

Patient Statements



Introduction

- You must have your assigned User ID, Password and Organization ID
 - Delivered to you on the Welcome Letter sent to you within 3-4 business days from enrolling for service.
 - Or, call 866-367-9778 to get your login information.
- What are **Patient Statements**
 - Patient Statements are documents a patient receives from a physician for service
 - Patient Statements include service dates, transaction descriptions, charges, payments and account balances as well as demographic information
- This lesson will show you how to
 - Find the Home Page
 - Login to the Medical Claims Center
 - Upload and view Patient Statement Files (you must know the location of the claim file to be uploaded)
 - View Patient Statement Summaries, Address Changes and Total Number Processed
- Read the instructions in the gray boxes in this lesson
- Questions or problems can be reported to Technical Support at:
 - Email: tsupport@ENShealth.com
 - Or phone: 1-866-367-9778

Let's Get Started

From a web browser, locate the Main Home Page at: [http:// www.enshealth.com](http://www.enshealth.com)
Helpful hint: once you are at the Home Page, save it as a favorite for future use

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- Sign Up Online
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- Download Center
- Partner Access
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Click on
"Client
Access"



Logging In

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Login
to Medical Claims Center

Login

Username:

Password:

Organization ID:

Enter your User ID, Password and Organization ID

Patient Statements

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Health-e Network® Services [Logout](#)

- Health-e Claims
- Health-e Eligibility
- Real-Time Claim Status
- Referral Request Home
- Administrator
- Message Center
- File Upload
- Electronic Claims Tracking (ECT)
- Manage Provider Information
- Electronic Remittance Advice
- Patient Statements**

New! Improved Message Center

- Search for provider reports!
- [Click here for details](#)

Health-e Network

- NPI enhancements and setup
- [Click here for details](#)

IEDIS Payer Lists

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- [Claim Status](#)
- [Referrals / Authorizations](#)
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Make a stronger statement

Streamline processes and speed revenue with comprehensive billing statements and payment options from Patient Statements and Payments Manager.

[>Learn more](#)

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click on *Patient Statements*

Upload Patient Statements

To upload a statement file, click on *File Upload*

The screenshot shows the INGENIX Patient Statements File Upload page. The interface includes a sidebar with navigation options: Patient Statements, File Upload, Process Payments, Patients, Account Settings, Reports, Logout, and ENS Home. The main content area has tabs for File Upload and File Upload History. Below the tabs, there are instructions on how to send patient statements, a checkbox for 'This is a test file', a text input field, a 'Browse...' button, and an 'Upload File' button. A link for multi-file upload is also present at the bottom.

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Patient Statements

File Upload | File Upload History

To Send Patient Statements:

1. Create and save your Patient Statement file from your practice management billing software.
2. Put the file name into the box below by either typing the file name directly or by clicking the "Browse" button and selecting your file.
3. To transmit your Patient Statement file, click the 'Upload File' button.

Based on the statement file size and your transmission speed, it may take a few moments to upload your file.

This is a test file

[Click here for multi-file upload](#)

Then, click on *Browse*

Upload Patient Statements, Cont.

Based on the statement file size and your transmission speed, it may take a few moments to upload your file.

This is a test file

File name:

1

2

Browse to the electronic statement file that you wish to upload, then Upload File

View Patient Statement Summary

Once the file is uploaded, a summary will be displayed with the file names and the dates the files were uploaded. Clicking on the magnifying glass icon located under the Details tab will display various different summaries on the statement file that were uploaded.

The screenshot displays the 'Patient Statements' application interface. On the left is a blue sidebar with navigation buttons: 'File Upload', 'Process Payments', 'Patients', 'Account Settings', 'Logout', and 'ENS Home'. The main content area has a green header bar and two tabs: 'File Upload' (active) and 'File Upload History'. Below the tabs is a 'Date Range' filter set to '8/1/2007' through '8/19/2007' with a 'Refresh' button. A table shows the upload history with columns for 'Upload Date/Time', 'File Name', 'File Size', 'Format', and 'User ID'. Two records are listed: '8/19/2007 9:46:00 PM' for 'Statement Batch 08192007.txt' (70 bytes) and '8/1/2007' for 'demo_upload.txt' (229726 bytes). A 'Details' tab is active, and a magnifying glass icon is visible under the first record. The table footer shows 'Record (1..2) of 2' and 'Page 1 of 1'.

Details	Upload Date/Time	File Name	File Size	Format	User ID
	8/19/2007 9:46:00 PM	Statement Batch 08192007.txt	70		DEMO
	8/1/2007	demo_upload.txt	229726		DEMO

View Patient Statements

The *statements* tab will display a summary of all statements that have been printed and mailed, the summary will list the patient account number and patient name. Clicking on the *view statement* icon will display a copy of the actual statement that was printed and mailed.

The screenshot displays the 'Patient Statements' web application interface. On the left is a blue sidebar with navigation options: 'Patient Statements', 'File Upload', 'Process Payments', 'Patients', 'Account Settings', 'Logout', and 'ENS Home'. The main content area features a green header with 'Patient Statements' and a navigation bar with tabs for 'File Upload', 'File Upload History', and 'File Details'. Below this, there are sub-tabs for 'Statements', 'Address Changes', 'Bad Addresses', and 'Summary'. A 'View Statement' icon is highlighted with an arrow from the text box above. Below the icon is a table of patient accounts with columns for 'Account # / Sent To' and status icons (Mailed, NOT Mailed, Address Changed). The table lists 20 accounts, with the first few being ABAJUR0001, ACKROB0001, ADACYN0001, ADUOH0001, AGULUI0001, AGUSTE0001, ALAER0001, ALLKEL0001, ALMHEL0001, ALMJEN0001, AMAJOS0001, ANAMAR0001, ANDEA0001, ANDEAR0001, ANJES0001, ARMCHR0001, AUSDAN0001, and AUYCHI0001. The 'Status' column shows icons for 'Mailed', 'NOT Mailed', and 'Address Changed'.

Account # / Sent To	Status
ABAJUR0001	Mailed
ACKROB0001	Mailed
ADACYN0001	Mailed
ADUOH0001	Mailed
AGULUI0001	Mailed
AGUSTE0001	Mailed
ALAER0001	Mailed
ALLKEL0001	Mailed
ALMHEL0001	Mailed
ALMJEN0001	Mailed
AMAJOS0001	Mailed
ANAMAR0001	Mailed
ANDEA0001	Mailed
ANDEAR0001	Mailed
ANJES0001	Mailed
ARMCHR0001	Mailed
AUSDAN0001	Mailed
AUYCHI0001	Mailed

Patient Statement

Dr's Black, Green & Smith
123 Anystreet
Riverbank, CA 95367

IF PAYING BY CREDIT CARD, FILL OUT BELOW.

VISA
 MasterCard
 DISCOVER
 AMEX

CARD NUMBER _____ SIGNATURE CODE _____

SIGNATURE _____ EXP. DATE _____

STATEMENT DATE	PAY THIS AMOUNT	ACCT. #
08/10/2006	\$160.44	ABAJUR0001

Statement ID: 33034 Password: X4YZ8

SHOW AMOUNT PAID HERE \$

Save a stamp! Pay this bill online at: www.PayForHealth.com >>>

ADDRESSEE:

John Abaniastar
33127 Ada Way
Oakdale, CA 95361-3575



REMIT TO:

Dr's Black, Green & Smith
123 Anystreet
Anytown, CO 80001

Please check box if address is incorrect or insurance information has changed, and indicate change(s) on reverse side

STATEMENT

PLEASE DETACH AND RETURN TOP PORTION WITH YOUR PAYMENT

Service Date	Description of Transaction	Charges	Insurance Payments	Insurance Adjustments	Patient Payments	Balance
Camille (ABACAM0001) Mark Green						
05/26/06	Inv # 1377 (PPO) 477.0 Allergic rhinitis, pollen-induced					
05/26/06	99203 Office visit - new pt, level 3	\$115.00				
06/09/06	Insurance Filed - Stanislaus Foundation Patient Due					\$115.00
Juris (ABAJUR0001) Mark Green						
05/24/06	Inv # 568 (PPO) 307.81 Tension headache 333.2 Myoclonus					
05/24/06	99203 Office visit - new pt, level 3	\$115.00				
05/24/06	93000 12 lead ECG tracing with interpretation and r	\$50.00				
06/06/06	Insurance Filed - Stanislaus Foundation					
07/10/06	Insurance Payment - Stanislaus Foundation		\$102.76			
07/10/06	Insurance Adjustment - Stanislaus Foundation Patient Due			\$16.80		\$45.44

0-30	31-60	61-90	91-120	120+
\$0.00	\$0.00	\$160.44	\$0.00	\$0.00

Statement Date	Last Payment Date	Account No
08/10/2006		ABAJUR0001

PLEASE PAY THIS AMOUNT	\$160.44
PENDING INSURANCE	\$23.00
ACCOUNT BALANCE	\$183.44

View of a Patient Statement

View Patient Address Changes

The *address change* tab, will display a summary of all the patient statements that had patient addresses updated

The screenshot displays the 'Patient Statements' software interface. On the left is a blue sidebar with navigation options: 'File Upload', 'Process Payments', 'Patients', 'Account Settings', 'Logout', and 'ENS Home'. The main content area has a green header bar and a navigation menu with tabs: 'File Upload', 'File Upload History', 'File Details', 'Statements', 'Address Changes', 'Bad Addresses', and 'Summary'. The 'Address Changes' tab is selected, and an arrow points to it. Below the tabs are icons for 'View Statement', 'Mailed', 'NOT Mailed', and 'Address Changed'. A table displays the data for address changes:

Account # /	Sent To	New Address		
ALAER0001				
ANDJES0001				

At the bottom of the table, it shows 'Record (1..2) of 2' and 'Page 1 of 1'.

View Patient Statements Processed Summary

The *summary* tab will display a summary of the patient statement file that was uploaded to ENS for processing. It will display the total statements processed, the total mailed, total not mailed and the total with address changes.

The screenshot shows the 'Patient Statements' interface. On the left is a navigation menu with options: File Upload, Process Payments, Patients, Account Settings, Logout, and ENS Home. The main content area has a breadcrumb trail: File Upload > File Upload History > File Details > Statements > Address Changes > Bad Addresses > Summary. The 'Summary' tab is active. Below the tabs, the following information is displayed:

- File Name: demo_upload.txt
- Upload Date/Time: Wednesday, August 01, 2007 12:00 AM
- File Size: 229726

Total Statements Processed =		79
	Mailed Count =	71
	NOT Mailed Count =	8
	Address Changed Count =	2

Congratulations!

- You have now completed Patient Statements self-service training
- Questions or issues can be reported in one of two ways
 - Email Technical Support at tsupport@ENShealth.com
 - Or, call at 1-866-367-9778
- We appreciate your business!