

How to Batch & Transmit Claims in A&L HERO

Batching Claims

Before claims can be transmitted they must be “ batched ”, that is, translated into MOH file format and marked as ready for transmission.

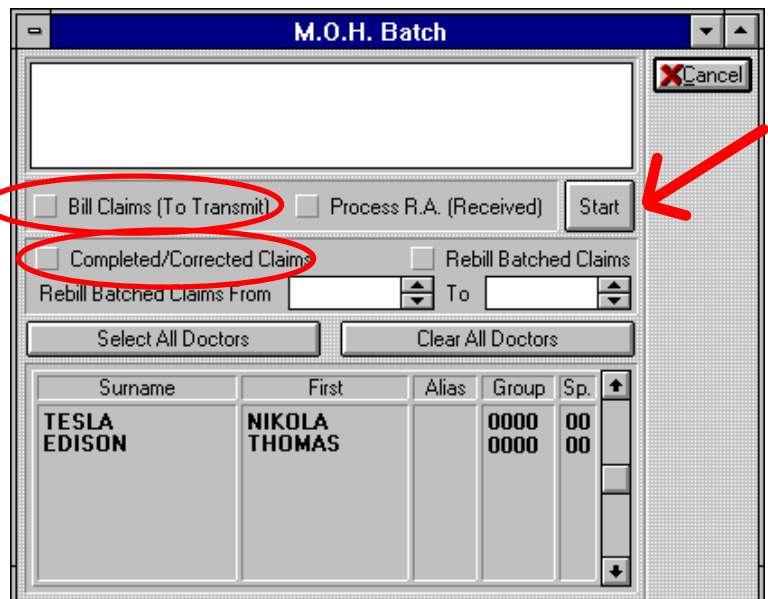
To batch claims:



List Add
Batch Batch

Click once on the **Add Batch** icon.

The **Batch** screen is displayed. It consists of a display area at the top, rows of command buttons, and a list of all billing doctors at the bottom.



- Click once on **Bill Claims**.
- Select the doctor(s) whose claims you wish to batch by clicking on the name.
- Select the type of claim you wish to batch/copy by clicking on the **Complete/ Corrected Claims** buttons.
- Click on the **Start** button.



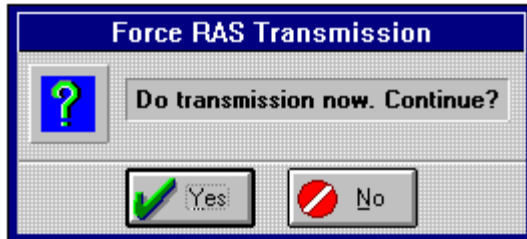
There should be a rolling display of the batched items. When batching is completed a message will appear asking if you wish to print a batch report (Post-Batch Summary). This is a detailed report of all batched claims that can be very useful in day-to-day tracking. (If you elect *not* to print a Post-Batch Summary at the time of batching, but require it at a later date, you can access it through the **Financial Reports** area.

- Select **Yes** or **No** to complete the operation.

Transmitting Claims



Click once on the **Transmit** button.



The **Force RAS Transmission** dialogue box will be displayed.

Click once on the **Yes** button to force transmission, or **No** to cancel the operation.

Transmission Events

Transmission will follow a set sequence of events that can be monitored on the Status Bar at the bottom of your main HERO window.

- **Dial, Connect** The modem will pick up and dial the HERO network. What will follow is a series of “handshaking” tones indicating a proper connection between the two modems. (On most systems these events will be audible.)
- **Authentication** Remote Access Services (RAS) will then authenticate your account on the network, checking, among other things, doctor or group number and password.
- **Reception** All RA files, incoming e-mail etc., not already received, will be downloaded at this time. The particular files, as they are downloaded, will be displayed at the bottom of the screen.
- **Transmission** All batched claims, outgoing e-mail etc. will be transmitted to the HERO network. The particular files, as they are transmitted, will be displayed at the bottom of the screen.
- **Hang Up** The modem will hang up. The status of the transmission will be displayed at the top of the screen, adjacent to the next scheduled transmission message.

NOTE: *If the line is in use or busy, the A&L HERO application will attempt to transmit 3-4 times until it is successful. If there are errors or problems, please make a note of the error when contacting the A&L Support Team for assistance.*

**For additional questions, please call us at 905-886-8066.
A&L Support Team**