

Carisk Partners (fka iHCFA) - How to Attach Documents to Auto Accident Claims

07/24/2024 1:05 pm EDT

Please note that these instructions pertain to users who have the Carisk Partners (fka iHCFA) integration enabled. If you would like access to the feature, please contact your Account Manager for more information.

1. Navigate to **patient demographics**, and open the **documents** tab.
2. Click on **Select Files to Upload**, select the files and click on **Upload Files** (or Drag/Drop the files onto this page and select Upload Files).

The screenshot displays the patient demographics page for a patient with ID BLJA000001. The left sidebar contains a navigation menu with the following items: Demographics, Appointments, Clinical Dashboard, Documents (highlighted in red), Tasks (0), Problem List (0), Medication List (0), Send eRx, Allergy List (0), Drug Interactions (0), CQMs, Intake Data, Lab Orders, Immunizations, Growth Charts, and onpatient Access. The main content area shows patient information: Phone: Missing, Email: Missing, Added: July 9, 2015, Address: No address on file, Last Appt: Sat Jul 02, 2016, and CDS: Adult Immunization Schedule Age: 22-26. There are buttons for 'New Referral', 'Fax Demographics', 'Print Demographics', and '+ Schedule New Appointment'. Below this is a section for 'Add new documents for this patient' with a 'Select Files to Upload' button (highlighted in red) and a dashed box containing the text 'Drop files anywhere onto this page' and an 'Upload Files' button. At the bottom, there is a 'Document Tags' section with an 'All Documents' button.

3. Open an appointment's Billing Details screen by clicking on the date of service from **Billing > Live Claims Feed**
4. Ensure the **Payment Profile** is set as **Auto Accident** (Red Box)

The screenshot displays the dr chrono software interface for claim submission. Key elements include:

- Billing Status:** A dropdown menu at the top left, highlighted with a green box, currently set to "Auto Accident Claim".
- Payment Profile:** A dropdown menu below the billing status, highlighted with a red box, currently set to "Auto Accident".
- iHCFA Documents:** A section at the bottom right, highlighted with an orange box, containing a list of documents:

[None]	[Mon Aug 13 14:57:19 2018]
[None]	[Mon Aug 13 14:56:55 2018]
[None]	[Wed Jul 11 12:29:14 2018]
[None]	[Wed Jul 11 12:27:35 2018]
- Patient Information:** A status bar at the top shows "Patient's unallocated payment \$8831.50", "Appt. does not have unallocated payment", "Primary Insurer: (00265) Blue Cross and Blue Shield of Nevada", and "Secondary Insurer: (C1401) United Fire WC".
- ICD-10 Codes:** A table at the bottom left lists codes:

#	ICD-10	Description
1	W56.01XA	Bitten by dolphin, initial encounter
2	G54.7	Phantom limb syndrome without pain

"iHCFA Documents" tab will appear on the bottom right. (Orange Box)

5. Select the documents to be attached from the iHCFA Documents.

6. Set the **Billing Status** (top left side of the screen) to **Auto Accident Claim** (Green Box) when you are ready to submit the claim.

7. Click on **Verify & Save** to submit the claim with the selected documents. They will be sent, along with the claim, to Carisk Partners (fka iHCFA) and onto the payer for processing.

8. The clinical note for the appointment **must** be signed/locked before it will submit with the claim.

Claim Submission and Pricing

Claims are submitted to Carisk Partners (fka iHCFA) 7 days a week at 7 pm EST, regardless of holidays and/or weekends. The cost is \$1.50 per claim.

Following a claim through submission

Claims will follow the same process you are used to with medical claims. The log will capture when the claim was submitted to the payer (via a status change to Auto Accident Claim). Any responses that are received electronically will appear posted in the appointment as usual. If the payer is not set up to send electronic responses, you will receive a paper remittance at the address they have on file for your office.

Receiving payment from the payer

If the payer is set up to send EFT (Electronic Funds Transfer or direct deposit), and you have set it up with them directly, that is how you will receive payment on your claims. If they do not offer the service or if you don't set it up with them, you will receive payment directly from the payer via U.S. postal mail.

It is recommended that you include as much information as you have within the patient demographic/insurance section regarding the AA claim. Any additional information you can include (date of the accident, policy id, adjustor,

etc) will assist in having your claim processed and hopefully paid asap with minimal delays.
