Continovation Services Inc.

ITRANS

Dental User Guide

Dental User Guide

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Overview

Continovation Services Inc. (CSI) is pleased to provide the ITRANS™[1] Claim Service.

The ITRANS service was introduced in the fall of 2004 to take full advantage of the communication potential offered by the Internet for the transmission of health claims between dental provider offices and Insurance Carriers, as well as the forwarding of X-rays and attachments from one provider to another and to insurance carriers. ITRANS has been developed to provide state-of-the-art security and privacy features (respects PIPEDA) and take advantage of the increased transmission speeds of the Internet through the introduction of a range of new services. The service is designed to also accommodate all types of health care transactions from other health care providers, such as chiropractors, denturists, opticians, physiotherapists, etc.

Our product design criteria for this innovative solution respect the diverse needs of all stakeholders and provide community-based solutions that may be difficult to achieve with other independent commercially focused solutions. For example, to allow for simple and consistent implementation, CSI has and continues to provide ITRANS interface software to practice management software Vendors (iCA©) and Carriers/TPA (iGS©).

By using the Internet, rather than the phone and modem, for the transmission of CDAnet dental claims, dental offices are now able to transmit a claim from more than one computer at the same time. This also avoids interference with fax and payment terminals.

Requirements

The ITRANS product requires access to the Internet and Microsoft Internet Explorer (IE), the minimum version required is Internet Explorer 6.0. Support is also provided for Netscape Navigator 7.1. You must have JavaScript and Cookies enabled in your browser options/preferences. If you use IE, these are enabled by default. For further information, please consult with your IT consultant or practice management software vendor.

This document assumes that you have received your certificate for securely logging on to the website. If you have not yet done so, please visit www.continovation.com/certs. You cannot log in without a certificate installed on your computer.

If an office is running in a Server/Client environment where it is the server that is responsible for sending transactions (claims) then they only **need** to load the digital certificate on the server. As well they can add it on any number of additional machines if they need to use the web components of ITRANS to track transactions, or send / view attachments.

For a video demonstration on loading a new digital certificate please visit www.goitrans.com/support/claims.
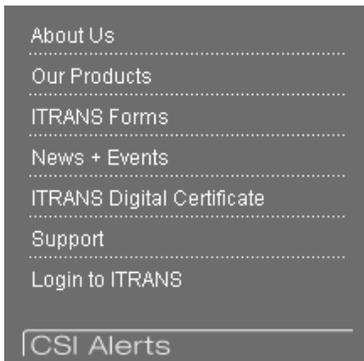
Log In

To log in to the ITRANS website open your Internet browser and go to the URL:
www.continovation.com/ASSIST

Or, you can also navigate to the URL
www.continovation.com
From there, choose your language and on the left, you will see, "Login to ITRANS".

Click the link and continue below.

Each dentist in your office will have a unique certificate, so it is very likely your computer will have more than one certificate installed. If that is the case you will be prompted which certificate (identified by the dentist name) you would like to use to log into the system. A sample window is shown below:

Select appropriately and hit OK.

If you see the window shown below, ITRANS encountered a problem with your certificate, or you may not have a valid certificate on that computer. In either case, follow the directions on the screen.

A valid ITRANS Digital Certificate was not found your in your web browser

For help with ITRANS or eQualifID, please call 1-866-788-1212, or e-mail support@continovation.com.

The Main Screen

After login you will be presented with the main screen, from which you can accomplish all key actions. In the upper right hand corner of the screen you will see the dentist's name associated with your current login. For most actions, however, you will be able to do work as though you were logged in as any dentist in your office. This makes for easier operations throughout the day, as there's no need to log out as Dr. Jane Doe and log back in as Dr. John Doe.

Notice on the left side of the screen all the key actions are listed. These actions will remain on screen during your sessions, allowing for easier navigation. An explanation of each will follow:
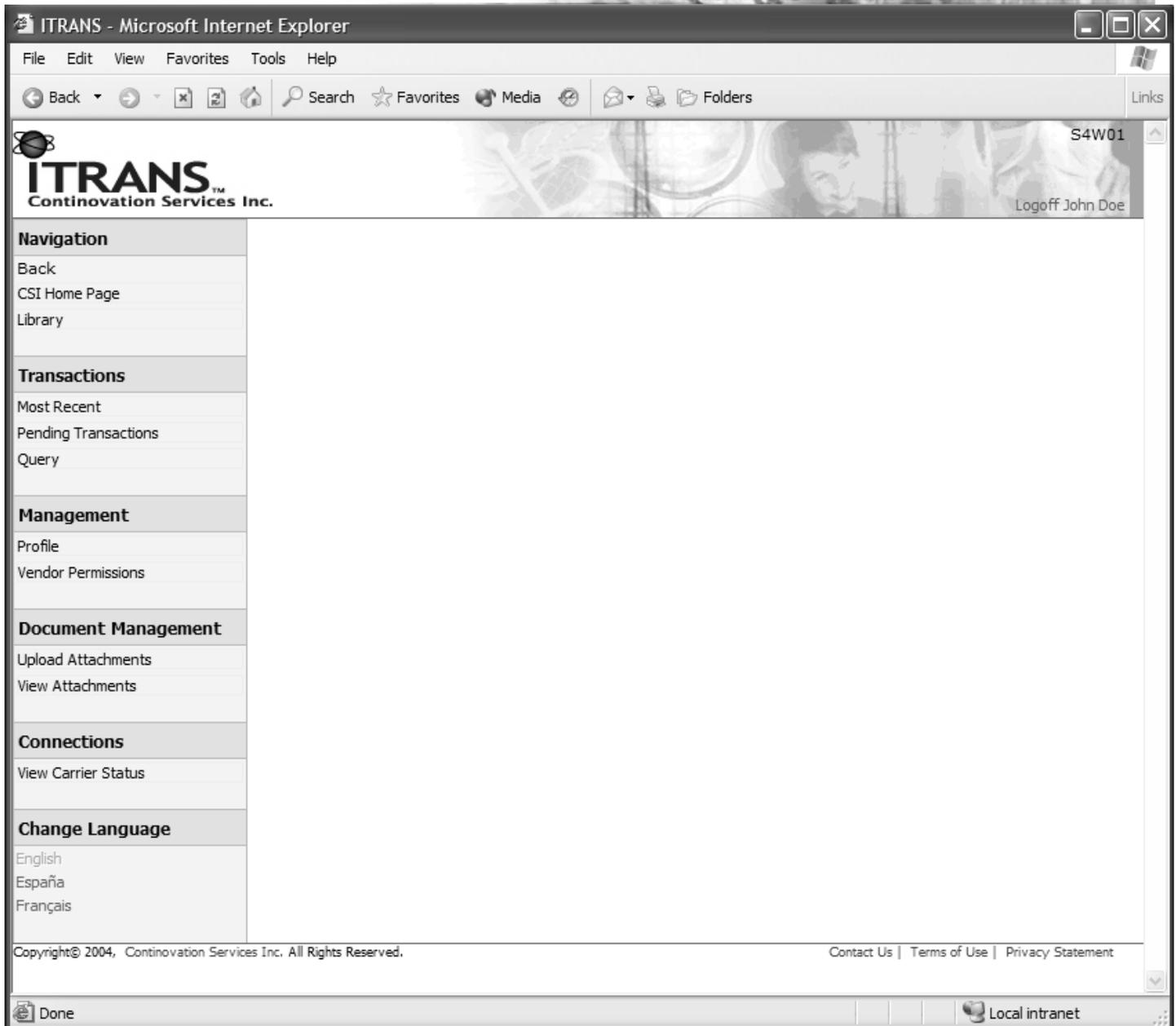
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File   Edit   View   Favorites   Tools   Help

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S4W01

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Logoff John Doe

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Done   Local intranet

Log Off

Log off John Doe

If you wish to end your session on the website, select the link in the top right corner of the browser.

Important: For security reasons, if you wish to log off as one dentist, and log in as another dentist – please click the Log off link, close your browser and open a new one.

General Navigation

Navigation
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Due to the complex nature of the information presented to you on the website, after you click on a few screens, a 'Back' link (in orange) will be displayed in the Navigation section. Please use this link when you wish to go back a page. This is included to make your navigation and browsing faster through the system. DO NOT use Internet Explorer's built-in 'Back' button where possible. The back button is in the top left of your browser as shown here:

The Navigation section also provides a link to Continovation's home page. If you click this link, for security reasons you will be logged out of the ITRANS website.

Library

If you click on the Library link, you will be taken to a repository of documentation that will contain the latest information from ITRANS. Any updates to this guide will be placed on the website for you to download. Other documentation that may be beneficial to you will also be placed there as necessary.

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ITRANS Library

The ITRANS library stores downloadble PDFs which contain information about the ITRANS system, and other information that will help you to successfully use the system.

To download the document of choice, select the language adjacent to the document you desire. The Version and Date Created information will appear. Clicking on the PDF icon to the right will start the file download.

If you have any comments or feedback about our library, please e-mail support@continovation.com.

ITRANS Guide				
Document Name	Language	Version	Created Date	
Provider Guide - ITRANS System Manual	(Select a language) ∨			📄
Provider - Terms of Use	(Select a language) ∨			📄

The document may be available in different languages. The version defaulted will be based on your chosen language preference. If you wish to download the document in a different language, choose your new selection from the Language drop-down box. Upon completing the selection, the Version and Created Date will appear, allowing you to see if you have the latest version. If you have changed the language, the display may look like:

ITRANS Guide				
Document Name	Language	Version	Created Date	
Provider Guide - ITRANS System Manual	English ∨	1.0	16-July-04	📄
Provider - Terms of Use	(Select a language) ∨			📄

To download the document, click on the PDF icon (📄):

1. If you already have Adobe Reader installed, a window will open showing the contents of the document.
2. If you do not have Adobe Reader installed, you will be prompted to 'Open' the document or 'Save' it, similar to the following window. Note that there may be differences in the dialog box presented which are caused by differences in either your operating system or your browser (Internet Explorer or Netscape). If you are unsure what do to, please see your system administrator.

Should you have a question that is not referenced in this user guide please remember to visit the support section found on our web site at www.goitrans.com/support.

You can click the Save button to save it on your local drive, and view it at a later time.

If you wish to install Adobe Reader, it can be downloaded from www.adobe.com at no charge. Look for and follow their instructions. If further assistance is needed, please refer to your IT consultant. After installing Adobe Reader, you may need to close your open browsers and log back in to ITRANS if you wish to view the ITRANS PDF files online.

Transactions
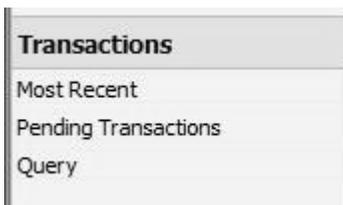
Most Recent

Click on the 'Most Recent' link on the menu – this will display the 250 most recent transactions for all dentists that were sent from your dental office. You will be presented with a listing similar to the image that follows.

This is useful because you are now able to view the status of each dental transaction that left your office. This view was not available to you in the past.

To make it faster for you to see the results, the display will only show 50 at a time. If you look at the bottom of the page towards the left, if there are more than 50 transactions, you will see page numbers from 1 from 5. Clicking on these numbers will take you to the next 50 transactions and so on.

Transactions can flow in two ways.
1. Traditionally, transactions will route from a dentist's office to a carrier and back.
2. A new feature of the ITRANS system is the ability to send transactions to other providers. This is of note, because there are slight differences in the way each is shown in the display listed below.

The display can be sorted by each column except Carrier Status. Click on the column labels (i.e. Patient's Name) to sort both ascending and descending.

Most Recent Transactions							Refresh	
Office ID	Provider Name	Patient's Name	Transaction	Transmitted	Carrier Status	Status Change	Response	Error	To
047659	John Doe	Charles Victor	CLAIM	29-Jun-04 11:53:46		29-Jun-04 11:53:48			Fowler Health Care
047658	John Doe	Sherrie Sheredy	CLAIM	29-Jun-04 10:59:42		29-Jun-04 10:59:44			Fowler Health Care
047657	John Doe	Monika Jasniak	CLAIM	29-Jun-04 10:17:50		29-Jun-04 10:17:50			Fowler Health Care
047559	John Doe	Cyndie Gill	CLAIM	29-Jun-04 09:51:18	-- Completed --	29-Jun-04 09:51:19	ACK		Fowler Health Care
037673	John Doe	Marc Bechard	CLAIM	28-Jun-04 16:43:49	-- Completed --	28-Jun-04 16:43:53	ACK		Fowler Health Care
002040	John Doe		ROT	28-Jun-04 15:55:37	-- Completed --	28-Jun-04 15:55:41	DONE		Fowler Health Care
002039	John Doe		ROT	28-Jun-04 14:59:30	-- Completed --	28-Jun-04 14:59:35	DONE		Fowler Health Care
002038	John Doe		ROT	28-Jun-04 14:37:24	-- Completed --	28-Jun-04 14:37:28	DONE		Fowler Health Care
038231	John Doe	Tessa Ludwig	PRED	28-Jun-04 14:15:18	-- Completed --	28-Jun-04 14:15:22	ACK		Fowler Health Care
Ref To:	John Doe	Jude L Lee	ATTACH	28-Jun-04 14:07:59		28-Jun-04 14:07:59			Robert A. Smith
038230	John Doe	Sarah Harding	PRED	28-Jun-04 14:05:14	-- Completed --	28-Jun-04 14:05:16	ACK		Fowler Health Care
037554	John Doe	Julia Sheredy	CLAIM	28-Jun-04 13:55:08	-- Completed --	28-Jun-04 13:55:11	ACK		Fowler Health Care
047553	John Doe	Vera Basterfield	CLAIM	28-Jun-04 13:17:02	-- Completed --	28-Jun-04 13:17:06	ACK		Fowler Health Care
038674	Willie Blair	John Morgan	CLAIM	28-Jun-04 11:45:55	-- Completed --	28-Jun-04 11:46:00	ACK		Fowler Health Care
038663	John Doe	Gay Hamilton	CLAIM	28-Jun-04 10:10:43	-- Completed --	28-Jun-04 10:10:47	ACK		Good Health 2 U
037663	John Doe	Matthew Major	CLAIM	28-Jun-04 09:54:37	-- Completed --	28-Jun-04 09:54:41	ACK		Fowler Health Care
037553	John Doe	Sherry Hankinson	CLAIM	28-Jun-04 09:25:26	-- Completed --	28-Jun-04 09:25:35	ACK		Fowler Health Care

1

Let's go through each column, and look at a specific example, in this case the 5th claim:

Office ID (i.e. 037673)

The Office ID is a transaction identifier that is unique to your office. Should you be talking to an insurance company or your vendor, supplying them with your Office ID and the sending dentist's name will provide them enough information to examine your transaction.

There are a few special cases, and they all apply to transactions created through the website.
1. The field may be filled with '**Ref To: 037413**'. You will see this notation when an attachment is sent to a carrier, referencing a previous transaction. You will see later how to send an attachment to a carrier online.
2. The field may be filled with '**Ref To:**'. You will see this notation when an attachment is sent to a fellow provider. There is no number listed because when sending to a provider, the attachment does not directly reference a previous transaction.
3. The field may be filled with '**999999**'. This will occur when an attachment is sent to either a provider or carrier. You may notice an overlap between this point and points 1 & 2. There are technical reasons for this. A 'Ref To:' entry of any kind is when the receiver (provider or carrier) views those attachments through the website. If the receiver wishes to receive the attachments directly into their office, an entry of '999999' will be displayed.

For the majority of time, Office ID will display a 6 digit number.

Provider Name (i.e. John Doe)
The name of the dentist associated with the transaction. This will be the name of the dentist in your office who is working with the patient. You can see that the listing displays transactions from another dentist (Willie Blair), who also works in the same office. All transaction listings will display results for all dentists associated with your office.

Patient's Name (i.e. Marc Bechard)
The name of the patient associated with the transaction. Note in the case of a Request for Outstanding Transactions and a Claim Reversal, no patient name will be listed.

Transaction (i.e. CLAIM)
An abbreviation that represents the type of transaction, i.e., CLAIM (claim), PRED (predetermination) or ATTACH (attachment). For a listing of the short forms and their associated transactions, see Appendix A.

Transmitted (i.e. 28-Jun-04 16:43:49)
This is the date and time the transaction was transmitted from the dental office to the ITRANS system. Note, this time and date is displayed in your time zone. Keep that in mind when talking to your vendor, a carrier or another provider as they may be in a different time zone. For instance, on your screen the transmitted value is 8:30:00 (EST), but a vendor in British Columbia would see the value of 5:30:00 (PST). A 24 hour clock is used.

Carrier Status (i.e. -- Completed --)

The Carrier Status column indicates the status of the transaction as it relates to the insurance company. There are several different states that can be listed, and the following is an overview:

1. '**blank**'. If the carrier status is blank, it means that the ITRANS system has received the transaction, but the insurance company has not yet acknowledged receiving it. If there is an issue with that particular transaction, a call to your vendor technical support or the ITRANS support line would be best. Note that if a carrier is not currently online, the transaction may be considered 'pending' to the carrier. If that is the case, they will retrieve the transaction when they come back online. See Appendix B for further details on how carriers can be configured.

2. '**Received by Carrier**'. The carrier has received the transaction. They have not answered yet, but it resides on their system. If there is a concern with this transaction, a call to the carrier help desk would be best.

3. '**Responded to by Carrier**'. The carrier has received the transaction and has answered. There is no further action required by the carrier. This transaction has not yet been received by your dental office, and may be pending. Sending a Request for Outstanding Transactions to the system will retrieve those outstanding transactions.

4. '**—Completed —**'. The answer from the carrier has been sent to the dental office by ITRANS and an acknowledgement has been received. The system considers this transaction completed, and nothing further will be done. Your practice management software should have all the required information.

These rules apply primarily to transactions sent to a carrier.

If the transaction is to a provider, only status 1 (**blank**) and 4 (**-- Completed --**) will be displayed. When the transaction is pending to the receiving provider, the status will be 'blank' – that provider has not yet viewed the transaction (if it is an attachment) online or received the transaction into their practice management software. When that provider addresses the transaction, the status will change to '-- Completed --'. Until you see '-- Completed -- ', you know the receiver has not seen the transaction.

An example of this is the 10th transaction in the list. An attachment was sent to Robert Smith, and the Carrier Status is blank. This implies that Dr. Smith's office has not yet viewed the attachment.

Status Change (i.e. 28-Jun-04 16:43:53)
This time and date indicates when the transaction was last acted on by ITRANS. For instance, if the status is 'Received by Carrier', you can determine when the carrier received the transaction. It provides a measure of the progress of the claim. Note that as with the

"Transmitted" value, the "Status Change" value is also shown in the local time zone of the user.

Response (i.e. ACK)
If the carrier has responded, this field will indicate what the response was. For instance, if a claim is sent in and the carrier receives it, the carrier status will change to 'Received by Carrier' and the response will be blank. Later, the carrier status should change to, 'Responded to by Carrier', and the response type may be 'ACK' or, 'EOB'.

If the transaction is one that is sent to another provider, the response type will always be blank.

Error
If an error has occurred with the transaction, an entry will be made in this field. Your dental practitioner software will give you more detail on the error that has occurred, and it is recommended you consult that first. All error codes are also listed in Appendix C – Error Codes.

To (i.e. Fowler Health Care)
The final column indicates who the receiver of the transaction is, traditionally an insurance company. If the receiver of the transaction is a provider, then the provider's name will be displayed. If you look at the 10th line of the display above, you can see a sample of a transaction sent to a fellow provider. In that case, the 'To' column is filled with 'Robert A. Smith', the name of the receiving provider.

This ends the section on the most recent transaction view. You will see the columns repeated in several other sections of the website, and those explanations will refer back to this section.

Pending Transactions

Processing a "Request for pended claims" or "Request for outstanding transactions" will retrieve responses from carriers that are being held at the network level. To find out how to process a "Request for pended claims" or and ROT with your practice management software please contact your vendor.

This link is useful because you can now see transactions that are waiting to be picked up by your office, or if a carrier is offline, you can see what transactions are still unknown to the carrier (and therefore why they have not responded). It is like you asking the system "what do you have for me today".

CSI recommends that dental offices process a "Request for pended claims or "Request for outstanding transactions" on a daily basis.

Messages Sent From Office That Are Pending to Receiver

Click on the 'Pending Transactions' link and your display will change to:

Messages Sent From Office That Are Pending to Receiver
⦿ Pending To Receiver ◯ Pending To Dental Office
Receiver : (all receivers) ▾
Submit

For transactions that were sent from your office, but not picked up, there are three options.

1. You can leave the default '**(all receivers)**', and view transactions pending to any and all receivers, including other providers.
2. You can select '**(all providers)**', and view transactions pending to fellow providers only. Note: Due to the volume of providers, you cannot select a specific provider from the drop-down list.
3. You can choose a specific carrier from the drop-down list and view transactions pending to that specific carrier.

After making your choice, click the 'Submit' button.

Messages Sent From Office That Are Pending to Receiver

⊙ Pending to Receiver ◯ Pending To Dental Office

Receiver : [(all receivers) ▾]

[Submit]

Office ID	Provider Name	Patient's Name	Transaction	Transmitted	To
057869	John Doe	Sandy Schwenger	CLAIM	30-Jun-04 15:22:49	Fowler Health Care
047869	John Doe	Monica Gray	CLAIM	30-Jun-04 15:22:46	Fowler Health Care
047669	John Doe	Patti Jackson	CLAIM	30-Jun-04 15:22:38	Fowler Health Care
Ref To:	John Doe	Jude L Lee	ATTACH	28-Jun-04 14:07:59	Robert A. Smith

The resulting display is a smaller version of the most recent transaction display. You may see a mix of transactions pending to insurance companies and other providers. Note that lines 1 through 3 are examples of transactions sent from Dr. John Doe to the carrier, 'Fowler Health Care'. Line 4 is an example of a transaction sent from Dr. John Doe to fellow provider Robert A. Smith. None of these four transactions have been received by the recipients, and are considered 'pending'.

Pending to Dental Office

To examine those transactions which are pending to your dental office, select the button next to 'Pending to Dental Office'. The screen will change to display:

Messages Pending to Your Dental Office

◯ Pending To Receiver ⊙ Pending To Dental Office

Provider : [(all providers) ▾]

[Submit]

There are two main options when viewing the transactions that are pending to your office. You can select '(all providers)' in the drop down box, and those transactions pending to all the dentists in your office will be displayed. Alternately, you can select a specific dentist and view only those transactions pending to them. If there are transactions pending to your office, a display similar to the one below will be displayed:

Messages Pending to Your Dental Office

○ Pending to Receiver ● Pending To Dental Office

Provider : (all providers) ▼

[Submit]

Office ID	Provider Name	Patient's Name	Transaction	Transmitted	From
Ref To:	John Doe	Regan Sheredy	ATTACH	01-Jul-04 08:26:34	Tonya Miller
047659	John Doe	Charles Victor	CLAIM	29-Jun-04 11:53:46	Fowler Health Care
047658	John Doe	Sherrie Sheredy	CLAIM	29-Jun-04 10:59:42	Fowler Health Care
047657	John Doe	Monika Jasniak	CLAIM	29-Jun-04 10:17:50	Fowler Health Care

Note the similarity in fields to those you are already familiar with. Lines 2 through 4 are examples of transactions sent from a carrier that are waiting for your office to pick up.

Line 1 is an example of an attachment sent from a fellow provider. You may download that to your dental software (if your software supports it), or you may view it online as described later. As we learned earlier, the Office ID is, 'Ref To:' because your account is setup to view attachments online, and it does not reference an early transaction.

Query

The query page is useful when you are trying to find a specific transaction. You can use several different criteria to get information on a transaction sent from the dental office. For instance, if there was an issue with a transaction yesterday, and the Office ID was noted, that can now be used to get an update. You can now look and see what happened with the transaction between your practice management software and the carrier which was not available before.

Query Transactions

Search for Transactions

Provider : (all providers) ▼

Office ID : [   ] (optional)

Search By Date Range : ☐

[Submit]

There are several different criteria that can be used to identify the transaction you wish to find:

Provider: The drop down box allows you to search based on the dentist in the office. You can select to view by all providers in the office, or if you wish to narrow it down, you may select a specific dentist. This list will display all providers registered in your office.

Office ID: If you know the Office ID, which will identify the exact transaction, it can be entered here. For example if yesterday you had a question with our sample transaction, which has an Office ID of **037673**, today you can come to the query page, select 'all providers' in the drop down box, enter **037673** in the Office ID, and hit 'Submit'. This will display the latest information from the system on that transaction. If you use an Office ID, there is no need to limit by date and time.

Select By Date Range
If you wish to limit your criteria by date, then you must check the box next to 'Select By Date Range'. This will open up a section for date entry as shown below. The criteria you specify below will not be used unless that box is checked. Note both criteria use the 24 hour clock.

Query Transaction

Search for Transactions

Provider : (all providers)

Office ID : _____ (optional)

Search By Date Range : ☑

◉ Start Date : 01-Jul-2004   Start Time : 00 : 00 : 00
*Search for the top 250 transactions from the **Start Date***

○ End Date : 01-Jul-2004   End Time : 23 : 59 : 59
*Search for the top 250 transactions upto the **End Date***

○ *Search for the top 250 transaction messages between the **Start Date** and the **End Date***

Submit

Start Date: If you select a date and time in these boxes, the system will return a list of 250 transactions starting with the date and time chosen.

End Date: If you select a date and time in these boxes, the system will return a list of 250 transactions up until the date specified.

Between Start Date and End Date: If you select this box, then all or up to 250 transactions between the Start Date and End Date will be returned.

These options are designed to help with questions such as, "I know there was a transaction sent through around 11:00 am yesterday." You can then go to the start date criteria, enter the date, and 10:45 as the start time, and you will be shown all the transactions sent beginning at 10:45 and going forward.
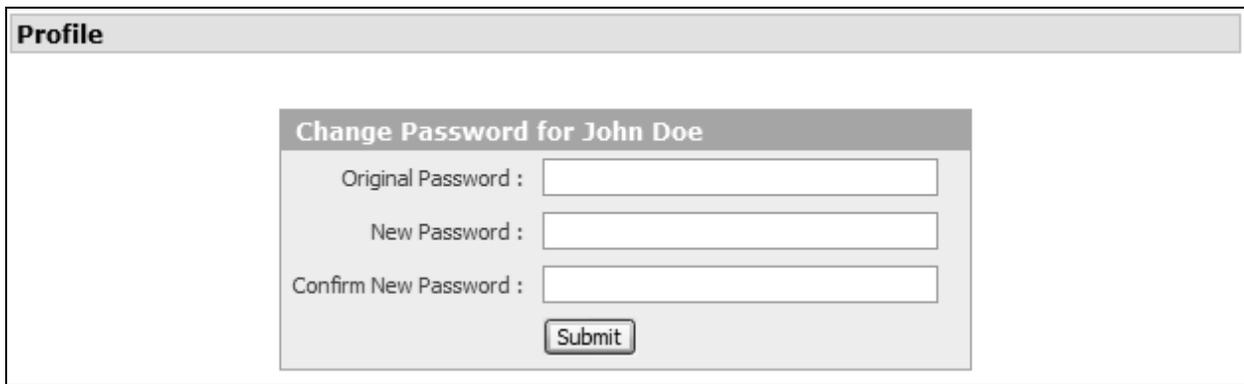
Management

Management
Profile
Vendor Permissions

The Management section of the website allows you to specify permissions and preferences that relate to your account.

Profile

Clicking on the Profile link will take you to a page where you can change your login password:

Profile

Change Password for John Doe

Original Password :

New Password :

Confirm New Password :

[Submit]

To change your password, you must enter your current password first, and then enter your new password twice. The new password will only take effect if the new password was typed identically in the 2nd and 3rd boxes.

For security reasons, your password must be at least six characters long. The password is case sensitive. For example, the password 'mypassword' is considered different from 'MyPassword'.

After a successful update of your password, you will receive an email informing you that your password has been updated. If you should receive such an email and you have not updated your password, please call the ITRANS support line immediately at 1-866-788-1212.

Vendor Permissions

This section allows you to choose what abilities your vendor software support team has. Vendors can also log into the ITRANS system in order to serve you better and assist in problems you may encounter.

Allow/Disallow Vendor to View Transactions

Vendor	Allow Vendor to View Transactions
Highway 219 Inc.	☐

Note : Checking the above box will allow your vendor to view ONLY the flow of transactions from your system to carriers and providers, it does NOT allow them to view the contents of the transactions.

Please turn this feature OFF once your vendor has resolved the current issue.

Submit

By allowing your vendor to view your transactions, you are:
- Allowing the vendor to see a view similar to yours of your dentist office transactions.
- NOT allowing the vendor to see any information about the patient, their claim or private information. A full list of information they can see is listed at the end of this document in the FAQ section.

This is useful because it will help you when you try and explain to them over the phone what you did - they will be able to see what you see (with a few more technical views)

Please read the note carefully as well:

> Checking the above box will allow your vendor to view ONLY the flow of transactions from your system to carriers and providers, it does NOT allow them to view the contents of the transactions.
>
> Please turn this feature OFF once your vendor has resolved the current issue

Document Management

Document Management

Upload Attachments

View Attachments

One of the new benefits of the ITRANS system is for Providers who want to receive and send attachments and images, but do not yet have an internal attachment or image solution. In this section, instruction is provided on how to take advantage of this feature.

If your Dental Software has been updated to use the new attachment feature, please consult their guide on how to send and receive those transactions. This section is intended mainly for offices that wish to send and receive attachments through the website.

Upload Attachments

In this section, you will learn what to do if a question like this arises: "I'm referring my patient Bob Smith to a root canal specialist, Dr. John Doe. Is there an easy way to send an X-ray to him?" To upload an attachment, there is an assumption that you have the file already on your computer. In the case of an X-ray, you have used a scanner or digital camera.

This is useful because the security and encryption used by ITRANS meets PIPEDA (Canadian privacy legislation), something convention email cannot match.

Click on the 'Upload Attachments' link on the menu bar to take you to the part of the website where you can upload attachments to either carriers or follow providers.

Note: At this time, you are only able to exchange attachments with other providers. Although the ITRANS system is capable of sending attachments to carriers, they are yet unable to receive them. As carriers become able to, we will advise our clients.

Attachments to carrier

Attachments to carriers must be attached to transactions previously sent. The first step in sending an attachment to a carrier is to specify the transaction with which you want to associate the attachment.

You can enter the information in the same manner as the query screen. Fill out the information as required and select 'Submit'.

When the results are returned, you will be presented with a list of transactions. From this list, click on the magnifying glass next to the transaction. This will select that transaction as the one requiring an attachment upload to the carrier. Currently attachments can only be attached to predeterminations and claims. Also, not all carriers can accept attachments. If that is the case, you will not see a magnifying glass next to the transaction, and there will be no check mark next to that transaction in the 'Accept Attachment?' column. An example of this is the transaction from 'John Doe' to 'Good Health 2 U'. 'Good Health 2 U' does not accept attachments.

Attachments Upload

◉ Attachments to carrier ○ Attachments to provider

Search for Transactions Available for Attachment Upload

Provider : (all providers) ▼

Office ID : [   ] (optional)

Search By Date Range : ☐

[Submit]

	Provider	Patient's Name	Transaction	To Carrier	Office ID	Carrier Reference ID	Created Date	Accept Attachment?
🔍	John Doe	Winnie Baker	PRED	Fowler Health Care	000911	C4549059	30-Jun-04 08:33:20	✔
🔍	John Doe	Winnie Baker	PRED	Fowler Health Care	000819	C4549049	30-Jun-04 08:30:31	✔
🔍	John Doe	Charles Victor	CLAIM	Fowler Health Care	047659	C4549046	29-Jun-04 11:53:46	✔
🔍	John Doe	Sherrie Sheredy	CLAIM	Fowler Health Care	047658	C4549043	29-Jun-04 10:59:42	✔
🔍	John Doe	Monika Jasniak	CLAIM	Fowler Health Care	047657	C4549039	29-Jun-04 10:17:50	✔
🔍	John Doe	Marc Bechard	CLAIM	Fowler Health Care	037673	C4549031	28-Jun-04 16:43:49	✔
🔍	John Doe	Tessa Ludwig	PRED	Fowler Health Care	038231	C4549012	28-Jun-04 14:15:18	✔
🔍	John Doe	Sarah Harding	PRED	Fowler Health Care	038230	C4548999	28-Jun-04 14:05:14	✔
🔍	John Doe	Julia Sheredy	CLAIM	Fowler Health Care	037554	C4548990	28-Jun-04 13:55:08	✔
🔍	John Doe	Vera Basterfield	CLAIM	Fowler Health Care	047553	C4548989	28-Jun-04 13:17:02	✔
🔍	Willie Blair	John Morgan	CLAIM	Fowler Health Care	038674	C4548983	28-Jun-04 11:45:55	✔
	John Doe	Gay Hamilton	CLAIM	Good Health 2 U	038663	C4548982	28-Jun-04 10:10:43	
🔍	John Doe	Matthew Major	CLAIM	Fowler Health Care	037663	C4548981	28-Jun-04 09:54:37	✔
🔍	John Doe	Sherry Hankinson	CLAIM	Fowler Health Care	037553	C4548970	28-Jun-04 09:25:26	✔

1

The Carrier Reference ID shown on this screen is the carrier reference's number in their response to the original transaction.

After clicking on the required transaction, a new screen will appear displaying the Sending Provider, the Receiving Carrier, the Patient's Name, the Office ID and the Carrier Reference ID. Ensure this is the correct transaction.

Attachments Upload

Carrier Attachment Upload	
From : John Doe	To : Fowler Health Care
Patient's Name : Winnie Baker	
Office ID : 000911	Carrier Reference ID : C4549059

Add Attachment

📇 (Add New Attachment)

To add the attachment, click on 📇.

Add Attachment

📇 (Add New Attachment)

Please select attachment's information in the form provided below.
Entries marked with an asterisk (*) are **required**.

Choose attachment * : [   ] [Browse...]

[Save] [Cancel]

Click on the Browse button, and you will be presented with a standard Windows dialog box. Use this to browse the directories on your machine to find the attachment.
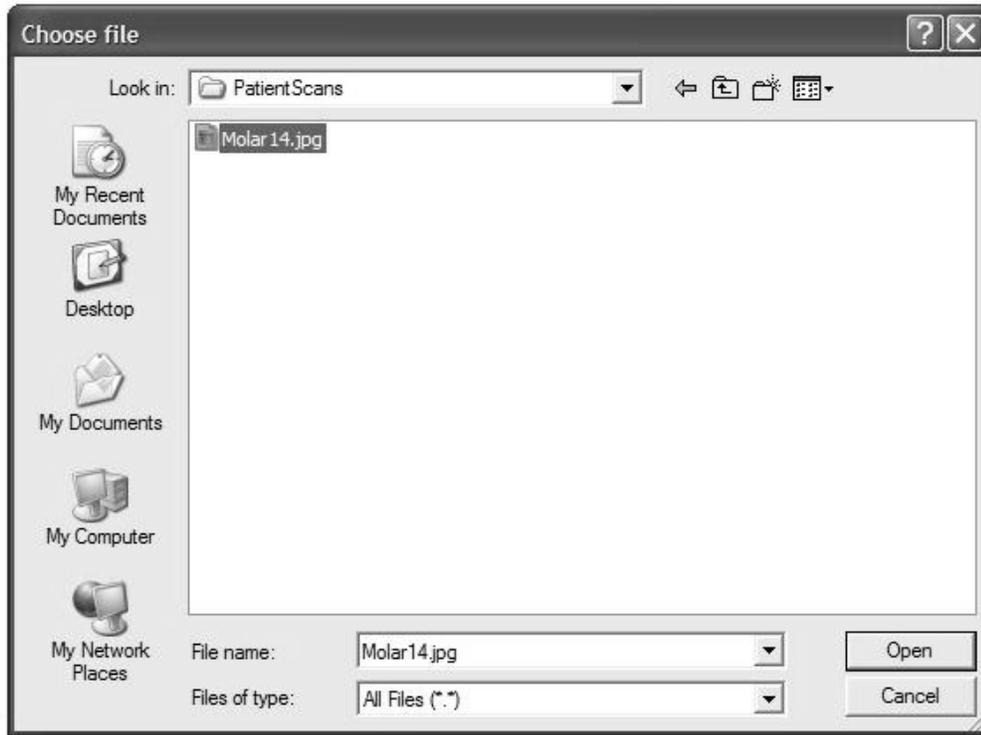
Select the file you wish to attach. When you have completed this, hit 'Open'. Your screen will update to something similar to:
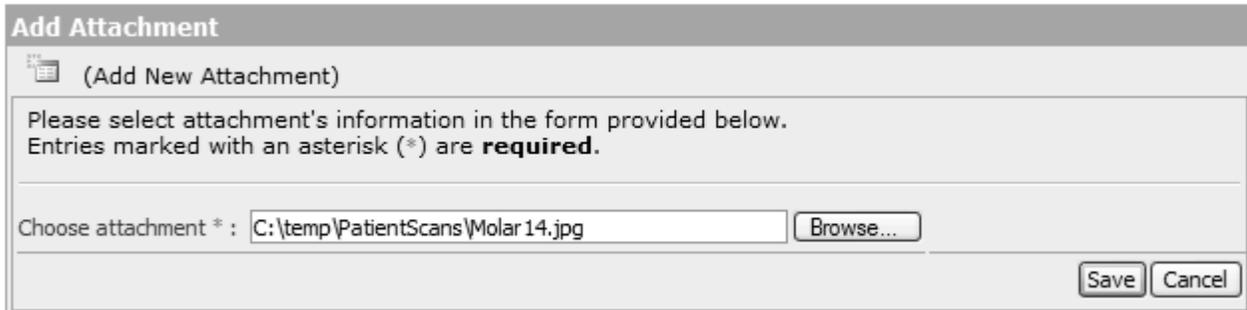
Hit the 'Save' button to add the attachment.

You can add up to 30 attachments to a single transaction. The system currently supports the following attachment types: jpeg image (.jpg), DICOM image file (.dic), Microsoft Word document (.doc), text files (.txt), ZIP file (.zip) and Adobe Portable Document Format (.pdf). Due to the uncompressed nature and size of the files, TIFF (.tif) is not currently supported. Those images should be converted to jpegs before transmitting. The maximum size of all images attached to a single transaction is 9.5 meg, or 9 500 000 bytes. The display below is in bytes.

Finally, you will see a screen similar to the following:

Add Attachment		
Document Name	**Document Type**	**Document Size**
✕ C:\temp\PatientScans\Molar14.jpg	TXT	10
🗐 (Add New Attachment)		

[Submit] [Reset]

If you have selected the wrong image, click the ✕ icon, and the attachment will be removed.

Click Submit to complete the operation, and view the summary screen. From this screen, you can view the submitted file by clicking on the icon to the far left of the transaction line.

Attachment Detail

From : John Doe   To : Fowler Health Care
Patient's Name : Winnie Baker
Office ID : 000911   Carrier Reference ID : C4549059
Viewed : **0 times**

	Document No.	Document Type	Last Modified Date	Attachment Viewed
🗐	01	TXT	01-Jul-04 11:41:34	0

The 'Most Recent' view under 'Transactions' will now show your newly uploaded attachment.

Attachments to provider

Similar to sending attachments to carriers, attachments can now be sent to fellow providers. The method for doing so is very similar to sending attachments to carriers, however there is no source transaction that the attachment is related to.

To do this, click on the button next to 'Attachments to provider' to see the following screen:

Attachment Upload

○ Attachments to carrier ● Attachments to provider

Please enter attachment's information in the form provided below.
Entries marked with an asterisk (*) are **required**.
To specify who will receive the attachment please click on 🔍.

Provider Attachment Upload

From : John Doe   To * : 🔍 [   ]

Patient's Name * : [   ]   Patient's Sex : [(Select a gender) ▼]

Patient's Birthdate * : [   ]

Add Attachment

🗔 (Add New Attachment)

The information to fill in should be self-explanatory, as well as how to add a new attachment – how to attach a file to a transaction is exactly the same as when an attachment is sent to a carrier.

However, there is additional information that must be entered regarding the patient – their name and birth date (optionally gender). Of particular note is how you can select the provider to which you want to send the transaction. To select the provider, click on the 🔍 icon next to the "To:" label. A new screen will open:

ITRANS™ Continovation Services Inc.

Provider Search - Registered ITRANS Users -- Web Page Dialog

Provider Search - Registered ITRANS Users

Search for providers using one or more of the following options.
If the provider cannot receive attachments, you will not be able to select them.
Entries marked with an asterisk (*) are **required**.

Provider ID : _____

Office Reference : _____

Last Name : _____

First Name : _____

Telephone : _____

Issuer * : (Select an issuer) ▾

City : _____

Region : (country) ▾

(Province/State not available) ▾

[Search] [Reset]

Because there are thousands of different providers in dental alone, you must be able to correctly identify the right receiver of your attachment. You can be as general or specific in your criteria as necessary.

Note: if you specify a broad criteria that results in a large amount of dentists to be displayed, a warning will be displayed as shown below. This warning is presented to alert you that there may be a delay as all the associated information is about to be downloaded to your browser. For a faster download, try specifying stronger criteria.

The criteria you have given will result in a list of 15,276 providers. This may take a noticeable amount of time to download to your PC. To reduce this, please press Cancel and add additional criteria. To proceed with the original list, press OK.

[OK] [Cancel]

The different search options:

Issuer: This is the only mandatory field. From the drop-down box, select the Issuer. Though initially the only issuer will be for dentists, in the future, you may be able to send files to opticians, denturists or other such professions. The issuer can be considered the general class of professionals.

Provider ID: A specific identifier, such as **519003001**, which identifies the provider. This value may be known to you, most likely through previous communication with the other office. Should you not know it, ask them for it to help you with your search.

Office Reference: This information identifies a specific office. Just as your office has a specific ID, so do all dental offices. This value will be known to you most likely through email, written or phone communication with the other office.

Last Name: Last name of the provider.

First Name: First name of the provider.

Telephone: The phone number of the provider. Note that a provider may have more than one phone number. Phone number must be entered in a format like '6135234938'.

City: City where the provider practices. Note that a provider may have more than one city of practice.

Region: Selecting a country where the provider practices, will allow you to select the appropriate region of that country. If Canada is selected, choose a province. If the US is selected, choose a state.

When you are done entering criteria, press the 'Search' button. The search may take a few minutes, depending on your search criteria. A results screen similar to the following will appear:

Provider Search - Registered ITRANS Users -- Web Page Dialog

Provider Search - Registered ITRANS Users

Search for providers using one or more of the following options.
If the provider cannot receive attachments, you will not be able to select them.
Entries marked with an asterisk (*) are **required**.

Provider ID :	Issuer * : CDA Dentists
Office Reference :	City :
Last Name :	Region : (country)
First Name :	(Province/State not available)
Telephone :	

Search   Reset

	Last Name	First Name	Address	Can receive attachment?
	Cheers	Mark	34 Sheppard Avenue East Toronto	
🔍	Doe	John	3310 South Service Lincoln	✓
🔍	Earp	Wyatt		✓
🔍	Harding	Marc	156 Front Street West Toronto	✓
	Lee	Jude	2794 South Sheridan Way Oakville	
	Malda	Jonathan	260 Richmond Suite West Suite 110 Toronto	

If you see the provider to which you wish to send the transaction, click the 🔍 icon next to the provider. If you do not see the provider you require, change the search criteria and try again. Note that if a provider has not been configured to receive attachments, you will not be able to select them, and there will not be a check mark in the 'Can receive attachment?' column.

Once you have the provider selected, you can add the attachment as before, and when ready, hit the 'Submit' button. If no errors are shown, the transaction is on its way to the recipient. If there are errors, the problems will display on the screen. Make the appropriate corrections and re-submit.

The final screen …

Attachment Upload

○ Attachments to carrier ● Attachments to provider

Please enter attachment's information in the form provided below.
Entries marked with an asterisk (*) are **required**.
To specify who will receive the attachment please click on 🔍.

Provider Attachment Upload

From : John Doe	To * :	Earp, Wyatt
Patient's Name * : Cyndie Gill	Patient's Sex :	Female
Patient's Birthdate * : 12-Aug-1945		

The transaction has been sent to Wyatt Earp.

View Attachments

You have just seen how to send attachments to other providers through the ITRANS website. Now, it will be shown how to view received attachments. Attachments will be shown in your browser directly, or downloaded directly into your practice management software, depending on how your system has been configured. This section assumes your system has been configured to view the attachments on the web, and not to have them download directly into your software. If your software does not support this, then you will probably have been configured to view attachments online.

To start, click on the 'View Attachments' link on the left side screen.

Search Attachments

Provider : (all providers) ▼ [Submit]

From the drop down box, you can search for attachments for all providers in your office, or for a specific provider. Select appropriately, and hit the 'Submit' button. If there are attachments to be viewed, the search screen will show something similar to below. If the transaction you expect is not displayed, your system may have been configured to download the attachment directly into your software. Contact support for additional help.

In the results shown below, there are two separate transactions with attachments that can be viewed.

ITRANS™
Continovation Services Inc.

Search Attachments

Provider : [(all providers) ▾] [Submit]

	Date	From	No. of Attachments	Patient's Name	Office ID	Viewed
🔍	01-Jul-04 12:26:34	Tonya Miller	1	Regan Sheredy		0
🔍	30-Jun-04 19:41:30	Tonya Miller	1	Regan Sheredy		1

1

Date: The date and time the transaction was sent (adjusted for your time zone).

From: The name of the party who sent the attachment. In the above example, the attachment has been sent from provider 'Tonya Miller'.

No. of Attachments: The number of attachments contained in the transaction.

Patient's Name: The name of the patient associated with the attachments.

Office ID: The Office ID from the sending office. This is a number that may help you identify the transaction. This may or may not be present, depending on how the sender's system is configured.

Viewed: How many times the transaction detail has been viewed.

To view the contents of any of the transactions, click on the 🔍 icon to the left of the transaction line. A separate window will open.

Attachment Detail

From : Tonya Miller	To : John Doe
Patient's Name : Regan Sheredy	Patient's Sex : F
Patient's Birthdate : 12-Aug-2003	
Viewed : **2 times**	

	Document No.	Document Type	Last Modified Date	Attachment Viewed
🖼	01	JPG	30-Jun-04 15:37:16	0

(icon): This icon signifies the type of attachment, and you can access the attachment by clicking on it.

Document No.: A line number. If there are three lines, for example, the Document Numbers would be 01, 02 and 03.

Document Type: The type of attachment: JPG, DIC, DOC, TXT, ZIP and PDF are the current types.

Last Modified Date: The date the image was uploaded to ITRANS.

Attachment Viewed: How many times that specific attachment has been viewed.

Click on the ![icon] icon to the left of the line to view the attachment.

If there are multiple attachments, you will see multiple lines. That icon will change depending on the type of file. An image will be the most common file type sent.

Note: Attachments will remain on the system for 30 days before being deleted from the website. If you wish to save the attachment, please do so before the 30 day expiry.

To save an image, right click on the open image. A menu will appear:
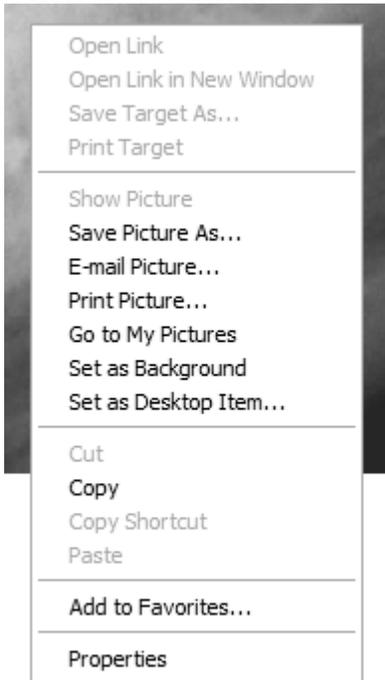
Select "Save Picture As …" and choose the location you desire.

Connections

View Carrier Status

Just as providers connect to the ITRANS system, so do carriers. However, unlike providers, carriers will be connected most of the time. Since it is possible that a carrier will not be online, and this would cause a delay in your office receiving a transaction response, a screen has been made available for you to see if the carrier is online.

Clicking on the 'View Carrier Status' link on the menu bar will display a screen like this:

Carrier Status

Show all carrier's status

Carrier	Currently Online	Status Notes
Fowler Health Care (Data Transfer Inc.)		Network usually down on weekends for maintenance.
Fowler Health Care (VAN Inc.)	✔	Network is always down from 9PM to 8AM EST.

The initial list is based on the most recent 250 transactions that have been sent from your office. It is essentially a list of those carriers which your office commonly uses. The carrier name is a combination of the carrier and the network they choose. It is possible that a carrier uses network A for certain transactions, and network B for others. In the above case, Fowler Health Care uses two networks – 'Data Transfer Inc.' and 'VAN Inc.'.

If the carrier you wish to see is not in the list, click on the 'Show all carrier's status' link:

Carrier Status

Show only related carrier's status

Carrier	Currently Online	Status Notes
Alliance By Care (Data Transfer Inc.)		Network usually down on weekends for maintenance.
Fowler Health Care (Data Transfer Inc.)		Network usually down on weekends for maintenance.
Fowler Health Care (VAN Inc.)	✔	Network is always down from 9PM to 8AM EST.
Good Health 2 U (VAN Inc.)	✔	Network is always down from 9PM to 8AM EST.
Health Services Ltd (Data Transfer Inc.)		Network usually down on weekends for maintenance.
ITRANS Network (VAN Inc.)	✔	Network is always down from 9PM to 8AM EST.
Personal Care 4 You (Data Transfer Inc.)		Network usually down on weekends for maintenance.
Personal Care 4 You (VAN Inc.)	✔	Network is always down from 9PM to 8AM EST.

If you see a carrier/network not online that you are attempting to send a transaction to, this may explain why you are not getting a response. Depending on the carrier's wishes, once they are online, the ITRANS system may forward the transaction to them. The alternative is that you will have to resend when the carrier is available. Check the response in your practice management software, which will indicate the correct course of action. The third column, the Status Notes column, will provide additional information about the carrier/network. For instance, it may alert you as to when you can expect the carrier to be offline.

Change Language

Change Language
English
España
Français

The ITRANS website can be displayed in multiple languages. The default language that displays when you log in is based on your provider's language of choice as registered with the CDA. There may be times when you wish to temporarily change the display language. In order to do so, simply select the desired language in the Choose Language section.

Note: If you log out of the website and log back in, the display language will reset to the default for the provider. There is no way to 'save' the display language from login to login.

Frequently Asked Questions

I need help. Who do I call?

For help with ITRANS, call 1-866-788-1212, or e-mail support@continovation.com

How do I know which certificates I have installed?

- For Internet Explorer, open the browser, and choose Tools from the menu.
- Select Internet Options from the drop-down list.
- Select the Content Tab.
- Hit the Certificates button, and under Personal, you will see all certificates installed (some of them may not be associated with the ITRANS system). The ones issued for ITRANS purposes will have an entry in the 'Issued By' column of 'CSI CA'. An example is shown on the next page:
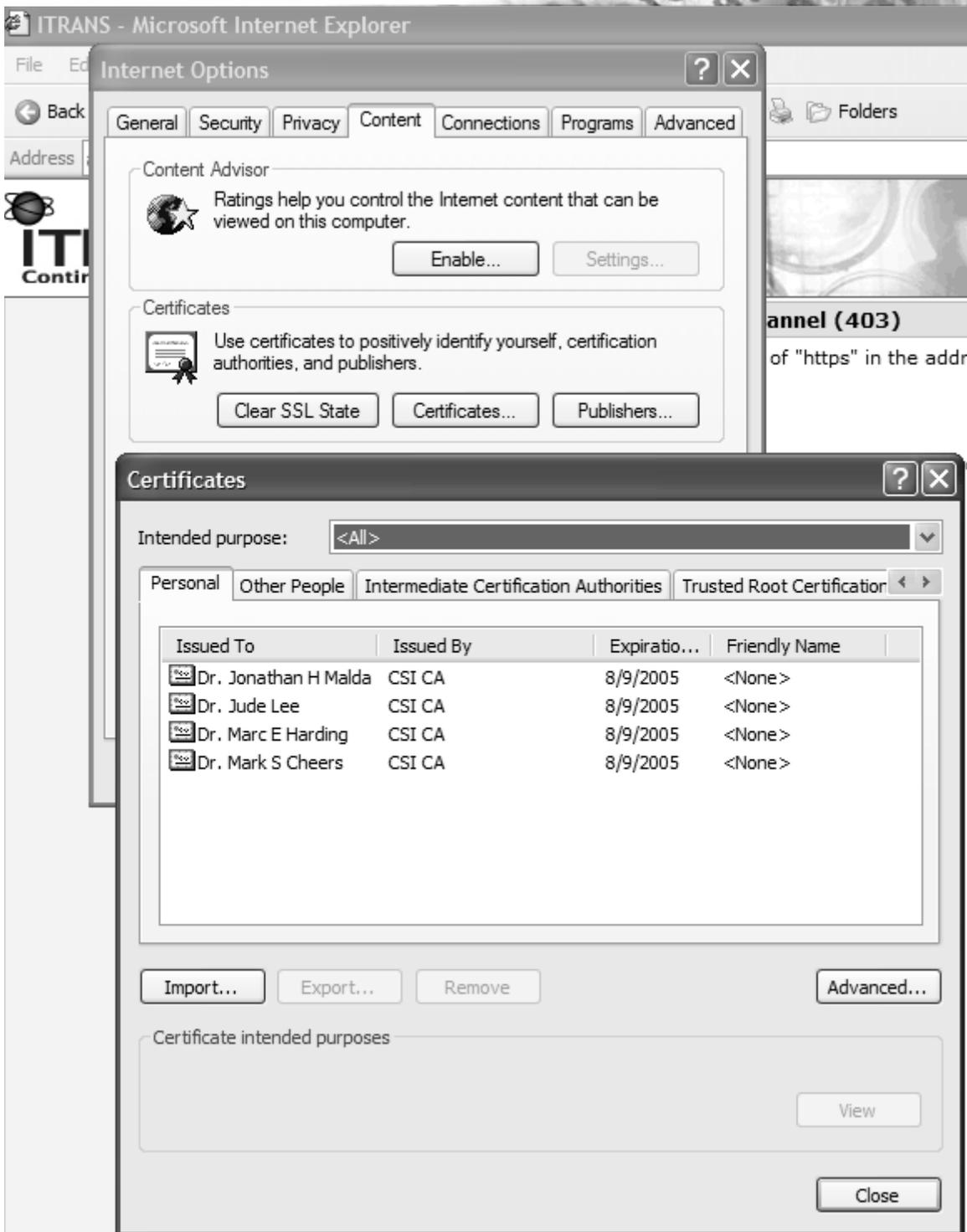
I have just installed a new certificate, but when I login, it doesn't give me the choice/display the new certificate.

Try one of two actions:

1. Close all open browsers, and try again.
2. Open your Internet Browser, go to Tools, Options. Select the Content Tab, and hit the 'Clear SSL State' button. Close your browser and reopen.

What does it mean when I log on and I see, "Determining Time Zone. Please Wait …"?

Since the ITRANS system is used in numerous time zones, it was setup so that the website will automatically determine the time zone from your browser when you log in. This allows accurate reporting of the dates and times online.

Why doesn't the ITRANS system display the correct transaction time?

The ITRANS system determines the time zone based on the time zone setting on your computer. If the correct transaction time is not displayed, it could be due to an incorrect computer setting. To check your time zone setting, go to your Windows' control panel, click on 'Date and Time', click on the tab 'Time Zone' and choose the correct time zone.

Is the ITRANS system safe and secure?

Yes. The ITRANS system was built with security of data in mind. The transfer of data from your office to the system is secured through Soltrus certificates. The transfer of data from carriers to the system is secured through industry standard VPN security. Finally, when all parties view the website, they are doing so through https security. The technology used for security will be updated through the life of the system to protect all parties. It is still recommended to have a Firewall and Anti-Virus programs in your office – refer to your IT consultant.

Where can I find out more about ITRANS features?

The Continovation Services Inc. website is full of information. Information about the features can be found on www.continovation.com under the Products/Services link.

In the upper right-hand corner of the screen I see numbers such as S3W01 --- what do they mean?

The ITRANS system is hosted on several different machines – this is for added stability and quality of service. This indicator shows which specific machine you have logged onto. This may change from day to day, and is used only for tech support reasons. You can ignore this.

I need to be able to login as a dentist from two machines – how can I?

You cannot export a certificate from one machine and import it on another. On each machine, you must go to www.continovation.com/certs and go through the process required for installing a certificate.

What information can the vendor see if I allow them?

The vendor can see summary information: the Conversation ID (unique identifier), Office ID, Conversation Start Time (when the transaction registered in the ITRANS system), Carrier Status, From, To, Style (i.e. CDAnet[TM1]), Version (i.e. 2 or 4), Transaction Type (i.e. Claim, Pred), and Error.

Though on your view, the transaction looks like one message to the carrier, and one message back, there are several 'conversations' that occur between your office, the ITRANS system, and the receiver of the transaction. Due to that, the vendor can see all those conversations that happen in the background. This is information that is only used when complex questions arise. On that lower level of detail, the vendor can see: MessageID (unique identifier), Created (date and time of creation), Transmitted (date and time each part of the conversation was sent), From, To, Style, Version, Type (claim, pred, etc.), Status (of each

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[1] Trademark of the Canadian Dental Association

part of the conversation), Dir Desc (going to the receiver, or from the receiver), Ref To MessageID, and Originating Message ID.

As can be seen, there is no personal information listed in what the vendor can see. But they can see where a break may have happened in communication.

I see this error on my screen – what went wrong?

> Warning: Page has Expired
>
> The page you requested was created using information you submitted in a form. As a security precaution, Internet Explorer does not automatically resubmit your information for you.
>
> To resubmit your information and view this Web page, click the **Refresh** button.

This error is seen when the IE back button was used instead of the one on the navigation bar. Hit F5 to refresh the page.

I want to use the attachment feature, but don't have a scanner – where do I start?

Possible systems:

- Flat bed scanner with transparency adapter. For example:
    - Microtek 8700 (8"x10") transparency adapter
    - Epson Perfection 4870 (6"x9") transparency adapter
    - Epson Expression 1680 (8"x10") transparency adapter
    AND/OR
    - Digital Camera: 1 Mega Pixel of better. More than 2 Mega Pixels is not required.
    AND/OR
    - Digital X-ray or Intra-oral camera systems as supplied

X-Rays should be scanned at a resolution of 300 DPI (dots per inch) as an 8 bit grey scale image. A resolution higher than that significantly increases the file size but does not provide additional useful information to the receiver. Please note that a computer screen's resolution is 72 DPI so a 300 DPI image would need to be zoomed to almost 3.5 times its original size before all of the image information you sent is used by the receiver.

A lower resolution, such as 150-200 DPI is generally appropriate for pictures.

Appendix A – Transaction Abbreviations

Table of Transaction Type Abbreviations

Label	Number (CDAnet 4)	Description
CLAIM	01	Claim
REV	02	Claim Reversal
PRED	03	Predetermination
ROT	04	Request for Outstanding Transactions
ROS	05	Request for Summary Reconciliation
ROP	06	Request for Payment Reconciliation
COB	07	Coordination of Benefits Claim Transaction
ELIG	08	Eligibility Transaction
ATTACH	09	Attachment Transaction
ACK	11	Claim Acknowledgement
ACK	12	Claim Reversal Response
ACK	13	Predetermination Acknowledgement
DONE	14	ROT ACK - no more responses waiting
ACK	18	Response to Eligibility
ACK	19	Response to Attachment
EOB	21	Claim Explanation of Benefits
EOB	23	Predetermination Explanation of Benefits
EMAIL	24	Email Response

Appendix B - Sample Transactions

Office ID	Provider Name	Patient's Name	Transaction	Transmitted	Carrier Status	Status Change	Response	Error	To
Most Recent Transactions					Refresh				
Ref To:	Tonya Miller	Sheilah Sheredy	ATTACH	01-Jul-04 14:37:05	-- Completed --	01-Jul-04 14:37:05			John Doe
999999	John Doe	Cyndie Gill	ATTACH	01-Jul-04 14:30:56		01-Jul-04 14:30:56			Wyatt Earp
Ref To: 038674	John Doe	John M Morgan	ATTACH	01-Jul-04 11:25:25		01-Jul-04 11:25:25			Fowler Health Care
Ref To: 047659	Jonathan H Malda	Charles V Victor	ATTACH	01-Jul-04 10:45:45		01-Jul-04 10:45:45			Fowler Health Care
Ref To:	Tonya Miller	Regan Sheredy	ATTACH	01-Jul-04 08:26:34		01-Jul-04 08:26:34			John Doe
Ref To:	Tonya Miller	Regan Sheredy	ATTACH	30-Jun-04 15:41:30	-- Completed --	30-Jun-04 15:41:30			John Doe
057869	John Doe	Sandy Schwenger	CLAIM	30-Jun-04 15:22:49	Responded to by Carrier	01-Jul-04 11:00:13	ACK		Fowler Health Care
047869	John Doe	Monica Gray	CLAIM	30-Jun-04 15:22:46	Responded to by Carrier	01-Jul-04 11:00:13	ACK		Fowler Health Care
000911	John Doe	Winnie Baker	PRED	30-Jun-04 08:33:20	-- Completed --	30-Jun-04 08:33:22	ACK		Fowler Health Care
000811	John Doe	Winnie Baker	PRED	30-Jun-04 08:32:03	-- Completed --	30-Jun-04 08:32:04	ACK	006	Fowler Health Care
047659	John Doe	Charles Victor	CLAIM	29-Jun-04 11:53:46	Responded to by Carrier	30-Jun-04 08:29:40	ACK		Fowler Health Care
047658	John Doe	Sherrie Sheredy	CLAIM	29-Jun-04 10:59:42	Responded to by Carrier	30-Jun-04 08:29:40	ACK		Fowler Health Care
047657	John Doe	Monika Jasniak	CLAIM	29-Jun-04 10:17:50	Responded to by Carrier	30-Jun-04 08:29:40	ACK		Fowler Health Care
047559	John Doe	Cyndie Gill	CLAIM	29-Jun-04 09:51:18	-- Completed --	29-Jun-04 09:51:19	ACK		Fowler Health Care
037673	John Doe	Marc Bechard	CLAIM	28-Jun-04 16:43:49	-- Completed --	28-Jun-04 16:43:53	ACK		Fowler Health Care
002038	John Doe		ROT	28-Jun-04 14:37:24	-- Completed --	28-Jun-04 14:37:28	DONE		Fowler Health Care
038231	John Doe	Tessa Ludwig	PRED	28-Jun-04 14:15:18	-- Completed --	28-Jun-04 14:15:22	ACK		Fowler Health Care
038230	John Doe	Sarah Harding	PRED	28-Jun-04 14:05:14	-- Completed --	28-Jun-04 14:05:16	ACK		Fowler Health Care
038663	John Doe	Gay Hamilton	CLAIM	28-Jun-04 10:10:43	-- Completed --	28-Jun-04 10:10:47	ACK		Good Health 2 U
037663	John Doe	Matthew Major	CLAIM	28-Jun-04 09:54:37	-- Completed --	28-Jun-04 09:54:41	ACK		Fowler Health Care

Here are a few sample transactions to assist in reading the display.

The earliest transaction is a **CLAIM** sent on **June 28th** at **9:54:37** (your time zone). The work was done by Dr. **John Doe** for patient **Matthew Major**. The claim was submitted to **Fowler Health Care**. The Office ID is **037663**. The carrier status is **Completed**, meaning the carrier has received the claim, responded, and your dental software has received their response. Their response was an '**ACK**'.

> Side Technical Note: Carriers can ask to be setup in two key ways that affect you, and it all relates to how ITRANS handles your transactions when they are offline.
> 1. They can ask that ITRANS stores their transactions and when they come back online, to forward them on. When they are offline and you send in a transaction it will reside in a 'pending' state until the carrier comes online and retrieves it.
> 2. They can ask that ITRANS does NOT store their transactions until they come back online. If that is the case, and your office sends in a transaction, you will receive an error message saying the

network/carrier is not online. To receive a response to that transaction it must be resent to the carrier when they are again online.

So how does this affect the information you see in the viewer?

- In case 1, you could send in a transaction, and looking on the website, you will see the Carrier Status is blank and the response is blank. The response in your dental software will alert you that the network has the transaction, and will send it to the carrier when the carrier is available. This transaction is 'pending' to the carrier. You do not need to do anything more. You may have to submit an ROT later to retrieve the response after the carrier has come online and responded to the transaction.
- In case 2, you could send in a transaction, and on the website, you will see the Carrier Status is '— Completed —', and the response will be 'ACK'. The response in your dental software will state that the carrier is not available, please try again later. In this, you will have to resubmit the transaction at a later time.

The fifth transaction from the bottom (Office ID **002038**) is notable because it is a Request for Outstanding Transactions, done when there are questions unanswered, or perhaps because you noticed there are pending transactions through the ITRANS website. There is no patient name because ROT transactions are not patient specific. Note the response is '**DONE**', which is the response an ROT will return instead of an '**ACK**'. See the above comment on Completed for more information about the answer.

One thing to note is that if you look at your most recent transaction list and see there are transactions pending ('**Responded to by Carrier**'), and then perform an ROT transaction, those pending transactions should change to a status of **Completed**. This is because they have been downloaded into your system, and there is nothing further to be done.

Along those lines, look at Office ID **047657**. **Monika Jasniak** had some work done by Dr. **John Doe**, and a claim was submitted at **10:17:50 am, June 29**th to **Fowler Health Care**. On the following day, **June 30**th **at 8:29:40 am**, the carrier answered with an ACK. The status, however, remains as '**Responded to by Carrier**', which is the stage before '— Completed —'. This is because the response from the carrier is pending to your office. Should you submit an ROT, this answer will be received by your software, and the status would change to '— Completed —'.

Now let's take a look at **Winnie Baker**, who visited Dr. **John Doe** on the **30**th **of June**. Your office sent a **Predetermination** through at **8:32 am** to **Fowler Health Care**. The Error column

notes an error **006**, which you can see from Appendix C means 'Missing/Invalid Software System ID'. A minute later, the error was fixed at your office and the transaction resent through the vendor software to Fowler Health Care.

Let us now examine some listings for attachments. There are three entries with an Office ID of '**Ref To:**'. The Provider Name is Dr. **Tonya Miller**. These are attachments sent through to your office as the 'To' column lists Dr. **John Doe** as the recipient. There are two patients in this case, **Sheilah Sheredy** and **Regan Sheredy**. Only one of the Attachments, the one for Regan on **July 1st** does not have a status of **Completed**. This means that the **July 1st** attachment has not been viewed by your office. Remember from earlier, you will see '**Ref To:**' when the receiver wishes to view the transactions through the web – which in this case is you.

There are also two attachments that have a ref to number against them: '**Ref To: 038674**' and '**Ref To: 047659**'. In the case of the first transaction, we can conclude that Dr. **John Doe** previously submitted either a Claim or a Predetermination to **Fowler Health Care** on behalf of **John M. Morgan**. Your office sent a follow-up attachment, perhaps an image to support the original transaction. The original transaction would have the Office ID of 038674, hence this one is called, '**Ref To: 038674**'. The 'Ref To:' flag also indicates the receiver views the transaction online. Therefore you can conclude that **Fowler Health Care** views the attachments through the web, and since the Carrier Status is blank, you can determine they are yet to view both.

The final transaction for examination is the 2nd from the top. It has an Office ID of **999999**. This is an attachment sent from your office to **Wyatt Earp** for patient **Cyndie Gill**. This Office ID has been assigned because the receiver takes the transaction directly into their dental software. Since the status is blank, you can determine they have not received it yet.

Appendix C – Error Codes

Error Code	Message
001	Missing/Invalid Transaction Prefix
002	Missing/Invalid Dental Claim # or Office Sequence #
003	Missing/Invalid Version Number
004	Missing/Invalid Transaction Code
005	Missing/Invalid Carrier Identification Number
006	Missing/Invalid Software System ID
007	Missing/Invalid Dentist Unique ID (Provider Number)
008	Missing/Invalid Dental Office Number
009	Missing/Invalid Primary Policy/Plan Number
010	Missing/Invalid Division/Section Number
011	Missing/Invalid Subscriber Identification Number
012	Missing/Invalid Relationship Code
013	Missing/Invalid Patient's Sex
014	Missing/Invalid Patient's Birthday
015	Missing Patient's Last Name
016	Missing Patient's First Name
017	Missing/Invalid Eligibility Exception Code
018	Missing Name of School
019	Missing Subscriber's Last Name or Name did not match to the one on file
020	Missing Subscriber's First Name or Name did not match to the one on file
021	Missing Subscriber's Address
022	Missing Subscriber's City
023	Missing/Invalid Subscriber's Postal Code
024	Invalid Language of Insured
025	Missing/Invalid Subscriber's Birthday
026	Invalid Secondary Carrier ID Number
027	Missing/Invalid Secondary Policy/Plan Number
028	Missing/Invalid Secondary Division/Section Number
029	Missing/Invalid Secondary Plan Subscriber Number
030	Missing/Invalid Secondary Subscriber's Birthday
031	Claim should be submitted to secondary carrier first(secondary is the primary carrier)
032	Missing/Invalid Payee
033	Invalid Accident Date
034	Missing/Invalid Number of Procedures Performed
035	Missing/Invalid Procedure Code
036	Missing/Invalid Date of Service
037	Missing/Invalid International Tooth or Sextant, Quadrant Arch Designation

038	Missing/Invalid Tooth Surface
039	Invalid Date of Initial Placement (Upper)
040	Missing/Invalid Response re: Treatment Required for Orthodontic Purposes
041	Missing/Invalid Dentist's Fee Claimed
042	Missing/Invalid Lab Fee
043	Missing/Invalid Unit of Time
044	Message Length Field did not match length of message received
045	Missing/Invalid E-Mail / Materials Forwarded Flag
046	Missing/Invalid Claim Reference Number
047	Provider is not Authorized to Access CDAnet
048	Please Submit Claim Manually
049	No outstanding responses from the network requested
050	Missing/Invalid Procedure Line Number
051	Predetermination number not found
052	At least one service must be entered for a claim/predetermination
053	Missing/Invalid Subscriber's province
054	Subscriber ID on reversal did not match that on file
055	Reversal not for today's transaction
056	Provider's specialty code does not match that on file
057	Missing/Invalid response to Question "Is this an initial placement (Upper)"
058	Number of procedures found did not match with number indicated
059	Dental Office Software is not certified to submit transactions to CDAnet
060	Claim Reversal Transaction cannot be accepted now, please try again later today.
061	Network Error, please re-submit transaction
062	Missing/Invalid Payee CDA Provider Number
063	Missing/Invalid Payee Provider Office Number
064	Missing/Invalid Referring Provider
065	Missing/Invalid Referral Reason Code
066	Missing/Invalid Plan Flag
067	Missing NIHB Plan fields
068	Missing/Invalid Band Number
069	Missing/Invalid Family Number
070	Missing/Invalid Missing Teeth Map
071	Missing/Invalid Secondary Relationship Code
072	Missing/Invalid Procedure Type Codes
073	For Future Use
074	Date of Service is a future date
075	Date of Service is more than one year old
076	Group not acceptable through EDI
077	Procedure Type not supported by carrier
078	Please submit pre-authorization manually

079	Duplicate claim
080	Missing/Invalid Carrier Transaction Counter
081	Invalid Eligibility Date
082	Invalid Card Sequence/Version Number
083	Missing/Invalid Secondary Subscriber's Last Name
084	Missing/Invalid Secondary Subscriber's First Name
085	Invalid Secondary Subscriber's Middle Initial
086	Missing Secondary Subscriber's Address Line 1
087	Missing Secondary Subscriber's City
088	Missing Secondary Subscriber's Province/State Code
089	Invalid Secondary Subscriber's Postal/Zip Code
090	Missing/Invalid response to Question: Is this an Initial Placement Lower
091	Missing/Invalid Date of Initial Placement Lower
092	Missing/Invalid Maxillary Prosthesis Material
093	Missing/Invalid Mandibular Prosthesis Material
094	Missing/Invalid Extracted Teeth Count
095	Missing/Invalid Extracted Tooth Number
096	Missing/Invalid Extraction Date
097	Invalid Reconciliation Date
098	Missing/Invalid Lab Procedure Code
099	Invalid Encryption Code
100	Invalid Encryption
101	Invalid Subscriber's Middle Initial
102	Invalid Patient's Middle Initial
103	Missing/Invalid Primary Dependent Code
104	Missing/Invalid Secondary Dependent Code
105	Missing/Invalid Secondary Card Sequence/Version Number
106	Missing/Invalid Secondary Language
107	Missing/Invalid Secondary Coverage Flag
108	Secondary Coverage Fields Missing
109	Missing/Invalid Secondary Sequence Number
110	Missing/Invalid Orthodontic Record Flag
111	Missing/Invalid First Examination Fee
112	Missing/Invalid Diagnostic Phase Fee
113	Missing/Invalid Initial Payment
114	Missing/Invalid Payment Mode
115	Missing/Invalid Treatment Duration
116	Missing/Invalid Number of Anticipated Payments
117	Missing/Invalid Anticipated Payment Amount
118	Missing/Invalid Lab Procedure Code #2
119	Missing/Invalid Lab Procedure Fee #2
120	Missing/Invalid Estimated Treatment Starting Date

121	Primary EOB Altered from the Original
122	Data no longer available
123	Missing/Invalid Reconciliation Page Number
124	Transaction Type not supported by the carrier
125	Transaction Version not supported
997	Last Transaction Unreadable
998	Reserved by CDAnet for future use
999	Host Processing Error - Resubmit Claim Manually

Note: Not all error codes will apply to your version of CDAnet; this list is intended for reference only.

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