	
Uploaded Files	BUPA		0		6	Unp	ocessed   All	
<ul> <li><u>Claims</u></li> <li>Insurer Feedback</li> </ul>	Standard Life Health	care	0		D	Unp	acessed   All	
Repittances	AXA PPP healthcan	9 L3 d	0		1	Unp	acessed   All	
Unread Responses	<b>BUPA</b> International		0		D.	Unp	recessed   All	
All Responses	Norwich Union		0		D	Unp	recessed   All	
Reports	Royal & SunAliance		0		0		Unprocessed   All	
Search Codes     Maintenance     Resources	Remittance	Files For	Download		Shev	down	loaded files	
Messages	File Name	Date C	ireated	Insurer	Amount	Pald	Drumload	
	ssbup059.rem		10:25:36.0	<b>BUPA</b>	£43704			
	ssbup038.rem	2002-07-03	13:50:21.0	BUPA	.0401		<b>.</b>	
							0	
Development Site								

This will take you through to view, print and process the unprocessed file for each insurer.

healthcode		ances (19/06/20		ewing Site: He	althcode Tr	aining Site	(home)	
<ul> <li>Provider Status</li> <li>Submit Billing File</li> <li>Uploaded Files</li> <li>Claims</li> <li>Insurer Feedback Remittances</li> <li>Upread Responses</li> <li>All Responses</li> <li>Pre-authorisations</li> <li>Reports</li> <li>Maintenance</li> </ul>	Date Created 30/05/2002	Provider ID	Amount Paid 6313.50	View	Print B Mark Sel	Process © lected As Pr Select All:	Processed ocessed	
@ Copyright information. For mo Development Site	re legal and copyright i	nformation click here.						

The information in here shows date file created, your Hospital Provider ID, Amount, View, Print, Process and Processed. If your hospital billing system can download the remittance file you can view the file, print the file and then process the file.

If your hospital billing system is unable to download this file you can view and print the file for manual input onto your system.

To Process an individual file click on the Healthcode icon under Process. This will then "tick" the box under Processed. To Process all tick "Select All" box. This will move the remittance file to Remittance Files for Download.

Both of these options will put the remittance file onto Remittance Files For Download.

#### 7.2 Remittance Files For Download

Once you have processed the remittance file it then appears in this section. It appears with a File Name, the date it was created, which Insurer, the amount of the remittance file and an option to Download. If you are able to download your remittance file directly onto your hospital billing system you have to click on .

A grey box will appear asking you whether you want to open from this location or save to disk, click on save to disk, you will now need to tell the pc where this file needs to be saved to (your hospital billing system administrator will tell you this information). If you never save anything else using this option it will always take you back to the correct place at future downloads, but windows only remembers the last place you saved to. Remember it may not always be in the correct place. You will now receive a grey message box saying download complete. Click close.

The remittance file will now have downloaded onto your billing system and you will be able to print a detailed report, which will include the mismatches and unmatched invoices which will need to be completed.

healthcode			82		ing Site: Tra		⇔ V is W 3 tone	
Provider Status	Remittances	By Insu	er					
Submit Billing File	Insurer		Unprocessor Files	<sup>1</sup> A	ll Files	View		
Uploaded Files	BURA		0		5	Unpr	ocessed [AII	
Claima	Standard Life Healthcare		0		D		Unprocessed [All	
<ul> <li>Insurer Feedback Renittances</li> </ul>	AXA PPP healthcan	i Ltd	0		1	Unpr	ocessed   All	
Upread Responses	BUPA International.		0		0	Unpr	ocessed   All	
All Responses	Norwich Union		0		D	Unpr	ocessed   All	
Reports	Royal & SunAlliance	,	0		D	Unpr	acessed   All	
Search Codes     Maintenance     Resources	Remittance	Files For	Download		Shev	v down	loaded files	
Messages	File Name	Date (	reated	leserer	Amount	Paid	Described	
	ssbup069.ram	2002/11/21	10.25:36.0	BUPA	£437D4	.41	- 40	
	ssbup038.ram	2002-07-02	13:50:21.0	BUPA	£401	1	- 8	

Users unable to automatically download this file will see these files remain here and Healthcode will clear this data every six months.

#### 7.3 Unread Responses

These are split by Insurer, the number of responses and the options to view and print. Printing options are summary or detailed. This is the same function as on the JEDI system.

healthcode Provider Status Submit Billing File	El You hav 2 ann massages. 🗮 🖓 🖄 🕉 Verving Stie: Training Unread Response Files Nationan sumber of files exceeded, Shraving only the fint 50.					
Uploaded Files     Claims	Date Received	lasurar	Ho. of Responses	View	Print	Print Details
<ul> <li>Insurer Feedback</li> </ul>	29/08/2003	bup	1926	а,	8	ß
Benittances	29/07/2003	bup	21494	Q,	8	ß
Upread Responses All Responses	25/07/2003	bup	5862	а,	8	(B
Reports	04/04/2003	bup	1827	Q,	8	偶
Search Codes	03/04/2003	bup	1926	Q,	Α.	<u>g</u> g
Maintenance	01/04/2003	bup	1924	Q,	8	ß
Resources	31/03/2003	bup	3848	а,	8	ß
Messages	26403/2003	bup	3842	Q,	B	ß
	21/03/2003	bup	1921	Q,	8	露
	20/03/2003	bup	1921	Q,	8	ß
	19/03/2003	bup	1921	Q,	8	CB.
	18/03/2003	bup	1921	Q,	B.	ß
	17/03/2003	bup	1921	Q,	8	億
	14/03/2003	bup	1919	Q,	8	(Å
	12/03/2003	bup	1919	Q,	8	ß
	2540.2003	bup	1919	Q,	B.	ß
	24/02/2003	bup	1919	а,	8	億
	21/02/2003	bup	1919	Q,	8	偶

Selecting the view option will load the following screen.

health <i>code</i>		healthcai	re LtdRespo	View	ing Site: Training 09/2002)		5 Q S	i (home)
Provider Status Submit Billing File			of 44 records,		,	ь. п	ert>>	•
<ul> <li>Uploaded Files</li> <li>Claims</li> </ul>	Search 🖢							
<ul> <li>Seams</li> <li>Insurer Feedback</li> </ul>	Sent	Provider No.		Amount \$		-		Read
Remittances	23/09/2002		NINETEEN	666.96	Outstanding	q,	8	
Upread Responses	23/09/2002		TWENTY-THREE	\$528.55	Outstanding	Q,	ä	Г
All Respanses	23/09/2002		TWENTY-TWO	\$752.90	Outstanding	Q,	ā	
Reports	23/09/2002		TWENTY-ONE	£1099.43	Outstanding	Q,	8	
Search Codes Maintenance	23109/2002		TWENTY-FIVE	\$516.72	Outstanding	Q,	8	
Resources	23/09/2002		TWENTY-FIVE	\$516.72	Outstanding	Q,	8	
Messages	23/09/2002		SEVENTEEN	£111.55	Outstanding	q,	6	
	234992002		TWO	\$752.90	Outstanding	Q,	8	
	23/09/2002		SEVEN	\$529.89	Outstanding	Q,	a	
	23/09/2002		SIXTEEN	62420.44	Outstanding	q,	8	
	2349/2002		TWENTY FOUR	\$2329.19	Outstanding	Q,	8	
	23/09/2002		NINETEEN	\$\$6.96	Outstanding	Q,	Δ.	
	23/09/2002		ELVEN	674.40	Outstanding	Q,	6	
	234992002		NINE	66487.05	Outstanding	Q,	8	
	23/09/2002		FOURTEEN	\$136,25	Outstanding	Q,	6	
	23/09/2002		SIX	63292.80	Outstanding	Q.	5	
	23/09/2002		TWO	\$752.90	Outstanding	Q,	8	
	23/09/2002		TWENTY-THREE	6528.55	Outstanding	Q,	8	
	23/09/2002		SEVENTEEN	£111.55	Outstanding	Q.	6	
	234997862		TWO	\$752.90	Outstanding	Q,	8	
	23/09/2002		TWENTY-ONE	£1099.43	Outstanding	Q,	6	
	23/09/2002		FOURTEEN	£136.25	Outstanding	Q.	5	
	231997002		TWENTY-TWO	\$752.90	Outstanding	9,	Δ.	
	23/09/2002		TWENTY-THREE	6528.55	Outstanding	Q,	6	
	23/09/2002		NINE	66487.05	Outstanding	9	6	
					Hark Sel	-		
					L Hern oge			
						Sele	여진	

Listed here are all unread responses showing the date sent, name, amount and status of claim. Clicking on the enables you to view the details of the outstanding claim. This gives claim information and details the status of claim and users are able to print this page by clicking on the . Once you have viewed these responses a green tick will appear under "Read."

Shown below are the Response details.

RAINING SI	XTEEN		Reg No	
<u>Date Recd. (No.</u> <u>Da<b>y</b>s)</u>	<u>Provider No</u> <u>Hospital No.</u>	<u>Invoice No</u>	<u>CH Claim No</u>	
23/09/2002 (0)			20022660000008	
<u>Insurer Claim No</u>	Claim Amt			
Status: Outs	12420.44 Tanding			
Reason			٨	noun

To return to the Unread Response page click on the X. Clicking on the  $\checkmark$  refreshes and when the screen reappears this response will have archived into All Responses.

To print the summary of responses just click on the  $\triangleq$  and the following page will appear listing all responses and printing this summary.

		_	
Date Sent Provider No.	Name	Amount	Status
23/09/2002	TWENTY-TWO	£752.90	Outstanding
23/09/2002	TWENTY-ONE	£1099.43	Outstanding
23/09/2002	SIXTEEN	£2420.44	Outstanding
23/09/2002	SEVEN	£529.89	Outstanding
23/09/2002	SEVENTEEN	£111.55	Outstanding
23/09/2002	TWO	£752.90	Outstanding
23/09/2002	TWENTY-FOUR	£2329.19	Outstanding
23/09/2002	NINETEEN	£66.96	Outstanding
23/09/2002	ELVEN	£74.40	Outstanding
23/09/2002	NINE	£6487.05	Outstanding
23/09/2002	FOURTEEN	£136.25	Outstanding
23/09/2002	FIVE	£516.72	Outstanding
23/09/2002	FIVE	£516.72	Outstanding
23/09/2002	TWENTY-TWO	£752.90	Outstanding
23/09/2002	FOURTEEN	£136.25	Outstanding

## AXA PPP healthcare Ltd Responses (23/09/2002)

7.4 All Responses

This will be Insurer specific and users will be able to view All Responses, print a summary and also a detailed report.

health <i>code</i>	🖬 You have 2 new messages. 🏘 🗟 🖗 🏦 😵 🕈 Viewing Stell Training some					
Provider Status Submit Billing	All Response Files					
File	Insurer	No. of Responses			Print Details	
Uploaded Files	BUPA	116390	а,	8	(B	
Claims Insurer Feedback	AXA PPP healthcare Ltd	46	Q,	8	15	
Search Codes Maintenance Resources Messages						
Development Site						

When selecting the view option the following page will appear.

healthcode				ar		ew messages og Site: Training		19.1	Y 105 0
Provider Status	AXA PPP	healthc	are Lto	iRespons	es (All)				
Submit Billing File	Disp	laying 1-25	▼ of 4	8 records, 21	reco	rds per page			
Uploaded Files <u>Claims</u>	Search Sent	C Received	Provider	C Name	C Amount	Status	Vina	Print	Read
<ul> <li>Insurer Feedback Remittences</li> </ul>	23109/2002	23/09/200	no.	ELVEN	\$74,40	Outstanding	a,	6	× .
Upread Responses	23/09/2002	23/09/200		TWO	£752.90	Outstanding	Q,	8	
All Responses Reports	23/09/2002	23/09/200		ONE	£1099.43	Outstanding	а,	ë,	1
Search Codes	23459/2002	23/09/200		TWENTY- FIVE	4515.72	Outstanding	q,	ä	*
Maintenance	23/09/2002	23/09/200		NINETEEN	\$55.95	Outstanding	۹,	ë,	×
<ul> <li>Resources</li> <li>Messages</li> </ul>	23/09/2002	23/09/200		SIXTEEN	\$2120.44	Outstanding	Q,	B.	*
. seconders	23/09/2002	23/09/200		SEVEN	6529,89	Outstanding	q,	8	
	2349-2002	23/09/200		TWENTY. FIVE	4515.72	Outstanding	а,	ē.	*
	23/09/2002	23/09/200		SEVENTEEN	£111.55	Outstanning	۹,	<u>e</u> ,	
	23/09/2002	23/09/200		TWENTY. ONE	£1099.43	Outstanding	q,	8	
	23/09/2002	23/09/200		TWENTY: TWO	6752,90	Outstanding	а,	ß	
	23 <b>/09/2002</b>	23/09/200		TWENTY- THREE	4528.55	Outstanding	d'	ē.	*
	23/09/2002	23/09/200		TWO	£752.90	Outstanding	а,	д,	
	23/09/2002	23/09/200		ONE	£1099.43	Outstanding	٩,	B.	
	23/09/2002	23/09/200		TWENTY. FOUR	62329.19	Outstanding	q,	8	
	23/09/2002	23/09/200		TWENTY- THREE	4528.55	Outstanding	đ,	8	
	23/09/2002	23/09/200		TWENTY- FIVE	4515.72	Outstanding	с,	ë,	
	23459,2002	23/09/200		TWENTY- TWO	6752.90	Outstanding	d'	8	
	23/09/2002	23/09/200		FOURTEEN	£136.25	Outstanding	۹,	ë,	
	23109/2002	23/09/200		FOURTEEN	£136.25	Outstanding	Q,	8	П
	23/09/2002	23/09/200		NINE	\$6487.05	Outstanding	а,	В.	
	23/09/2002	23/09/200		TWENTY. TWO	6752.90	Outstanding	Q,	8	

By using the search facility you can access the response just viewed and printed, this will also access any other responses for this person. The green tick in the read box shows this response has been viewed.

## 8.0 Reports

Within this section are Provider Reports. You can select which report you request by using the drop down arrow. It will also show the number of Reports in Progress and the Reports Available.

health code				(中 倍)。	) 🛆 🕲 <b>?</b>
	Provider Audit Reporting		Viewing	Site: Heathcode Training Site	) (home)
Submit Billing File	File Status				
Uploaded Files	Reports In Progress:	0			
Claims Insurer Feedback	Reports Available	18	Q,		
Reports	Request a Report:	SELECT REPORT TY	/PE 💌		
• Reports • Maintenance					

These are broken down with File Name, From and To Date User Description and the View option.



These will be available for you to view and print provided you have the correct User Access Level. To view the detailed report click on the \_\_\_\_\_. This will be information specific to your hospital and detailed per insurer.

health <i>code</i> –		<b>₩</b> 8.0	ä 78 ?
healthcode			24/09/2003 9:16:21
	Valid	ation Failure Summary	
System : VEDA			Site: Training 7
	Description	: Validation Failure Summary	
PROVIDER NO: 60009243			
INSURER: AXA PPP health	care Ltd		
Pirst Time Pass Rate:	100.00 %	Avg Validation Time:	0.00 Days
Cancelled Claims: No cancelled claims mat	ching search criteri		
Top 15 Validation Error	**		
No. Errors 1	Error Description Code not valid for	insurer	Error Field Provider Chargecode
			<u> </u>
			$\checkmark$

## 9.0 Search Codes

Search Codes gives you the facility to search for Diagnoses Codes (ICD9), Procedure Codes (OPCS) and Industry Standard Codes.

healthcode	)		<b>e</b>	¢ 🔓 🛜 ?
nearmoule		Viewing \$	Site: Dummy Provider Site	) (home)
<ul> <li>Provider <u>Status</u></li> <li>Submit <u>Billing</u> File</li> <li><u>Uploaded</u> Files</li> <li><u>C</u>laims</li> </ul>	Search Codes Search For:	 Diagnoses Codes		
Insuger Feedback				
<ul> <li><u>Reports</u></li> <li>Search Codes</li> </ul>				
• Maintenance				

Type the area you require a code for within "Search For". Click on the drop down arrow and select either 1. Diagnoses Codes 2.Procedure Codes or 3.Industry Standard Codes.Then click on

A list of codes will be displayed that are available for the description you have requested. An example of the codes and descriptions are shown below and this will be the format for all search facilities. Not all of these codes will be valid for each insurer and may show on the individual claim as not being valid.

healthcode	2			Viewie	🗢 🖶 🜵 🔓 🛜 ?
Provider Status	Search Co	des		viewing	Site: Dummy Provider Site (
<ul> <li>Uploaded Files</li> <li>Claims</li> </ul>	Search For: kr	nee 🗌	Diagnoses Codes	>>	
Insu <u>r</u> er Feedback	Code	Details			
<u>R</u> eports	89730	AMP LEG UNI ABOVE/KNEE/CO	MP		
Search Codes	89100	OPEN WOUND KNEE,LEG ,ANKL	E(EXCL THIGH)		
<u>M</u> aintenance	89110	WOUND/KNEE,LEG/ANKLE/COM	PL		
	89120	WOUND/KNEE,LEG,ANKLE/W/TE	NDON INVLMINT		
	89720	AMP LEG UNI ABOVE/KNEE/SIN	IPLE		
	83600	DISLOCATION OF KNEE			
	83610	TEAR OF LATERAL CARTLG O	R MENISCUS, KNEE		
	83620	OTHER TEAR OF CARTLG OR N	IENISCUS, KNEE		
	83650	CL DISLOC, KNEE, OTER NEC			
	83660	OP DISLOC-KNEE, OTHER, NEC			
	84400	SPRAINS OF KNEE AND LEG			
	84410	SPRAIN AND STRAIN/MEDIAL (	OLLATERAL KNEE		
	84420	SPRAIN AND STRAIN/CRUCIAT	E LIGAMENT KNEE		
	84480	SPRAIN AND STRAIN/OTH SPE			
	84490	SPRAIN AND STRAIN/NOS/KNE			
	82200	FRACTURE OF PATELLA (KNEE	)		
	73660	ACQ KNEE DEFORMITY NEC			
	71700	INTERNAL DERANGEMENT OF	JNEE		
	71760	LOOSE BODY III KHEE			

## 10. Maintenance

Within the Maintenance section are a number of sub-headings.

health <i>code</i>	🗢 🖶 🜵 🖨 🍘 <b>?</b>
	Healthcode Status   Viewing Site: Albyn (HC00G1N)         Maintenance Page         Specialist Registration         Specialist wishing to bill electronically must use this section to register their details with selected Insurers.         Payee Provider Status         Details of Specialists and Treatment Sites approved and accepted for electronic billing by selected Insurers.         Error Logs         Use these screens to report problems with the system, and to view the status of logs reported by users in your site.         List Users         List of users for this site.         Code Map Maintenance         View / Edit Service Codes Mapped against Industry Standard Codes.
	Healthcode Limited © copyright 2004

## 11. Code Map Maintenance

The following section describes the functionality within Code Map Maintenance

- 1. Introduction
- 2. Accessing Code Map Maintenance
  - 2.1 Hospital Billing Users
  - 2.2 Head Office Users
- 3. Code Map Maintenance Functions
- 4. Searching / Viewing the Code Map
  - 4.1 To search for a mapping
  - 4.2 To search for all codes mapped to an Industry Standard

Code

4.3 To search for all codes within a Category

## 5. Amending, Adding & Deleting Code Maps

- 5.1 Adding a Code Map
- 5.2 To edit an existing code map
- 5.3 Deleting Code Maps

## 1. <u>Introduction</u>

All hospitals sending bills via the Veda System have a Code Map attached to their billing site.

The Code Map contains Service Codes used within the Hospital Billing System to describe charges on a hospital bill, and a relevant "mapping" to an Industry Standard Code.

The Code Map Maintenance functionality was designed to give users, both within the hospital and at Head Offices the functionality to maintain their own Code Map, without the need to raise a Helpdesk log.

## 2. Accessing Code Map Maintenance

2.1 Hospital Billing Users

Code Map Maintenance can be accessed via the Maintenance option from the left hand menu.

health <i>code</i>	← △ ϕ △ ② ?
<ul> <li>Provider Status</li> <li>Submit Billing File</li> <li>Uploaded Files</li> <li>Claims</li> <li>Insurer Feedback</li> <li>Reports</li> <li>Maintenance</li> <li>Resources</li> <li>Search Codes</li> <li>Messages</li> </ul>	Maintenance Page Fror Logs Use these screens to report problems with the system, and to view the status of logs reported by users in your site. List Users List of users for this site. Add Specialist / Treatment Site Register a new specialist. Code Map Maintenance View / Edit Service Codes Mapped against Industry Standard Codes.

Click on Code Map Maintenance

## 2.2 <u>Head Office Users</u>

Head office users can access the Code Map Maintenance option from their Group Status page.

If a group has more than 1 code map set-up, users will need to select which code map they wish to maintain.

Click on the Code Map from the drop down list to begin.

le Status			User Settings
Reports In Progress:	0		Access Key Guide: Off 🔻
Reports Available	1	Q,	No. Results Output On List 25
Request a SELEC Report:	T REPORT T	YPE 💌	Help Screen Always On Top: On 🔻
			Full Screen View: Off 💌
			Site: Select Provider Site
			Personal Details
			Change Password
			Code Maps
			Site: Code Sets for Site
			Code Sets for Site
			Nuffield Ashdown Codemap
			Training Codemap Nuffield Corporate Chargemaster

## 3. Code Map Maintenance Functions

Once accessed, users will then be presented with the Maintenance page

From here you can

- □ <u>Search to view the code maps</u>
- **Edit existing mapping**
- Add a new code mapping
- $\Box \qquad \underline{Delete \ a \ mapping(s)}$

In order to add, amend or delete, users must first "Check Out" the code map to ensure no other users are amending the code map at the same time.

If the "Check Out" option is not available you will need to request access to edit the code maps.

This can be done by contacting the Helpdesk.

Codo Man				
Code Map			Check Out	Sheek In
Search 🕨				-
Find:	Categ	All Categories	Searc	h New
Service Code	Industry Standard Code	Description		Update Delete
Please enter a se	earch term and / or s	elect a category to vie	w a list of codes.	

## 4. <u>Searching / Viewing the Code Map</u>

You can search and view:

- □ <u>A single mapping (using full or partial search characters)</u>
- □ <u>All codes mapped to a particular Industry Standard Code</u>
- <u>The first 1000 codes within a Category</u>

## 4.1 <u>To search for a mapping</u>

Enter the search characters within the Find field and click on Search

Search 🕨				
Find: CB4	Categ	ory: All Categories Search	Ne	w
Service Code	Industry Standard Code	Description	Update	Delete
Category: Drugs &	Consumables			
CB4000	D0000320	Daily Drugs and Consumables Charge		
CB4050	D0000050	Blood products, Named list applies	2	
Category: Package	es			
CB4040	PKG00202	Yag laser photodisruption of posterior capsule of lens (incl		
Category: Legacy	ISC			
CB4010	D0000340	Fibrinolitic Drugs		
CB4020	D0003280	Drugs, Dantrium		
CB4030	D0000300	Antibiotics		

This will then display all service codes and Industry Standard codes containing the search characters.

If you wish to search only in a particular category of Industry Standard Code, select the category from the drop down list.

The system searches for the search characters in Service Code, Industry Standard Code and ISC description.

## 4.2 To search for all codes mapped to a particular Industry Standard Code (ISC)

Enter the Industry Standard Code in the Find field and click on Search
This will then display all service codes mapped to the ISC

If there are more than 1000 results only the first 1000 will be displayed

Search 🕨			2				
Find: D00000	50 Cate	egory: All Categories	•	Search	Ne	ew	
Service Code	Industry Standard Code	Description			Update	Delete	
Category: Drugs	& Consumables						
BP1052	D0000050	Blood products, Named list applies			1		
BP1053	D0000050	Blood products, Named list applies			2		
BP1503	D0000050	Blood products, Named list applies			2		
BP1504	D0000050	Blood products, Named list applies			2		
BP3008	D0000050	Blood products, Named list applies			2		
BP3009	D0000050	Blood products, Named list applies			2		
BP4000	D0000050	Blood products, Named list applies			2		
BP4005	D0000050	Blood products, Named list applies			2		
BP4008	D0000050	Blood products, Named list applies			2		
BP4009	D0000050	Blood products, Named list applies			2		
					- Cu-	_	

## 4.3 <u>To search for all codes within a Category</u>

Select the category from the drop down listing and click on Search

If there are more than 1000 results only the first 100 will be displayed.

ind: Category: Minor Procedures Search New	Search 🕨	The below is	st has been limited to the first 1000	esuits		
	Find:	Categ	Minor Procedures	Search	Ne	w
	Service Code		Description		Update	Delete
Category: Minor Procedures	Category: Minor	Procedures				
CT1600 E0003340 Blood pressure 24 hour monitoring 😭 🗌	CT1600	E0003340	Blood pressure 24 hour monitoring		2	
CY0010 E0000550 Cervical smear test, no known condition 🔗 Г	CY0010	E0000550	Cervical smear test, no known condition		2	

## 5. <u>Amending, Adding & Deleting Code Maps</u>

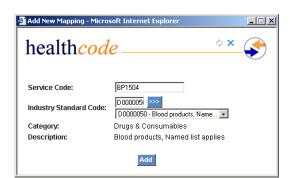
To perform any edit functions on the code map you must first "check out" the code map. This ensures that no others are able to edit the code map once you are making changes.

Once checked out the New Update & Delete options become active.

## 5.1 Adding a Code Map

To enter a new mapping, select the icon.

Enter the service code and the ISC you wish it to be mapped to.



And select Add.

Edit Code Mapping - Microso	oft Internet Explorer	_ 🗆 X
healthcode	rt X	
	Update successful!	
Service Code:	BP1504	
ISC:	D0000050	
Category:	Drugs & Consumables	
Description:	Blood products, Named list applies	
	Done	
J		

You will receive confirmation the update has been successful.

Once you have completed editing the code map you need to check the code map back in so the changes take affect.

To do this select Check In

Any changes will now be applied.

## 5.2 <u>To edit an existing code map</u>

To edit an existing code map first search to display the mapping.

To do this enter the service code in the Find field and click on Search

		Check Out Che	ck In	
	Codemap cu	rrently checked out by user		
Search 🕨				
Find: CC1010	Categ	ory: All Categories Search	Ne	w
Service Code	Industry Standard Code	Description	Update	Delete
Category: Special	ist & Practitioner Fe	es		
CC1010	C0000120	Pathologist"s fee	2	

## Select 🗭 to amend the mapping

🚰 Edit Code Mapping - Microso	oft Internet Explorer		_ 🗆 X
healthcode	2	\$ <b>X</b>	
Service Code:	CC1010		
Industry Standard Code:	(0) Codes found 💌		
Category:	Specialist & Practitioner Fees		
Description:	Pathologist"s fee		
	Update		

Enter search characters to find the Industry Standard Code or alternatively enter the exact Industry Standard Code and click on

The ISC displayed in blue is the current mappings for the service code.

🖉 Edit Code Mapping - Micro	soft Internet Explorer	_ 🗆 🗡
healthcod	e\$	
Service Code:	CC0005A	
Industry Standard Code:	FEE >>>> (73) Codes found	]
Category:	(73) Codes found C0000010 - Surgeon''s fee for theatre	
Description:	C0000020 - Anaesthetist"s fee for th C0000020 - Consultant fee, Flouresce	
	C0000100 - Anaesthetist''s fee, In-ho	
	C0000110 - Radiologist''s fee C0000120 - Pathologist''s fee	
J	C0000140 - Professional fees	

Scroll through the list and select the ISC you wish the service code to be mapped to.

	🚰 Edit Code Mapping - Micro	soft Internet Explorer	_ 🗆 🗙
	healthcod	e	* × 🏈
	Service Code: Industry Standard Code: Category: Description:	CC0005A FEE >>> C0000140 - Professional fees Specialist & Practitioner Fees Professional fees Update	
Click Update to save	the mapping	soft Internet Explorer	
	healthcode	е	\$ ×
		✓ Update successful!	
	Service Code: ISC: Category: Description:	C0000140 Specialist & Practitione Professional fees	r Fees
		Done	

Select **Done** to complete the update and return to Code Map Maintenance page.

## 5.3 Deleting a Code Map

To delete a mapping, first search for the mapping you wish to delete.

Search 🕨			2				
Find:	Categ	jory: Drugs & Consumables	•	Search	Ne	w	
Service Code	Industry Standard Code	Description			Update	Delete	
BP3008	D0000050	Blood products, Named list applies					<b></b>
BP3009	D0000050	Blood products, Named list applies					
BP4000	D0000050	Blood products, Named list applies					Π
BP4005	D0000050	Blood products, Named list applies			1	~	
BP4008	D0000050	Blood products, Named list applies					
BP4009	D0000050	Blood products, Named list applies			2	~	
BP4010	D0000050	Blood products, Named list applies			1		
BP5000	D0000050	Blood products, Named list applies					
BP5001	D0000050	Blood products, Named list applies			2		
BP6001	D0000050	Blood products, Named list applies			2		
BP6666	D0000050	Blood products. Named list applies			1	П	-
			Dele	ete Selecteo	d Codema	aps	

Select the code maps you wish to delete by ticking the check box at the end of each mapping.

Once you have the all the mappings selected you wish to delete, click on

Delete Selected Codemaps

You will receive a prompt to confirm the deletion of the specified code maps

Microsoft	t Internet Explorer 🔀
?	Are you sure you wish to delete the following codemaps? - BP3009 - BP4005 - BP4008 - BP4009 - BP4010 - BP5000 If so then press OK to continue
	Cancel
Fo continue click	

If you wish to cancel or amend the code maps for deletion click on Cancel

Once you have finished editing the code map, you will need to "check in" the code map.

If you try to logout of the system without checking back in the Code Map you will receive a warning before you logout.

### Error Logs

These can be accessed either when you have selected Secure Access or prior to logging onto the system.

## Non-Secure Side

what we do         what we do         bit with we do         be VEDA system using 128 bit SSL encryption.         contact us         bit with we do         bit with we do         bit we do	what we do polocy new VEOA system where the VECA system suring 128 bit SSL encryption. You have forged out of the system. User Name Pessedrat Submit	what we do polocy max VDA system select news Laborat use Loging Edit to SSL encorption. Vous have logged out of the system. Loging Edit User Name Pessecial Submit	what we do       policy         oppoly       the VEDA system         The VEDA system       the source of the system.         User have logged out of the system.       Vau have logged out of the system.         User Name	otay       Planese endre your saver name and pastwerd to log on to the VEDA system onestatus teat names         Variation       Too have logged out of the system.         Variation       Variation         User Name       Basend         Pastwerd       Submit         Basinger       Basinger         Assinger       Submit         Basinger       Basinger		
odday       the VEDA system using 128 bit SSL encoppilon.         contact us       vous how logged out of the system.         intext news       vous how logged out of the system.         User Hame:	policy     the VEDA system using 128 bit SSL encrysten.       Contact us     You have logged out of the system.       Untert here:     Vou have logged out of the system.       Uper Herm:	potry       the VEDA system using 128 bit SSL encryption.         tex VEDA system       You have logged out of the system.         ustert news       You have logged out of the system.         User lame:       Passeder         Passeder       Submit         The USE System       Submit         Assistance:       Login Schem         Assistance:       Login Schem	policy policy particle A system Coontact us file VEDA system using 128 bit SSL encryption Vou have logged out of the system.  Vou have logged out of the system.  Login Form User Name: Passect Submit Full Screen  Assistance: Login Selp [Contact Heggesk	oticy where VEDA system using 128 bit SSL encopyblios. Vou herve logged out of the system ontact us treat news Vou herve logged out of the system. Vou herve logged out of the system User Reme: Passecond Submit Inguit Screen Assistance: Logn Help [Contact Helpgets]		
The VEDA system contact us tatest news Vour knyce logged out of the system. Legen Form User Name Passwind Submit Eut Screen Assistance: Logon Bilg   Contact Heiggesk	Vou have logged out of the system.     Vou have logged out of the system.	Vous have logged out of the system.     Southere logged out of the system.     User Kenner     Pesseint     Submit      pull Screen      Assistance: Logn Light [Control Hubgersk	Book DA system     Contact us     Subest news     Subest news     Contact us     Contact     Contact us     Contact     Contact us     Contact us     C	the VEDA system deat news  You have logged out of the system.  Legion Eorns User Name Pasewind Submit Eut Screen  Assistance: Logn Big [Conted Heigdesk		
Contact us Satest names Vou have logged out of the system. Light Form User Name: Password: Submit □ Euit Screen Assistance: Logon Help [Contact Helpderk]	Contact us Use there bogged out of the system. User there User there Pessedrat Submit □ Eul Screen Assistance: Logn Elig [Contact Heggesk	Contact us  Statest nees  You have logged out of the system.  Login Form User Name: Password: Submit: Password: Submit: Password: Submit: Password: Submit: Password: Submit: Password: Pa	Contact us         You have logged out of the system.           Intest news         Loging form           User Name:         Passeont:           Submit         Eut Screen   Assistance: Loging Selp [Contact Happesk	Vou have logad out of the system.  Indext names  Vou have logad out of the system.  Logar Eorm User Name Pessword Submit Eut Screen  Assistance: Logar Big [Contect Helpdeck]		
Login Form User None Pessword Submit  Full Screen Assistance: Login Birg   Contect Helpdesk	Uter t news  kogin / Form Uter Name: Password Submit  Fut Screen Assistance: Logn Halp [Contact Helpdesk	User Login Form User Yama: User Yama: Pessword Submit	Contact us         Satest news         Lopint Form         User Kaner         Pessword         Submit       Full Screen         Assistance: Lopin Belp [Contact Halpdesk	Assistance: Login Bala Help Contact Helpderk		
Assistance: Logo Help [Context Helpders]	User Name: Passedrat Submit  Eut Screen  Assistance: Logn Erip (Contact Helpdesk	User Name Pessword Submit If gull Screen	Assistance: Logn Help Contact Helpdeck	Acijan Acim User Name Passwant Submit II Eut Screen Assistance: Logn Halp Contact Helpdesk		
Pessword Submit Full Screen	Pessword: Submit In Full Screen Assistance: Login Enip   Contact Helpdesk	Pessword Submit In Eul Screen	Password Submit C guil Screen	Passwind Submit In Euf Screen		
Pessword Submit Full Screen	Pessword: Submit In Full Screen Assistance: Login Enip   Contact Helpdesk	Pessword Submit In Eul Screen	Possword Submit C Full Screen	Passwind Submit In Euf Screen		
Submit Eul Screen	Submit Eut Screen	Submit In gul Screen	Submit C gul Screen	Submit Eul Screen		
Assistance: Logar Help (Corriad Helpdesk	Assistance: Login Help (Contact Helpglesk	Assistance: Logn Help Contact Helpderk	Assistance: Logn Help   Contact Helpdesk	Assistance: Login Help   Contact Helpgesk		
Assistance: Logar Help (Corriad Helpdesk	Assistance: Login Help (Contact Helpglesk	Assistance: Logn Help Contact Helpderk	Assistance: Logn Help   Contact Helpdesk	Assistance: Login Help   Contact Helpgesk		
Comparing and a long regulation of the regulation of the rest of the	Cinque Conque : seu Colit Lone, colitivad esta fundo nor me Lone.	Gades	Contra - and Onl Loss Only and have have have not one.	Ginges Ones - Lans Folls Lose - Followed have been fores		
						6

Click on Fault Logs. This is where you will log all calls regarding faults. The following screen will appear.

health <i>code</i>		Veda Log System	
	Login Form Your Site:	Training 1	
	Enter Your ID:		
	Enter Password:		
		Submit	

You will then need to select your site from the drop down arrow and complete all the fields then click on submit.

Once you have accessed the Logs the following screen will appear.

health	code				Veda Lo	g System		ß	× 6 🏈 -
Pending L	ogs						Add Log   Pending Logs   Complete Logs   Cosmetic L	ogs   View Log ID:	>>
Site: Trai	ning 7	•						Search:	>>
\$ ID	No.	\$ Date	\$ User	Organisation	Status	Severity \$ Resp.	Description of Log		
0501M	0	24/09/2003 09:18	Mr Training User 7	Training 7	pending	HC	A problem with an OPCS code not valid		

This list will show all Pending Logs and the headings are self-explanatory. If you wish to add a log you will click on Add Log in right hand side of screen. The following screen will appear.

<b>health<i>code</i></b> Add Log	Veda Log System	Add Log   Pending Logs   Complete Logs   Cosmetic Logs   View Log ID:
	Decails         Details Of Fault           Rame:         Training User 7           Site:         Training User 7           User 10:         OctoBito 707           Phene         [01234 657890]           Remain         Faming@treathcode           Powering:         C           Cotical         C           C         Major           G         Mador           C         Central:	×

This should be completed in the normal way. Ensuring you complete all fields. Selecting the Severity and given a detailed description or request.

Once completed click on Add Log.

The following screen will appear.

healthcode	Veda Log System	a × a	€_
Add Log	Add Log   Pending Logs   Complete Logs   Cosmetic Logs   View Log ID:	>>	4
The Log has been entered into the database.			

You can then select from one of the options in the right hand upper corner of the page. If you wish to view all Completed Logs you should select this and the list of completed claims will appear. If you know the ID of the log you can also search for this. The following screen will appear.

healthcod	e		Veda Log System		🛎 × 🛎 🍣
Log Details: 05	01M << back			Add Log   Pending Logs   Complete Log	s   Cosmetic Logs   View Log ID: >>>
Originator				Update Date	Description
User Name :	Mr Training User 7	Phone No:	01234 567890		
Organisation:	Training 7	Position:			
Email:					
Log					
Severity:	Minor	Status:	pending		
Date:	2003-09-24 09:18:52.0	Responsibility:	HC		
Description: Resolution:	A problem with an OPCS code not valid				

To go back you click on <<back.

You can also Search for a specific Organisation, User, Description or other specific data by typing in the Search field and clicking on the button with two arrows.

Once this request has been input the following screen will appear.

healtl	hcode				Veda Lo	og Syste	m	🖴 × 🛓 🏈 –	4
Pending	Logs							Add Log   Pending Logs   Complete Logs   Cosmetic Logs   View Log ID: >>	
Site: H	ealthcode	-						Search: bupa international >>>	
© 10	No.	Date	User	Crganisation	Status	🗢 Severi	ty 🗘 Resp.	Description of Log	
00321	0	18/11/2002 14:56	Ms Pauline Key	BUPA INTERNATIONAL	pending		me		
00311	0	02/10/2002 09:44	kamal	BUPA INTERNATIONAL	pending		hc	lkjikjkisdfikjsdifjsdfsdf this is chase	

#### Error Logs – Secure Access

When in Maintenance click on Error Logs and follow steps from Page 28.

## DATA PROTECTION

In order to comply with the Data Protection Act 1998 it is important that all insured members sign the Declaration and Consent on all Registration Forms and or Claim Forms. Failure to comply with this will contravene the Data Protection Act and could lead to your prosecution or that of your organisation.

#### Healthcode Contacts

Name	Email	Phone	Fax	Address
Healthcode Helpdesk	Helpdesk@healthcode.co.uk	01784 263 150	01784 263 155	Oak House Littleton
				Road

		Ashford
		Middlesex
		TW15 1US

## **Insurer Contacts**

Name	Phone	Fax	Address
BUPA	08457 553333	0161 877 4385	Provider Services Anchorage 3 Anchorage Quays Salford Manchester M50 3XL
AXA-PPPh	Refer to Remittance Advice		Phillips House Crescent Road Tunbridge Wells Kent TN1 2PL
Norwich Union Healthcare Limited	02380 372241	02380 372479	The EDI Claims Payment Team Dept 9 Norwich Union Healthcare Limited Chilworth House Hampshire Corporate Park Templars Way Eastleigh Hampshire. SO53 3RY
Standard Life Healthcare	0845 6023453	0845 6020660	Wey House Farnham Road Guildford Surrey GU1 4XS
Royal & SunAlliance	Not Applicable	Not Applicable	Not Applicable
BUPA International	01273 323563	01273 820517	Russell Mews Brighton Sussex BN1 2NR