healthcode

*health**code*™
*e*Practice *biller*

User Guide

Healthcode E Practice Suite
biller

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Introduction

Healthcode **E Practice** *biller* is a secure online billing and payment tracking application for Specialists, Medical Secretaries and Group Practices. The service allows registered users to either:

❑   Key billing information directly to their dedicated secure billing site and/or

❑   Access details of the work they have carried out in Private Hospitals and certain Private Patient Units within the NHS for participating insurers.

It delivers to the desktop key information required by insurers to pay the bill leaving the user to simply confirm what has been done and enter the fee.

The table below sets out the functionality within the Basic & Full Service.

Subscribed Users receive the benefit of the Full Service functionality

Feature	Basic Service	Full Service
Invoice Auto Population (EDI Insurers)		✔
Payment Tracking		✔
Member Auto Population (EDI Insurers)		✔
Integrated Membership Enquiry		✔
Diagnosis (ICD9) Procedure (BUPA Schedule) and Charge Code (Healthcode ISC ©) look up tools.	✔	✔
Data export facility	✔	✔
GP Database	✔	✔
Patient Database	✔	✔
Production of paper invoices (fixed format) for self pay and non EDI insurers	✔	✔
Electronic delivery of and pre submission validation of invoices for EDI insures	✔	✔
Validation of invoices for EDI insurers	✔	✔
Data entry of invoices	✔	✔

PC / Internet Explorer Set-Up

The E Practice *biller* system is browser based and uses pop-up windows within the system to function.

To ensure your PC is set-up correctly to use the system please check the following on your PC before starting to use the system.

- ❑ **Your PC has a connection to the Internet**

- ❑ **Your PC is running Windows 98 or above**

- ❑ **Your PC has Internet Explorer version of 5.5 or above and has Cipher Strength of 128-bit encryption.**

- ❑ **Your PC is checking for the most up to date version of the webpage you are connecting to.**

- ❑ **If running Pop-Up blocker software this is either disabled or the URL of our website *.healthcode.co.uk is added to the exclusion list. (Please refer to your specific security software user guide for assistance)**

- ❑ **Paper invoices are saved as Adobe Acrobat files, you will therefore require Adobe Acrobat Reader, which is available as a free download from the Internet.**
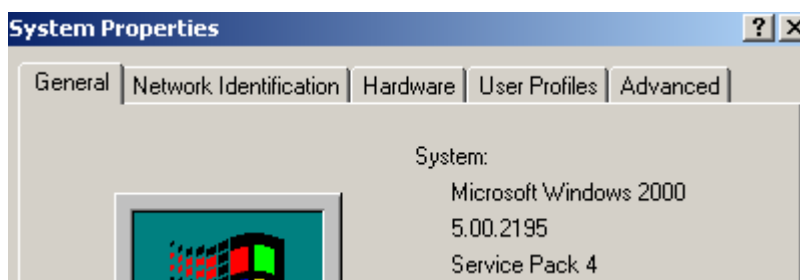
The information below will assist you in checking the above settings.

Windows Version

To check your version of windows right click the my computer icon on your desktop and select

properties

The following screen will display and the system information will be displayed

If your PC has Windows 95 installed you will be unable to use the system without upgrading your Operating System.

Please visit http://www.microsoft.com/ for information / advice.

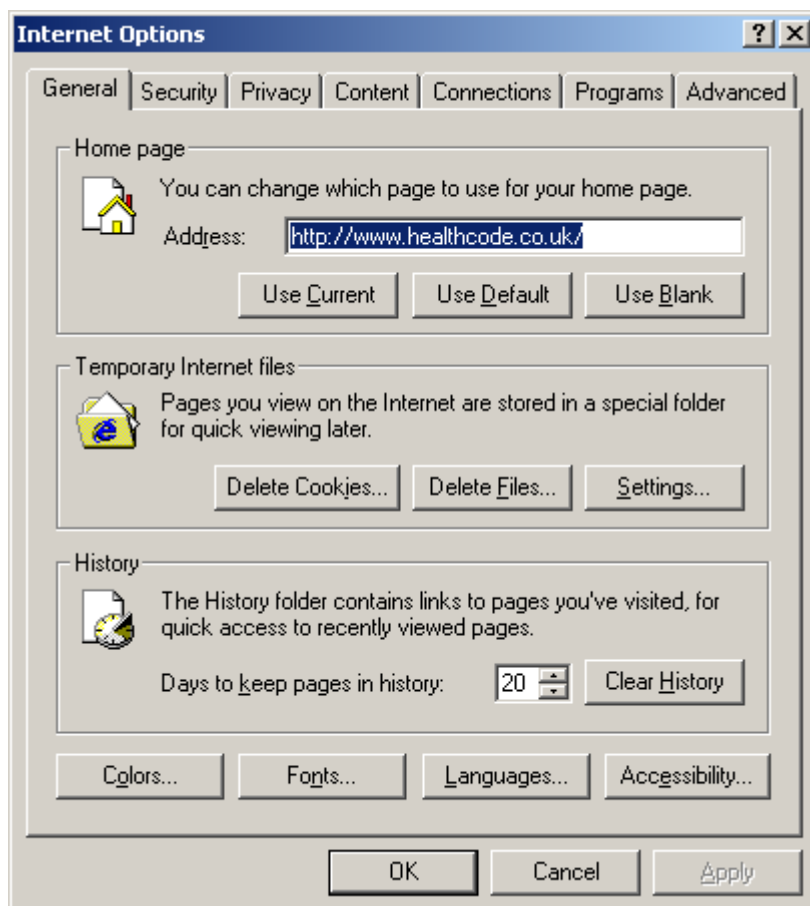**Internet Explorer Version & Settings**

To check you have the correct version of Internet Explorer and Cipher Strength please do the following

- ❑ Open the browser by double clicking on the [icon] icon on your desktop

- ❑ Select Help, About Internet Explorer

- ❑ The Version & Cipher Strength will be displayed in the window.

If you do not have at least Version 5.5 with Cipher Strength of 128 bit encryption please visit the Microsoft site at www.microsoft.com and select the downloads section to upgrade your software.

- ❑ Select Tools, Internet Options and the following settings will be displayed.

❑ Select the Settings option within the Temporary Internet Files option.

❑ Ensure the 'Every Visit to the Page' is selected to check for newer versions of stored pages
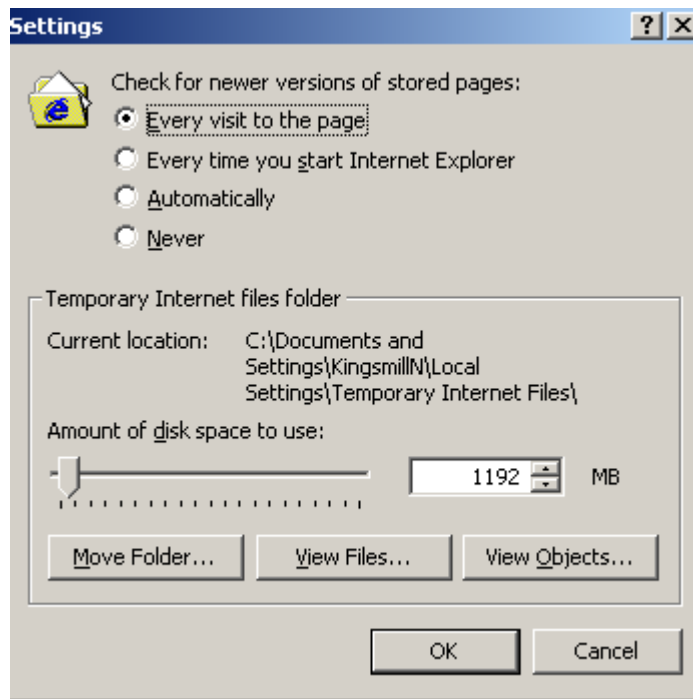
Click OK to close the browser Internet Options

Pop-up Blocker Software

Our system uses pop-up windows as a necessary security function within the system.

Your Anti-Virus or Firewall software may contain pop-up blocking software, which may, as default, prevent you from logging onto the Secure Access section of our website.

You will receive an error message if the system detects you are blocking pop-up windows.

In order to logon and use the system you will need to disable the pop-up blocking software when accessing our website or add our URL (*.healthcode.co.uk) to your exclusion listing.

Please refer to your specific software user guide / vendor for assistance.

Windows XP – Service Pack 2 Users Only

Windows XP Service Pack 2 has a pop-up blocker included within Internet Explorer.

To change or update your pop-up blocker settings select Tools, Pop-Up Blocker Settings

To allow pop-up windows enter *.healthcode.co.uk and select Add

This will ensure our pop-up windows are not blocked and you are able to access the system.

Please contact the helpdesk if you require assistance with this function.
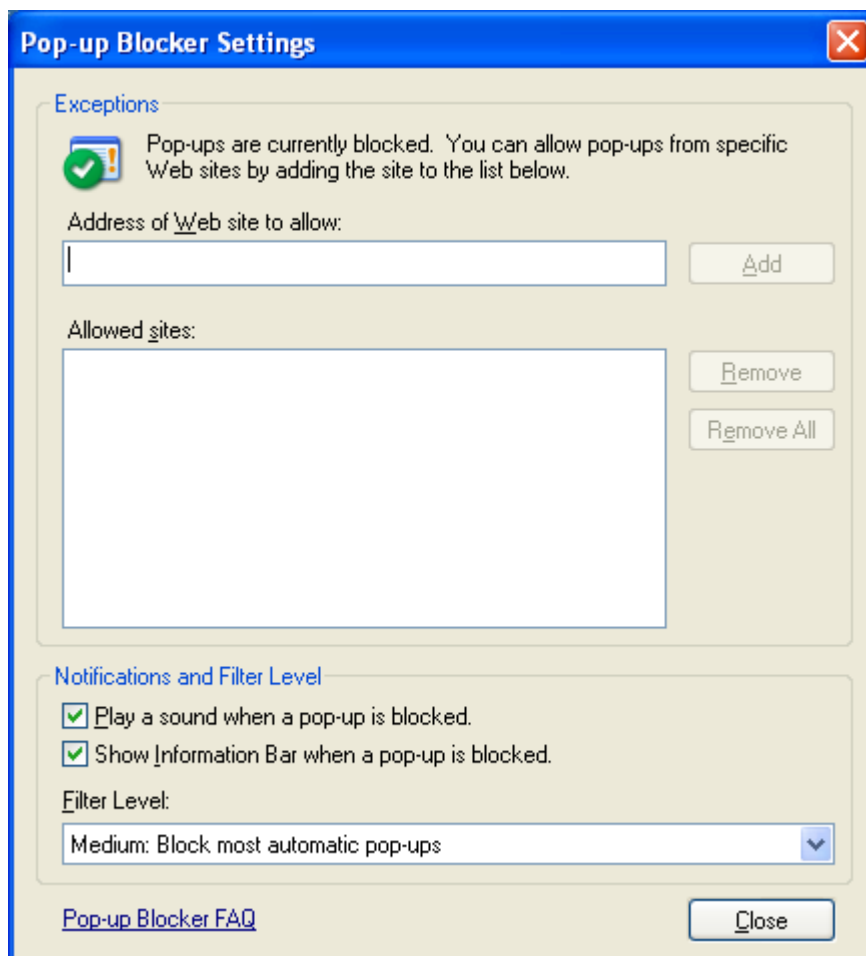
Logging onto E Practice *biller*

You are now ready to logon to E Practice *biller*

To logon to our site enter www.healthcode.co.uk in your browser address bar and press enter.
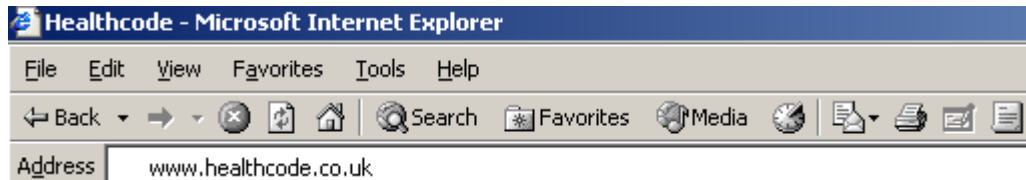
Once the Healthcode website has opened within your browser, select the Secure Access option on the top right hand side of the website. The following page will appear.
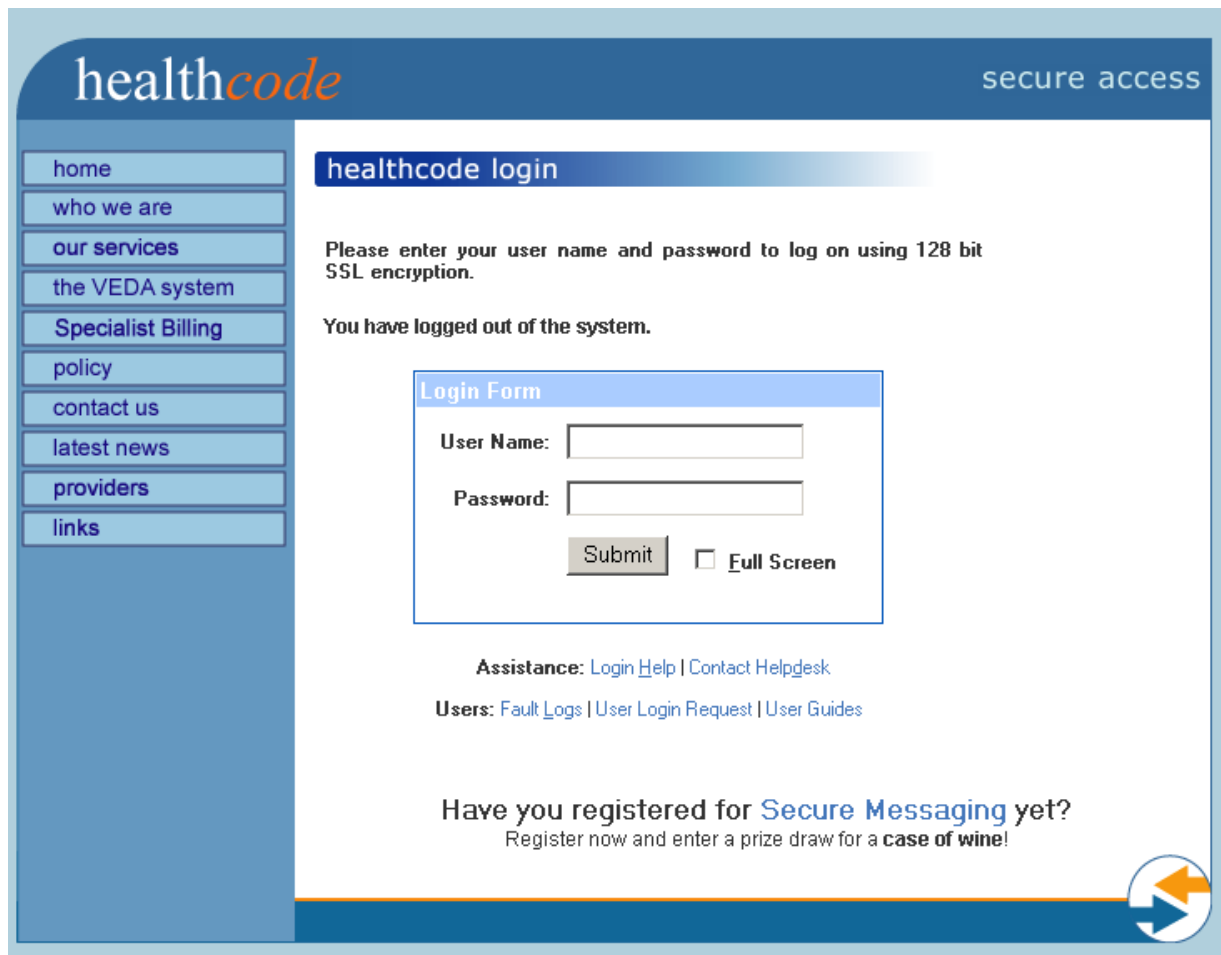
Enter your User Name and Password and then click Submit. If this is the first time you have logged on you will be prompted to change your password before using the system

User Settings

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.
- It must only contain letters and numbers.
- It must contain at least one letter and at least one number.

Old Password: _____

New Password: _____

Confirm New Password: _____

[Change Password]

The password provided by Healthcode is set to expire immediately. This is so you can change your password to something that you will remember and that only you know.

The change password request will appear every three months. Complete the required fields and click Change Password. Once you have updated your Password the E Practice *biller* Status page will appear.

Status Page

As well as providing quick links to all sections of your billing site, your Status Page provides an overview of any outstanding actions required to be carried out in respect to previously entered bills and an "at a glance" graphical view of the payments outstanding (Subscribed Users Only)

This includes a total number of and a link to

- Any bills sent electronically to Insurers that have failed according to the Insurer validation rules. These bills require amendments before they are submitted to the Insurers.

- Any Membership Enquires you have requested but not viewed
(Subscribed Users Only)

- Any Unprinted / Unsubmitted paper bills that still require to be printed and sent.

The Status Page also provides a summary of any membership enquiries you have submitted but not yet received a response to. (Subscribed Users Only)

It also provides a link to any Data Exports that are currently in progress.

The status of your trial / subscription is included within the Service Announcements section.

Medical Secretary Status Page

Medical Secretaries who bill for more than one payee provider will be presented with a separate overall status page that displays all their related sites and the status breakdown of each of them.

Click on the Specialist Name to load that individual billing site.

Patients Tab

The *Patients* Tab is used to

- ❑ Add New Patients
- ❑ Amend Current Patient Details
- ❑ Retrieve insurer held data from participating Insurers (Subscribed Users Only)
- ❑ View, Amend, Print & Submit bills entered for patients
- ❑ Enter payments on bills

The patient listing contains a filter to reduce the list of patients displayed.
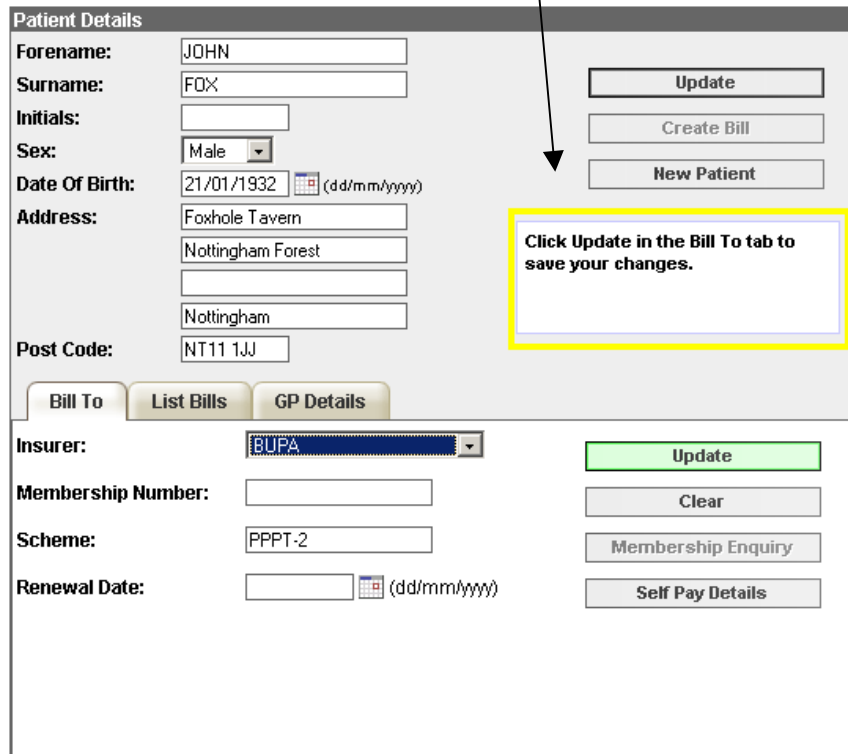
-Enter partial surname or date of birth to filter patient listing.

Patients can also be filtered by the status of the bills raised for them.

<u>Bills Status' Include</u>

Outstanding	-	Bill sent but no payments received
Written Off	-	Bill sent but payment subsequently written off
Partially Paid	-	Bill sent but only partial payment received
Failed	-	Bill not yet sent, further action is required to send the bill
Unsubmitted Paper Bill	-	Bill has been raised but not yet printed off
Submitted	-	All bills submitted

Please note the section highlighted below on the patient form will provide you with relevant messages to assist with the addition, amendment or update of any data.

Patient Details

Forename:	JOHN
Surname:	FOX
Initials:	
Sex:	Male
Date Of Birth:	21/01/1932 (dd/mm/yyyy)
Address:	Foxhole Tavern
	Nottingham Forest
	Nottingham
Post Code:	NT11 1JJ

Update
Create Bill
New Patient

Click Update in the Bill To tab to save your changes.

Bill To | List Bills | GP Details

Insurer:	BUPA
Membership Number:	
Scheme:	PPPT-2
Renewal Date:	(dd/mm/yyyy)

Update
Clear
Membership Enquiry
Self Pay Details

Adding New Patients

All new patients are added via the form on the right hand side of the patients tab.

To add a new patient click New Patient. This will refresh the patient form enabling you to enter the data.

- Enter the patient details and click Add

This will add the patient to your listing.

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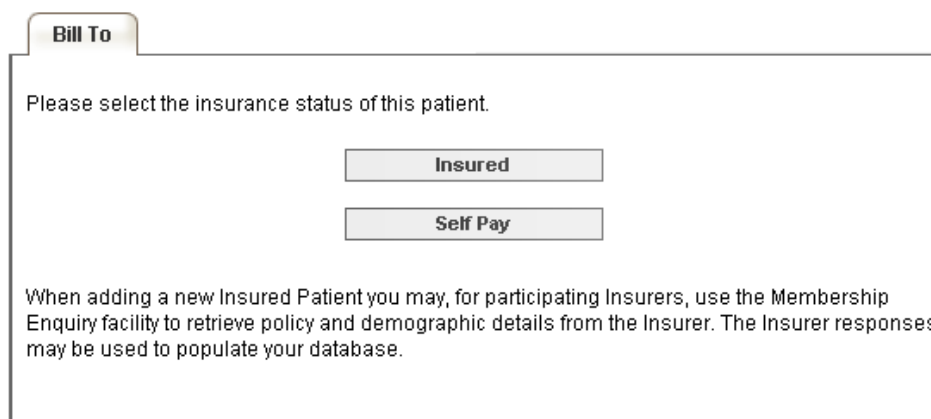
For patients insured with participating insurers of the Membership Enquiry service (Bupa, Axa-PPP & Standard Life Healthcare), partial details can be entered and the data retrieved from the Insurer direct. Please see Page xxx to request member auto-population

Adding Bill To & GP data

Once the patient has been added you can now select who will receive the bill for the patient's treatment and enter their GP details.

If you have just added a new patient they will already be selected, if not please select a patient from the left hand listing.

Once the patient is selected, the Bill To tab will prompt you to select the Insurance Status of the patient.

Select whether they are **Insured** or **Self Pay**

Adding Insurer Details to a Patient

-Select the Insurer from the drop down listing and complete any other details you have then click Update

If the Insurer is not listed please contact the Helpdesk to request they are added.

Submitting a Membership Enquiry/Membership Auto Population (Subscribed Users only)

If the patient is insured with Bupa, Axa-PPP or Standard Life and you have subscribed to the service, you are able to request a Membership Enquiry for the patient in order to retrieve the current data held by the Insurer for the patient.

The required data for requesting a Membership Enquiry is

First Initial (in forename), Surname, Sex, Date of Birth & Postcode.

Ensure these details are entered for the patient and a participating Insurer is selected within the *Bill To* tab

-Select Membership Enquiry from the Bill To tab.

This will send a Membership Enquiry to the selected Insurer.

You will then receive confirmation of the request.

Axa-PPP & Bupa use an automatic process that should return a response for the request, dependant on system availability, within 5 minutes.

Standard Life uses a manual process that may take up to 2 hours.

Responses to Membership Enquiry/Membership Auto-Population (Subscribed Users Only)

Once a response has been received for a Membership Enquiry the following message will display on the patients *Bill To* tab

> **You have requested a Membership Enquiry for this patient.**
> **Status: Match Found [Review & Update]**

-To view the response click on Review & Update

The screen will display the information received from the Insurer along with the current patient details.

Membership Enquiry Results

Information Received From Insurer: Standard Life Healthcare				Current Patient Details	
Family Name:	John	Given Name:	John	First Name:	John
Date Of Birth:	12/12/1912	Gender:		Last Name:	John
Address:	53 High Street London	Postcode:	SW1	Other Initials:	
				Sex:	M
Start Date:		Lapsed Date:	20/07/2006	Date Of Birth:	12/12/1912
Renewal Date:		Scheme / Plan:		Address:	Rose Cottage Petal Bud Lane London
Brand Indicator:		Subscriber Reference:	8/009		
Lapsed Indicator:	N	Insurer Patient ID:		Postcode:	SW1
Relationship Number:		Claim Number:		Membership Number:	
Assistance Contact Name:		Assistance Contact Number:		Scheme:	
Group Number:		Enquiry Number:			
Scale / Cover Band	FULL FAMILY	Registration Number:	8/009		
Cover Notes:					
Web Links:					
Free Text:					

Please read about the **service limitations & disclaimer** before using this information.

[<< Back] [Clear M.E. (No Update)] [Update Patient >>]

You can choose either go back to the *Patients* tab to keep the response details against the patient for the current time or

Clear the Membership Enquiry (No update to patient details) or
Update Patient >>

-Select Update Patient>> to replace the details currently entered against the patient with the information returned from the Insurer.

You will be prompted to ensure you wish to overwrite the previous data.

> Microsoft Internet Explorer
>
> (?) Are you sure you wish to overwrite the current information for this patient with the details from this Membership Enquiry?
>
> [OK] [Cancel]
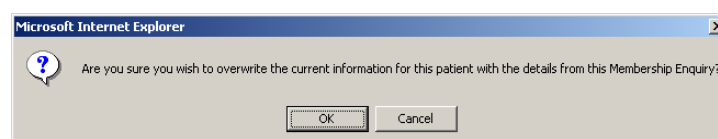
-To continue click on OK, to keep the current patient data click on Cancel.

Setting up Self Pay Details for a Patient

For patients who are not insured details need to be entered as to who it paying the bill for the patients treatments.

-**Select Self Pay on the *Bill To tab***

-**If the patient is paying select Copy Patient Details**

This will copy the patient details across automatically.

-**Alternatively enter the details of the person who will be paying the bill**

-**Once the details have been completed select Update Self Pay**

You can enter a combination of both Insurer & Self Pay details. You will then be prompted on raising the bill whom you wish to send the bill to on each occasion.

Entering Patient GP Details

GP Details are require for some Insurers if the bills are being sent electronically

-**Select the patient from the listing**

-**Click on the *GP Details* tab**

You can either select a previously entered GP or select to add new details for the GP.

-**To select a previously entered GP click on the GP name in the listing displayed and select Set as Patient's GP**

-

-**To add a new GP details to the listing select Add New**

-**Then add the GP details and click Add**

Amending & Updating Patient, Bill To & GP Details

-To amend patient details select the patient from the listing

Once selected you can amend and update

- ❑ Patient details
- ❑ Bill To information (change of Insurer or Self Pay details)
- ❑ GP Information

-To change any of the above details simply click into the field you wish to amend on the Patient Form or select field on the *Bill To* or *GP Details* tab

-**Amend the required details and click on** Update

Any changes to Patient or Bill To information must be saved before creating a bill or submitting a Membership Enquiry.

Entering a Bill

All bills, whether Insured or Self-Pay are entered in the same way.

All data fields will be presented to you regardless of who is paying the bill.
Only insurers you are set up to bill electronically too require valid and complete data in all mandatory fields.

Dependant on your billing status with the Insurer, which can be checked via *Payee Provider* option within the *Settings* Tab, bills will be either submitted to the Insurer or presented for you to print and send.

If you are active for an Insurer on the Payee Provider page, the bill created for the patient will be submitted electronically through the relevant Insurer validation rules. If your status is Not Active, Refused or Pending, the bill created for the patient will be presented to you for printing.

Please contact the Helpdesk if you feel you should be active for an Insurer.

Before entering a bill ensure all information is completed on the patients form including the *Bill To* information.

If you have made any changes to the patient information, these will need to be saved before raising a bill.

-To create a bill select the patient from the patient listing and select Create Bill

This will then display the bill template for completion.

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Bill Entry Screen

The bill template is split into sections; only fields on the top tab are editable.

If amendments are required on either the Patient or Insurer details tab these must be made via the *Patients* Tab.

Entering the Patient Episode Details

This section specifies the episode details. These details are not required for Non-Edi Insurers or Self Pay Invoices. These sections for EDI insurers are mandatory / optional according to the validation rules

-Enter details of the patients attendance / stay

Episode & Invoice

Episode Details

Symptom Date:	
GP Visit Date:	
Admit Date:	
Discharge Date:	
Setting:	·
Discharge Reason:	
Treatment Site:	·
Controlling Specialist:	·

Enter the date the patient first had symptoms (if known)

Enter the date the patient saw their GP

Enter the Admission & Discharge dates if patient was seen as an Inpatient or Daycase

Select the setting in which the patient was seen

Select the reason for patient discharge

Select where the patient was seen if not seen in Consulting Rooms

If the controlling specialist or surgeon in charge of the patient care is anyone other than yourself, select them here or else select yourself

Entering the Invoice Details

These details specify the invoice numbering and date of invoice.

-Enter the Invoice Details

Invoice Details

Claim / Auth. No:	
Invoice No:	(Auto-generates if blank)
Invoice Date:	26/07/2005

Enter Authorisation Number (if provided)

Enter Invoice Number or leave blank to Auto-generate

Invoice Date will default to current date unless changed

Selecting the patients Diagnosis Code

This section is only mandatory for EDI Bills.

Diagnosis Codes

No codes

| Add Code | Delete Code | Top Ten |

To add a diagnosis code to the bill click on Add Code

To select from your Top Ten listing for the Insurer billed click on Top Ten

Selecting from your Top Ten Diagnosis Codes

The top ten list is Insurer specific and will list your most commonly used diagnosis codes.

-Click Top Ten to select one of the codes and then select the code you wish to add to the bill

Diagnosis Codes
No codes

Add Cod...

62800: INFERTILITY FEMALE
17400: MALIGNANT NEOPLASM OF FEMALE BREAST
61190: BREAST DISORDER NOS
73300: OTHER DISORDERS OF BONE AND CARTILAGE
37660: OLD FOREIGN BODY, ORBIT
71980: OTHER SPECIFIED DISORDERS OF JOINTS
13730: LATE EFF BONEANDJOINT TB
29200: DRUG PSYCHOSES
61100: INFLAMMATORY DISEASE OF BREAST
71940: JOINT PAIN-UNSPEC
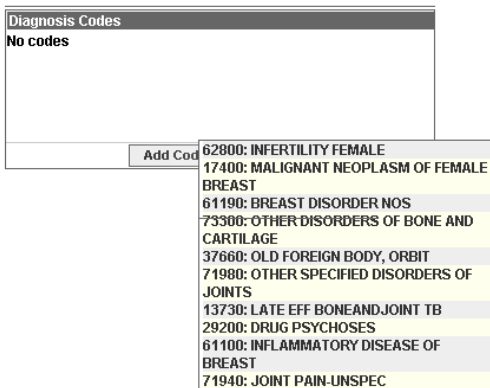
Searching for a Diagnosis code

-Click on Add Code to search for a diagnosis

Find Code - Microsoft Internet Explorer
Find Code

Enter the code or description in the box below (Partial codes and descriptions can be entered). Click Search and select the code from the resultant list.

Code / Description:

Search >>

Find Code - Microsoft Internet Explorer
Find Code

TUBERCULOSIS OF BONES AND JOINTS
TUBERCULOSIS OF BONES AND JOINTS
OTHER DERANGEMENT OF JOINT
OTHERANDUNSPECIFIED DISORDER OF JOINT
Sprains and strains of shoulder an, Acromioclavicular (joint) (ligament)

If you know the diagnosis code you can enter this either partially or in full to list the code.

You can also search using the full or partial description of the diagnosis.

IE. Entering Fracture will give list of all diagnoses with Fracture in the description
    Entering Knee will give list of all diagnoses with Knee within the description

If the code required is not listed you may need to enter different search criteria to find the correct diagnosis. The searches give better results when fewer search characters are entered

Please contact the Helpdesk if you require assistance on locating a diagnosis code.

Entering the Bill Charges

The charges for the bill are entered here.

All fields are required to be completed for all bills.

-**Select or enter the Service Date as the date you saw the patient**

-**Select the Setting in which you saw the patient**

-**Select a predefined Charge or search for a specific Charge by selecting Other from the list of Charge Items**

Selecting **Other** will enable you to enter search characters to search for a charge code
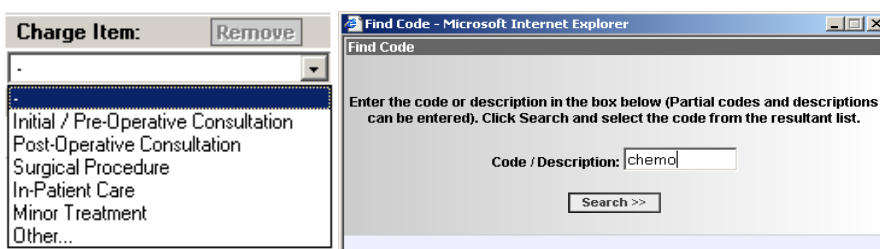
-**Select the Units as the number of charges the fee covers**

-**Select the Service Provider as the provider of the service**

-**If billing for a procedure carried out search for a Procedure Code or select from your Top Ten**

-**Enter the total Fee for the service**

-**Click on Save to save the charge.**

You can continue to add charges until all the charges have been entered.

To complete the bill click on Save & Send **or** Save & Print

Saving & Sending / Printing the Bill

If you are set-up to send bills electronically to an Insurer, the completed bill will be processed through that insurers validation rules and sent electronically.

If you are not set-up to bill electronically to an Insurer, you will be prompted to print the completed bill to send by post.

To check your billing status with the Insurers click on Payee Provider option within the *Settings* Tab

-To save and send/print the bill click on Save & Send/Print

Save the bill but don't submit
Cancel the bill entry

Return to the Patients Tab (this doesn't save your bill)

Icon representing how the bill will be sent (Paper or EDI)

Total of the charges

Saving & Sending/Printing

Dependent on whom the bill is being paid by, once the above sections of the bill have been completed, you can Send or Print the bill.

Self Pay & Non-Edi Insurer Bills

You will be prompted to **Save & Print** and given the option to Print Now or Print Later

Bills selected to Print Later can be viewed via the *Unsubmitted Paper Bills* section on the *Status* Screen

EDI Insurer Bills

You will be prompted to **Save & Send.**
This will process the bill through the Insurer Validation rules.

If the bill passes validation you will be returned back to the *Patients* Tab

If the bill has incomplete or invalid details, the bill will be displayed on the screen and not sent until the errors have been actioned.

Any bills that fail Insurer validation will be saved against the patient until the errors are corrected.

Bills with Validation Error Messages

Bills sent electronically are processed through the specific Insurers validation rules.

Any bills that fail the Insurer validation will be re-presented to you in order for you to amend and update the bill.

Error messages & the relevant fields will display in Red.

The error message will specify the following

- The **field** which contains the error
- The actual **Error** with the field (according to the validation rules)
- The recommended **solution** on how to fix the error

Follow the solution contained within the Error Message to resolve the problem.

The screen will display any errors on the claim and on the charges.

-Use the << and >> option if necessary to scroll through the Errors.

-If the errors are on the charge lines, you will need to click Update after making changes on the charge lines before resending the bill.

Please contact the helpdesk if you require assistance with clearing error messages.

Submitting a Auto-Populated Bill (Subscribed Users Only)

Healthcode's VEDA service is established in over 200 private hospitals and NHS private patient units throughout the UK. Currently six PMI Insurers, including BUPA and AXA PPP healthcare, receive their bills from those hospitals via Healthcode.

Once Healthcode receives a bill from a hospital, it performs a number of processes on it.

Only once the data has been through all these processes is it deemed ready to be presented to the Insurer. At this stage however Healthcode has, within its VEDA system, a validated medical bill with industry standard data recorded against it. A key data element that is included within each and every bill is the controlling specialist.

As Healthcode knows which specialist controlled that episode, once that specialist or his secretary has registered as an E-Practice *biller* customer, Healthcode can present the template to the user

The auto-population feature Healthcode delivers within its E-Practice *biller* service provides registered E-Practice *biller* users with a data template from which they may enter their bill and dispatch to the relevant Insurer.

The template provides the user with the key information they require for a bill including:
- Patient demographics
- Required Insurance information
- Episode details (key dates and locations)
- Diagnosis and Procedure Codes

The user simply needs to confirm what they are charging for (i.e. initial consultation, surgical procedure etc..) and the amount they wish to charge. The bill will then be complete and can be sent to the Insurer.

- To create an auto-populated bill select *Billing, Invoice Auto-Population*

You will then be presented with a list of hospital bills submitted in the last 30 days, where you were the controlling specialist, in order for you to raise your own bill for the patient's treatment.

If the patient you wish to bill for is not listed this means that we haven't received a validated hospital bill for the patients treatment. The bill for the patient's treatment must then be raised as above. Alternatively check back in a few days to see whether we have received the bill.

-Select *Billing, Invoice Auto-Population*

For non-anaesthetists the data can take up to 1 minute to load. You will then be presented with a list of Hospital bills where you were the controlling specialist of the patient's attendance.

If a patient you expected is not listed this may be because the hospital hasn't send the bill through to the Insurer yet. You can either raise the bill in full as described above or check back in a couple of days to see whether the bill has been received.

To search more than 30 days back change the date range to the one required.

- **Click on the patient you wish to raise a bill for**

Anaesthetists will be presented with a form to search for the patient's attendance.

All fields must be completed in order to uniquely identify the patient and episode of care.

-Complete the fields and click on Search

You will then be presented with a bill template to complete.

The patient details will be added to your patient database if not already present.

If the patient is already on your listing you will be prompted to confirm whether to use the details from your own patient database or use the details that come through on the bill.

The GP details will also prompt whether you wish the GP details to be saved to your GP listing.

-To complete the bill simply complete the Charge Details

Charge Details

Service Type:	- ▼
Treatment Site:	Consulting Rooms ▼
Procedures :	
	Top 10 Add Remove
Service Date:	📅
Fee:	

Select the Service Type from the drop down listing or select Other to search for an unlisted Industry Standard Code

Dependant on the Service Type selected, the treatment site may default to where the patient was seen or alternatively select where you saw the patient

If you are charging for theatre time or consultation with minor treatment, search for or select a procedure code from your Top Ten

Dependant on the Service Type selected, the service date may default to when the patient was seen or alternatively select the date you saw the patient

Finally enter the fee for the bill and click Save & Send

If you wish to add additional charges to the bill please select Save & Edit

You will then be taken to the main claim details and will be able to add additional charge lines.

You will then also be able to save the bill as a draft rather than send immediately.

Payment Tracking (Subscribed Users Only)

The payment tracking option enables you to enter payments on the bills sent, either

-To access the Payment Tracking section select *Billing, Payment Tracking*

This will display, by default, the bills that have been entered but not had any payments recorded against them.

A filter is available to filter the bills by their payment status, name or Invoice number
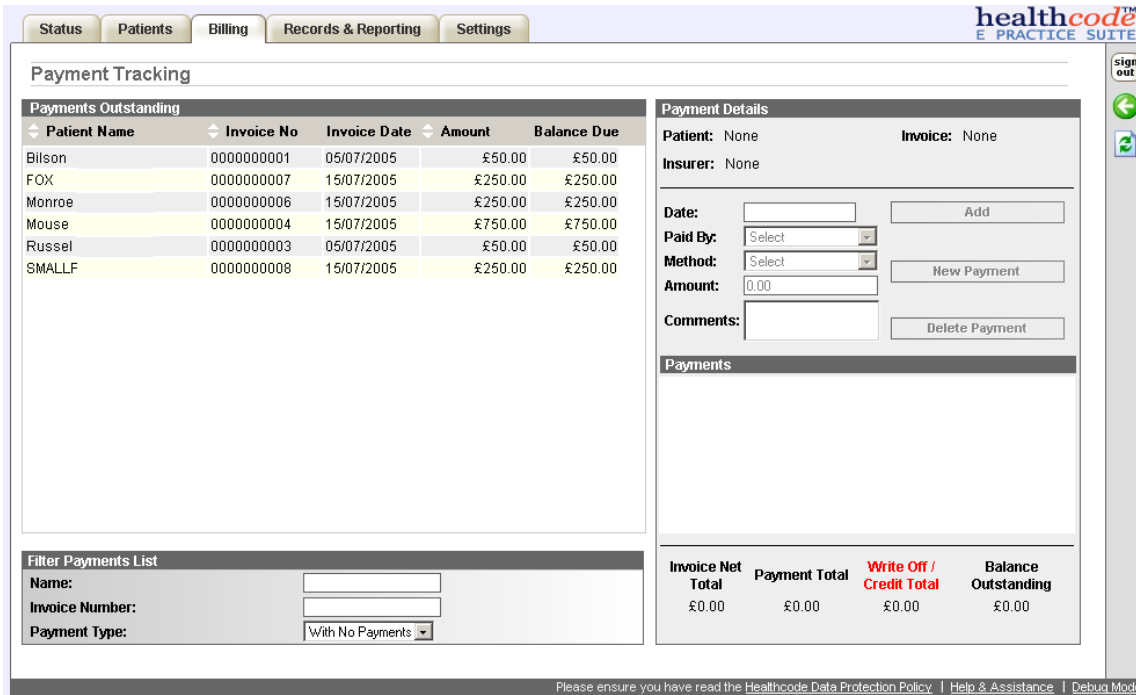
Entering a Payment

-**Select a bill from the listing**

Select or Enter the date the payment was received

Select who the payment was made by

Select how the payment was made

Select the amount of the payment

Add any other comments you feel required
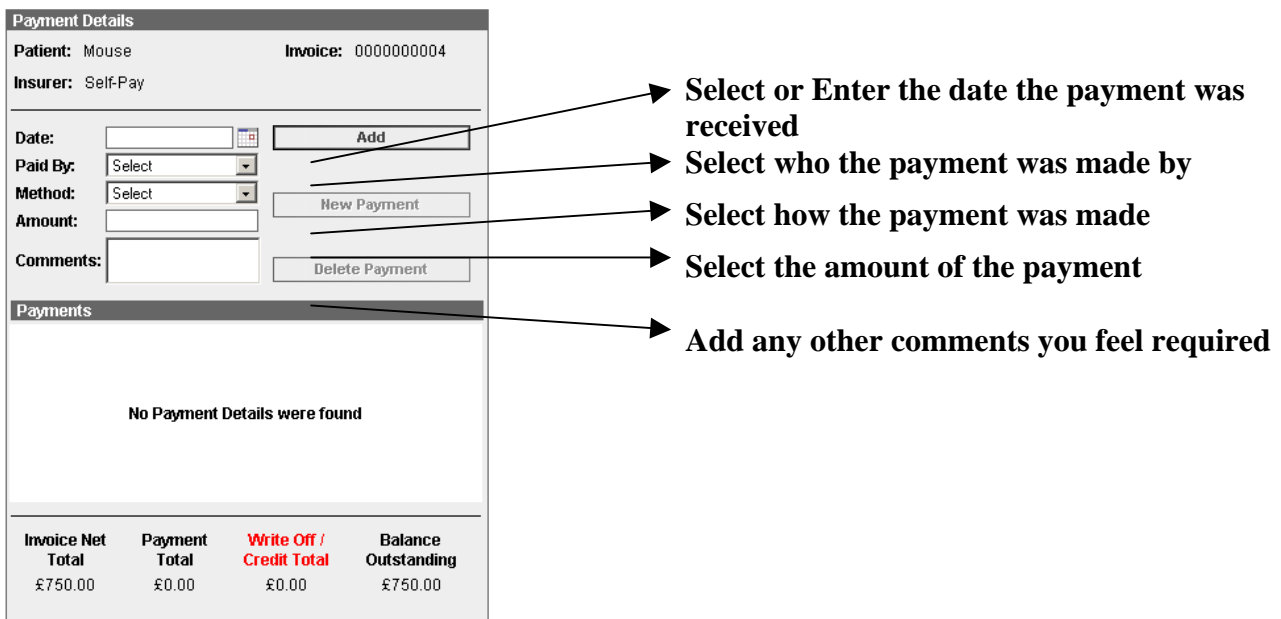
Amending Payment Details

-To amend payment details already entered select *Billing, Payment Tracking*

-Select All from the filter list to display all bills regardless of payment status

-**Select the patient from the listing, the patient and any payment details will be displayed on the form**

To amend a payment select it from the listing

The payment details will be displayed on the form for amendment.

Amend the payment details required and click on Update

To delete a payment select Delete Payment

Records & Reporting Tab

Requesting a Data Export

The data export function enables you to select patients(s) details to export to either a text or comma separated file.

-To create a data export select *Records & Reporting, Data Export*

Any previously created exports will be listed.
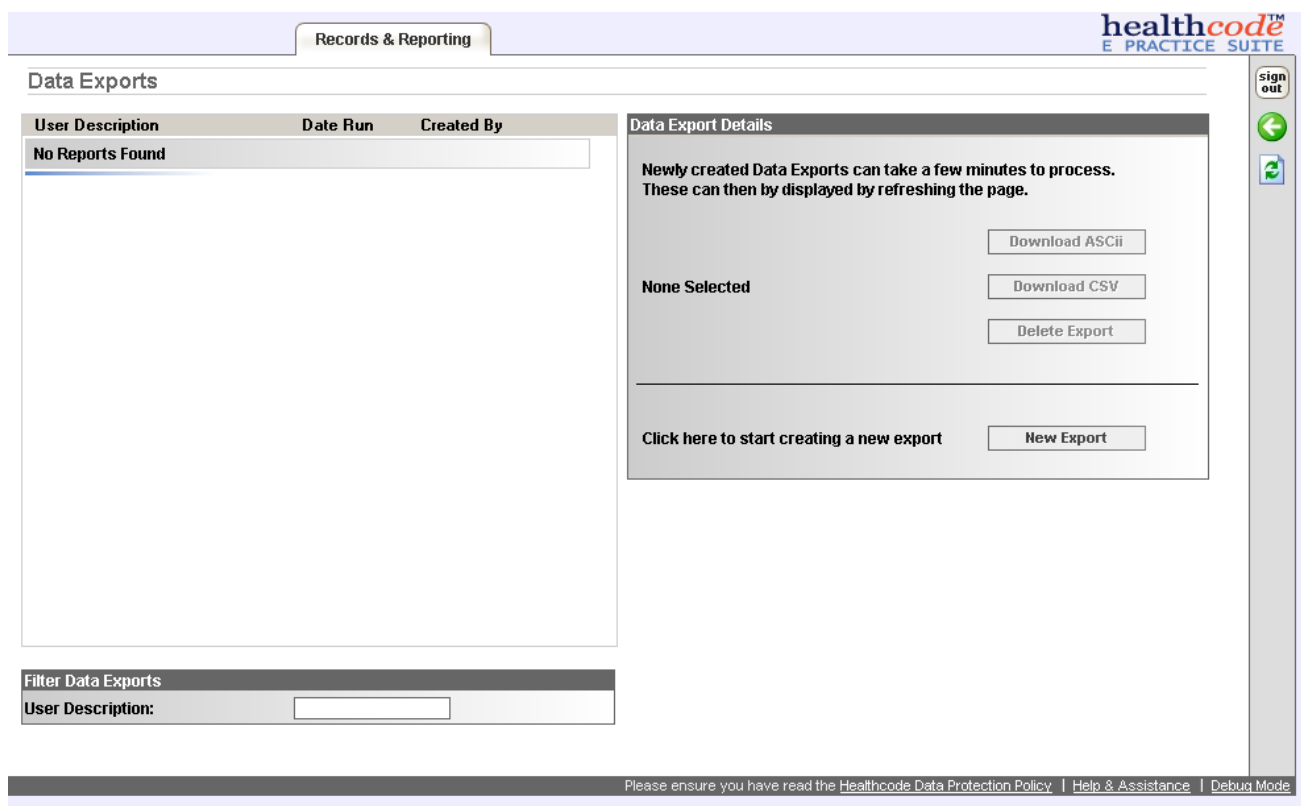
-To create a new export click on New Export

-First select the patient details you wish to export

You can do this via a date search, invoice number or patient name search

The invoice number and patient name search will only return 1 patient

The date search can return multiple patients

-Once the search criteria has been entered click on Find

The patient(s) matching the search criteria will then be displayed.

By default all patient found will be selected to be included in the export.

-To de-select any patient to exclude them from the export click them on the patient listing

-Select the information you wish to export by ticking the column names
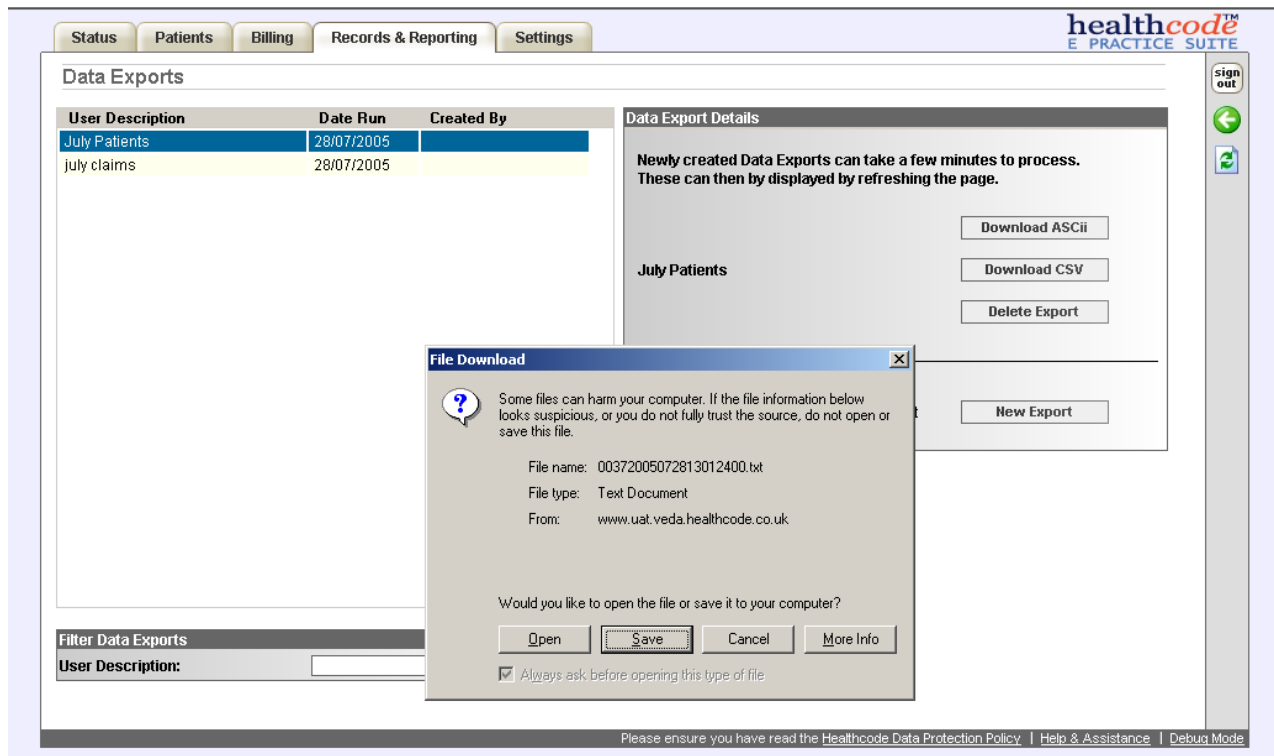
-Specify a name for the export

-Click on Create

You will then be returned to the export listing.

Viewing & Downloading the Export

Your new created Data Export can take a few minutes to process. Please use the ⟳ icon to refresh the page to view the export.

-Select the export you wish to download from the listing

-Select to download the export in either ascii (straight text download) or CSV (comma separated values)

-Select whether you wish to open or save the file to your PC.

Search Codes

The search codes option enables you to search for Diagnosis, Procedure and Industry Standard Charge Codes

-Enter your search criteria and select what you what code set you wish to search on

Entering fewer search characters will produce wider results.

Search for a Diagnosis Code to enter on a bill for a patient

-Enter your search criteria and select Diagnosis Codes and click on Search

Search for a charge code to use on your bills

-Enter your search criteria and Select industry Standard Codes

-Either select to search on All Categories or select a category to search within and click on Search

Search for a Procedure Code to add against a charge for theatre time or minor procedure

-Enter your search criteria and select Procedure Codes and click on Search

If you are unable to find a code please contact the Helpdesk.

Settings

The Settings tab includes

User Settings

Here you can amend your User Details and change your password

Site Information

The users set-up at your billing site and your billing site address are displayed here.

This section also enables you to set-up default footer for bills that are sent by paper. The default footer can be overwritten when sending paper bill for the particular bill.

You can also change your aged debt bands / parameters.

Payee Provider Status

The screen displays your electronic billing status with the participating Insurers.

Payee Provider Status Details		
Insurer	**Number**	**Status**
AXA PPP healthcare		Not Active
BUPA		Active
BUPA International.		Active
First Assist Group		Active
Norwich Union		Active
Standard Life Healthcare	05575222	Active

Payee Provider

Filter Payee Providers List

Name:

Manage GP's

The Manage GP function is provided to users to add, edit, merge or delete GPs from their GP Listing

Adding a GP

To add a GP to the listing enter the Name, Number (Your reference or GMC etc) and the Address and click on **Add**

The GP details will then be displayed on the GP Listing.

Deleting a GP

To delete a GP select the GP from the listing and select **Delete GP**

Merging a GP

If you have any duplicate GP's on the listing these can be merged rather than 1 of them being deleted.

Simple Merge

The simple merge allows you to first select a GP to make the Master and then you can select a number of GP's to merge into the master GP

First select from the GP list the GP information you wish to keep.
This will highlight the GP in red and display the information in the right hand form.

Then select the other GP's you wish to merge into the Master record. These will be highlighted in blue, and the information displayed in the bottom form.

Once you have all the GP's requiring a merge displayed click on Merge GPs

If you wish to change which GP will be the master click on the GP and select Make Master

Please note GP details that have been amended will not reflect on historical claim data.

Complex Merge

The Complex Merge allows users to select specific data from the GP's they wish to merge to create a customized master record.

Select the GPs you wish to merge from the left hand listing.

These will then be displayed on the right hand side by field.

For each field of the information select which information you would like to be transferred over to the Master record by clicking on the information you wish to keep and clicking >>>

Help & Assistance

This option provides opening hours of the helpdesk & access to raise an error log.

You can also download the user guide & quick reference guide.

Help & Assistance

Contact The Helpdesk

Telephone: 01784 263150

Email: helpdesk@healthcode.co.uk

Support Hours: 08:00 - 18:00

Report Errors

Open Error Logs

Download User Guides

📄 User Guide

📄 Quick Reference Guide