



ProExtra eClaiming User Guide

Welcome to ProExtra eClaiming.

You can use this system to submit claims to ProCare, for the services you have provided to patients referred to you by their GPs. You will need to have a user sign-in and password to access ProExtra eClaiming – these will be provided to you in an email from ProCare.

The claims you submit will be based on ProExtra referral vouchers which patients present to you when they use your service.

To find out more read on, or click the links below to go straight to the topic:

- [Signing in for the first time](#)
- [Signing in](#)
- [Changing your password](#)
- [If you forget your password](#)
- [Adding claims](#)
- [Viewing claims](#)
- [Uploading claims](#)

If you have any questions regarding the use of ProExtra eClaiming please contact us on bssenquiries@procare.co.nz, or phone 09 375 7788.

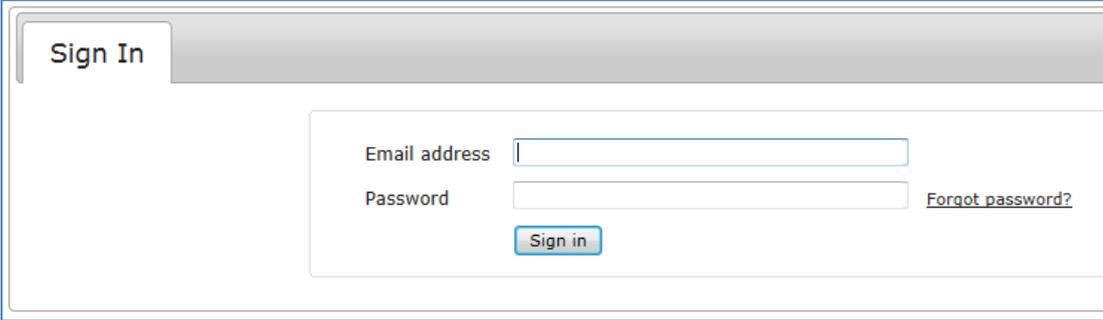
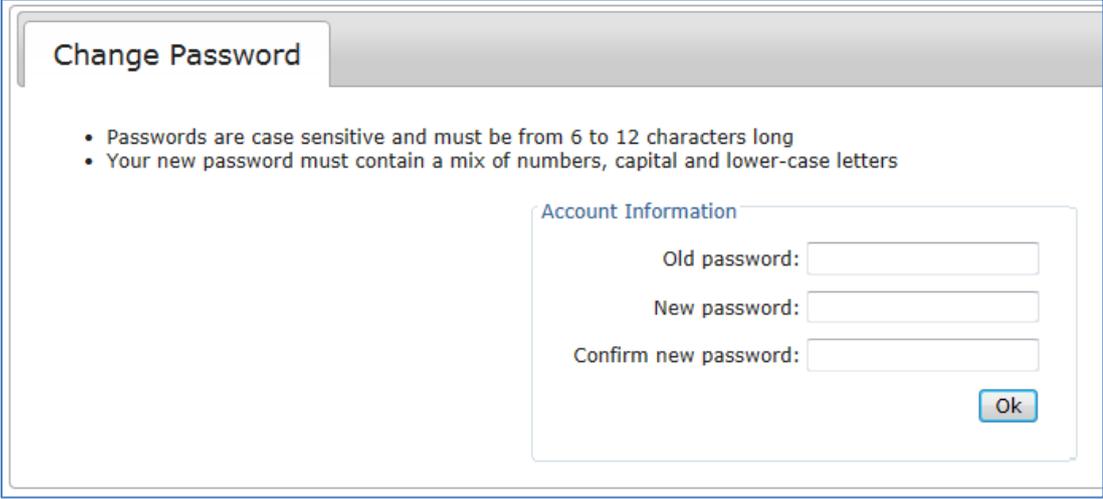
Kind regards,

The ProCare Team

1. Signing in for the first time

When you first sign in to ProExtra eClaiming, you'll be asked to accept the Terms & Conditions of Use, and you'll also be prompted to change your password.

To sign in to ProExtra eClaiming for the first time:

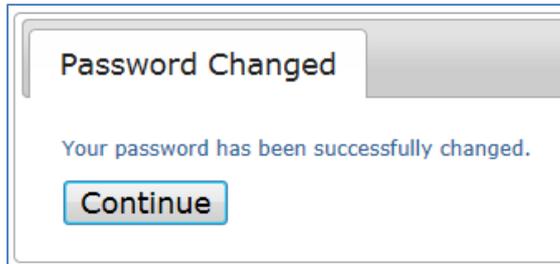
Step	
1	<p>Click the link in the password email or go to http://www.procare.co.nz and click the link to ProExtra eClaiming on the home page</p> <p>ProExtra eClaiming displays the Sign in tab</p> 
2	<p>Enter your Email address and temporary Password</p> <ul style="list-style-type: none">• These are in the email you received from ProCare <p>Click Sign in</p> <p>ProExtra eClaiming displays the Terms & Conditions tab</p>
3	<p>You can read through the Terms & Conditions, or print them out</p> <p>Select the 'I accept the Terms & Conditions' option if you are happy to do so</p>  <p>Click OK</p> <p>ProExtra eClaiming displays the Change Password tab</p> 
4	<p>Enter your temporary Password in the Old password field</p>

Enter the password you have chosen twice – once in the **New password** field, and once in the **Confirm new password** field

- Your new password is case sensitive and must be from 6 to 12 characters long
- It must contain a mix of numbers, capital and lower-case letters

Click **OK**

ProExtra eClaiming confirms that your password change was successful



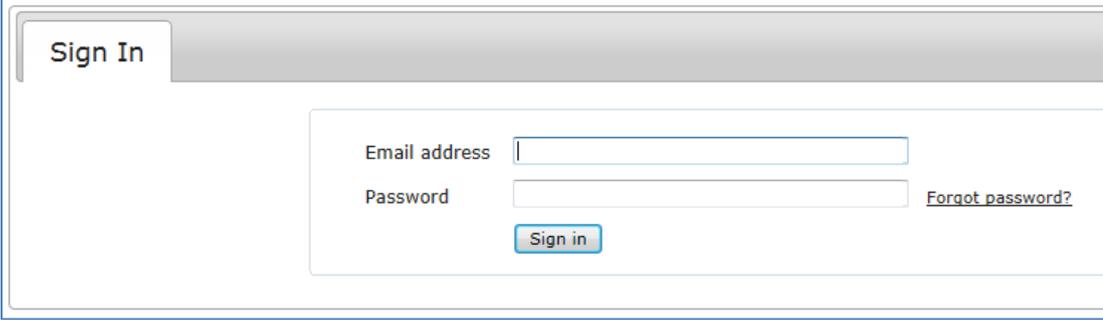
5 Click **Continue**

ProExtra eClaiming displays the **Add Claim** tab – see [Adding claims](#) for more information

2. Signing in

Each time you use ProExtra eClaiming, you'll need to sign in. And once you're signed in, if your session is inactive for more than 15 minutes, you'll be prompted to sign in again.

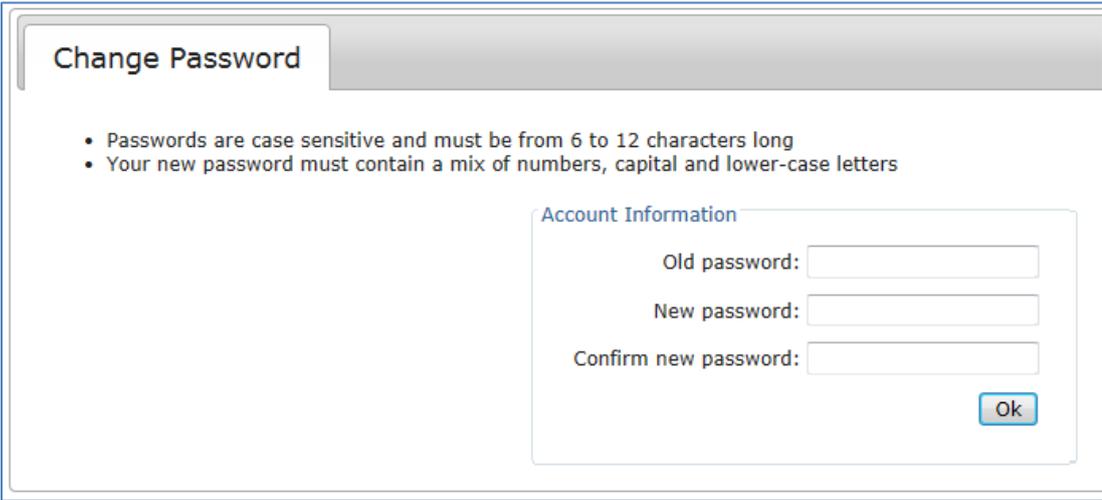
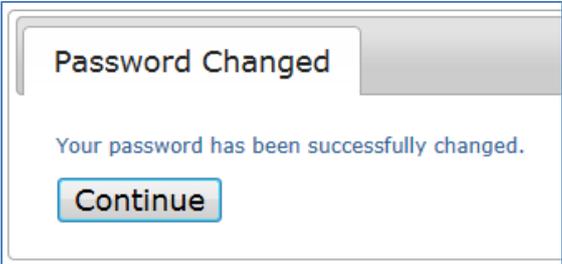
To sign in to ProExtra eClaiming:

Step	
1	<p>Click the link in the password email or go to http://www.procare.co.nz and click the link to ProExtra eClaiming on the home page</p> <p>ProExtra eClaiming displays the Sign in tab</p>  <p>The screenshot shows a web interface with a grey header bar containing the text 'Sign In'. Below the header, there is a white box containing two input fields. The first is labeled 'Email address' and the second is labeled 'Password'. To the right of the 'Password' field is a link that says 'Forgot password?'. Below the 'Password' field is a blue button with the text 'Sign in'.</p>
2	<p>Enter your Email address and Password</p> <p>Click Sign in</p> <p>ProExtra eClaiming displays the Add Claim tab</p>

3. Changing your password

If at any stage you want to change your password, perhaps to something easier to remember, or because you think someone else might have discovered what it is, just follow the steps below.

To change your password:

Step	
1	<p>In ProExtra eClaiming, click the Change password link at the top of the page</p>  <p>ProExtra eClaiming displays the Change password tab</p> 
2	<p>Enter your temporary Password in the Old password field</p> <p>Enter the password you have chosen twice – once in the New password field, and once in the Confirm new password field</p> <ul style="list-style-type: none">• Your new password is case sensitive and must be from 6 to 12 characters long• It must contain a mix of numbers, capital and lower-case letters <p>Click OK</p> <p>ProExtra eClaiming confirms that your password change was successful</p> 
3	<p>Click Continue</p> <p>ProExtra eClaiming displays the Add Claim tab</p>

4. If you forget your password...

Anyone can forget their password, so it's easy to request a new one. Once you've received your temporary password you can sign in and select your own new password.

To request a temporary password:

Step	
1	<p>Click the Forgot password? link on the Sign in tab</p> <p>ProExtra eClaiming displays the Forgot Password tab</p> <div data-bbox="304 546 1193 790"><p>Please enter and confirm your email address before clicking Send to request a temporary password.</p><p>Email address <input type="text"/></p><p>Confirm email address <input type="text"/></p><p><input type="button" value="Send"/></p></div>
3	<p>Enter and re-enter your email address, then click Send</p> <p>ProExtra eClaiming confirms your request has been sent</p> <div data-bbox="304 925 1401 1144"><p>Password Reset Successful</p><p>Your password has been successfully reset. An email was sent with your new temporary password.</p><p>Click here to sign in again.</p></div>
4	<p>Check your email for your temporary password and click the link to sign in again</p>

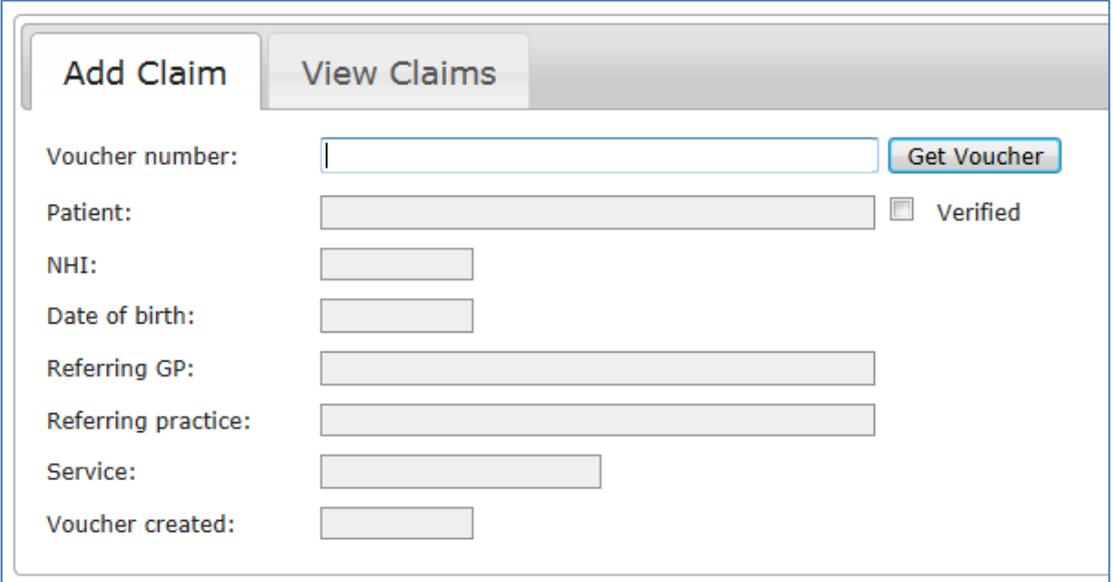
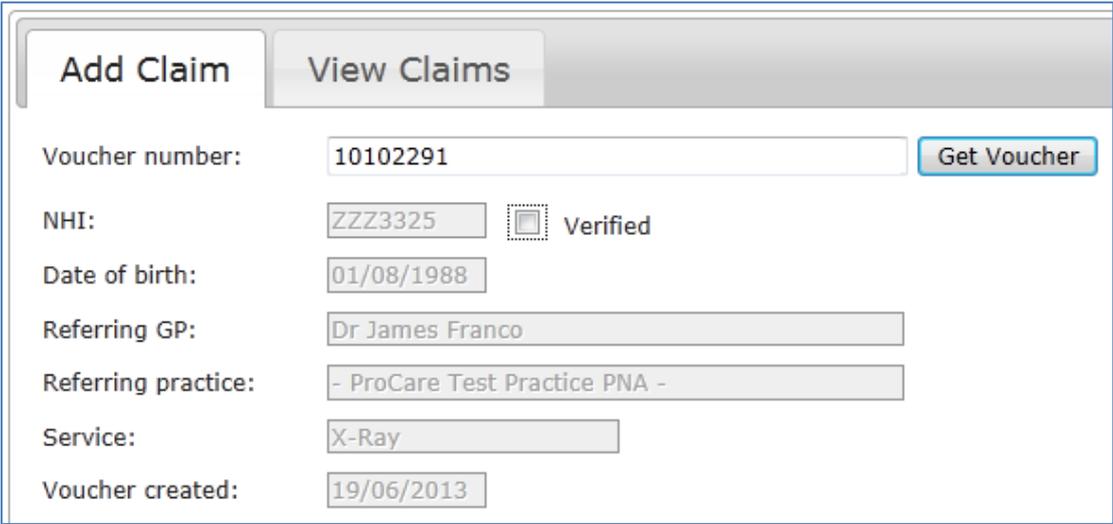
When you use your temporary password to sign in, you'll be prompted to select your own new password – see the [Changing your password](#) section for help with this.

5. Adding claims

When a patient has presented a voucher and you have provided the service requested on the voucher, you can submit a claim to ProCare.

5.1 Radiology claims

To add a Radiology claim:

Step	
1	<p>Sign in to ProExtra eClaiming</p> <p>ProExtra eClaiming displays the Add Claim tab</p> 
2	<p>Enter the Request ID from the patient's referral in the Voucher number field, and click Get Voucher</p> <p>ProExtra eClaiming displays the details for you to check</p> 
3	<p>If you are satisfied that the details displayed match those on the referral, click to enable the Verified checkbox</p> <p>ProExtra eClaiming displays the claim form</p>

Claim - Radiology

Voucher Presented: * 21/06/2013 

Procedure completed: * 21/06/2013 

Report sent to GP: * 21/06/2013 

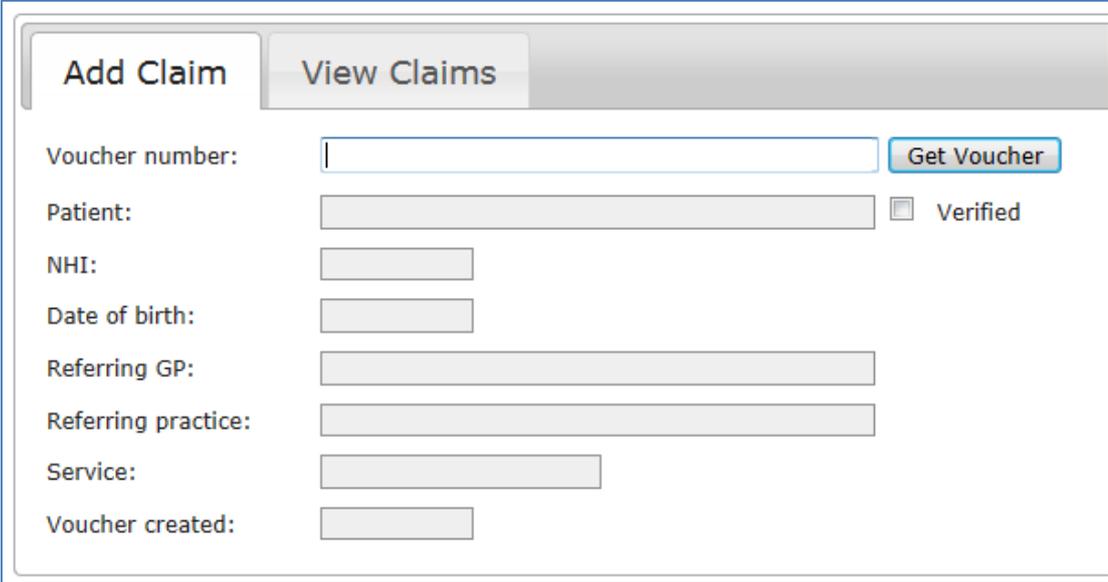
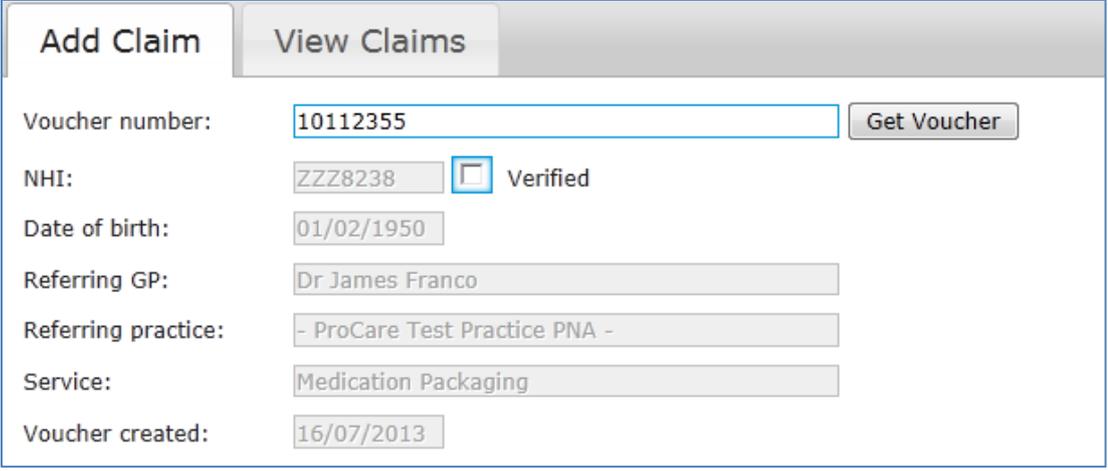
Your reference: *

Claim amount: 60.00

- 4 Complete the fields as required
- You can only update fields which are empty, for example **Your reference**; or those with black text – for example **Voucher Presented**, **Procedure completed** and **Report sent to GP**
 - Fields with an asterisk are mandatory so you won't be able to click **Submit** until you've completed all of them
 - The procedure is in most cases carried out on the same day that the voucher is presented, so the **Procedure completed** and **Report sent to GP** dates change to match the **Voucher presented** date
- 5 Click **Submit**

5.2 Medication Packaging claims

To add a Medication Packaging claim:

Step	
1	<p data-bbox="300 338 612 365">Sign in to ProExtra eClaiming</p> <p data-bbox="300 392 799 418">ProExtra eClaiming displays the Add Claim tab</p> <div data-bbox="304 443 1412 1025"><p>The screenshot shows the 'Add Claim' tab selected. The form contains the following fields and controls:</p><ul style="list-style-type: none">Voucher number: [Empty text box] [Get Voucher button]Patient: [Empty text box] <input type="checkbox"/> VerifiedNHI: [Empty text box]Date of birth: [Empty text box]Referring GP: [Empty text box]Referring practice: [Empty text box]Service: [Empty text box]Voucher created: [Empty text box]</div>
2	<p data-bbox="300 1055 1385 1122">Enter the Purchase Order No from the patient’s voucher in the Voucher number field, and click Get Voucher</p> <p data-bbox="300 1149 903 1176">ProExtra eClaiming displays the details for you to check</p> <div data-bbox="304 1200 1412 1671"><p>The screenshot shows the 'Add Claim' tab with the following populated fields and controls:</p><ul style="list-style-type: none">Voucher number: [10112355] [Get Voucher button]NHI: [ZZZ8238] <input checked="" type="checkbox"/> VerifiedDate of birth: [01/02/1950]Referring GP: [Dr James Franco]Referring practice: [- ProCare Test Practice PNA -]Service: [Medication Packaging]Voucher created: [16/07/2013]</div>
3	<p data-bbox="300 1693 1394 1760">If you are satisfied that the details displayed match those on the referral, click to enable the Verified checkbox</p> <p data-bbox="300 1787 767 1814">ProExtra eClaiming displays the claim form</p>

Claim - Medication Packaging

Voucher Presented: * 

Service Provided: * 

Medication packaging provided for: *

Reason for additional packaging:

Your reference: *

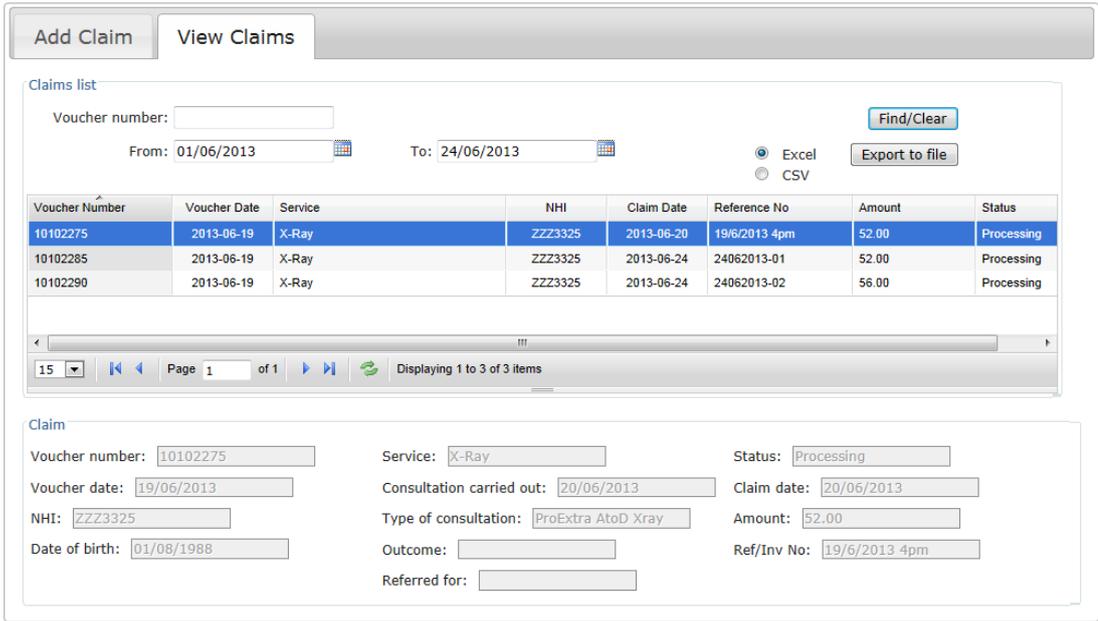
Claim amount: (excl. GST)

- 4 Complete the fields as required
- You can only update fields which are empty, for example **Your reference**; or those with black text – for example **Voucher Presented**, **Service provided** and **Medication packaging provided for**
 - If you choose **Repack** in the **Medication packaging provided for** field, you'll need to select a **Reason for additional packaging**
 - Fields with an asterisk are mandatory so you won't be able to click **Submit** until you've completed all of them
 - The service is provided in most cases on the same day that the voucher is presented, so the **Service Provided** date changes to match the **Voucher Presented** date
- 5 Click **Submit**

6. Viewing claims

After submitting claims you can view them on screen, or export them to a file.

To view claims by date range:

Step	
1	In ProExtra eClaiming select the View Claims tab
2	The From and To fields default to today's date – you can type a date in, or use the calendar icon to select a date
3	<p>Click Find/Clear</p> <p>ProExtra eClaiming lists all the claims your facility has submitted within the dates you selected</p> 

To view claims by voucher number:

Step	
1	In ProExtra eClaiming select the View Claims tab
2	<p>In the Voucher number field, you can:</p> <ul style="list-style-type: none"> • Enter a voucher number to find any claims relating to that voucher, or • Enter part of a voucher number to search for all voucher numbers that match your criteria, for example, if you have vouchers 10102233, 10102234 and 10102268, entering 223 will show the first two vouchers only • When you enter a voucher number, or part of one, ProExtra eClaiming ignores the From and To dates, listing any claims that match the voucher number you entered
3	<p>Click Find/Clear</p> <p>ProExtra eClaiming displays a list of claims</p> <ul style="list-style-type: none"> • If there are a lot of claims you can use the arrows at the bottom of the window to page through the list

- You can sort the list by clicking on the column heading you want to sort by – click once to sort in ascending order, or click twice to sort in descending order

To export claims to a file:

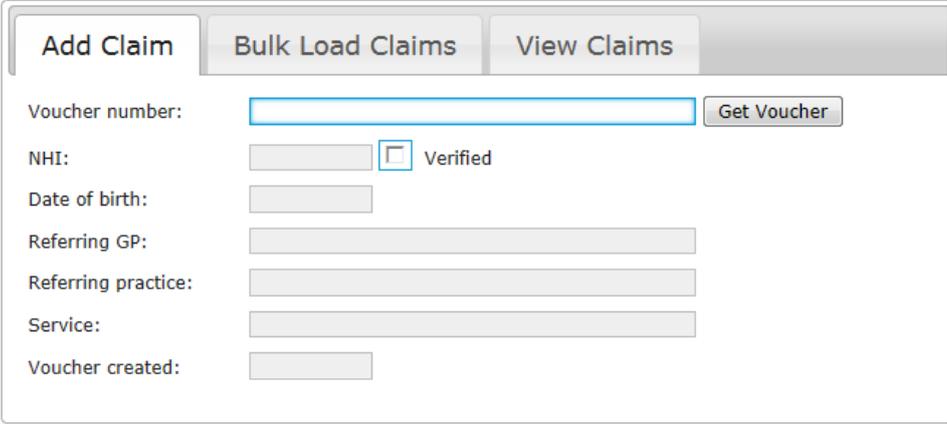
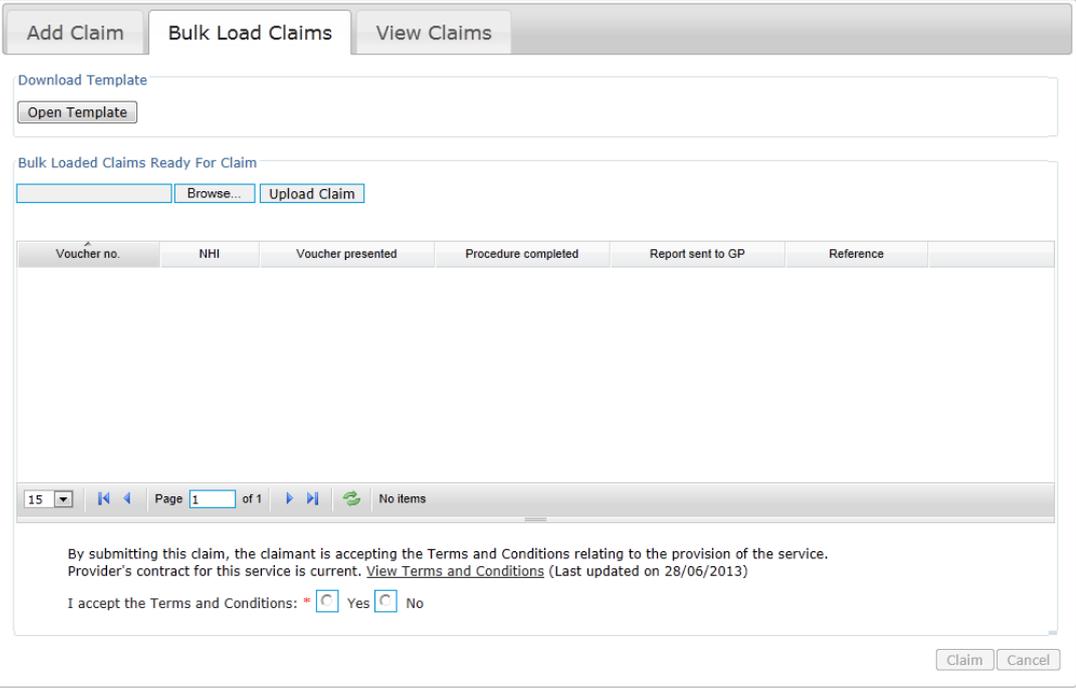
Step	
1	In ProExtra eClaiming select the View Claims tab
2	Use Voucher number , or the From and To dates to display the claims you want to export ProExtra displays the claims that match your criteria
3	Select Excel or CSV and click Export to file You see: 
4	You can <ul style="list-style-type: none"> • Click Open if you want to view the file, or • Click Save if you want to save the file to your Downloads folder • Click the arrow next to Save and select Save As to choose a folder to save the file to • Click the arrow next to Save and select Save and Open if you want to save the file to your Downloads folder and display it on screen

7. Uploading claims

If you are adding Radiology or Big Boys and Big Girls Club claims, you can use the Bulk Load feature. You'll need to have requested the ability to this - contact us on bssenquiries@procare.co.nz, or phone 09 375 7788 to find out about getting set up for Bulk Load.

When you use Bulk Load, you'll need to make sure the claims you're adding are in the correct format – we've created a template that you can download

To download a copy of the Bulk Load template:

Step	
1	<p>Sign in to ProExtra eClaiming</p> <p>ProExtra eClaiming displays the Add Claim tab</p> 
2	<p>Select Bulk Load Claims</p> <p>ProExtra eClaiming displays the Bulk Load Claims tab</p> 
3	<p>In the Download Template section, click Open Template</p>

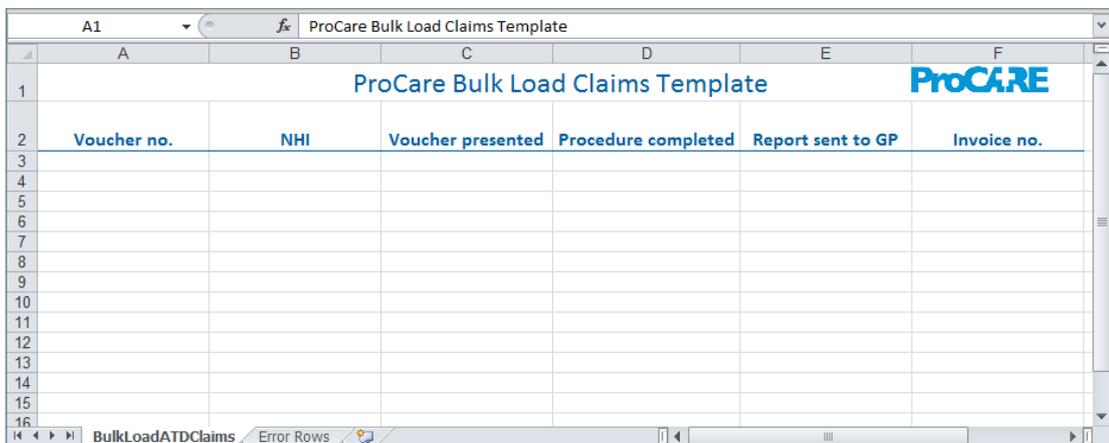
You see



You can

- Click **Open** if you want to open and use the template, or
- Click **Save** if you want to save the file to your Downloads folder
- Click the arrow next to Save and select **Save As** to choose a folder to save the file to
- Click the arrow next to Save and select **Save and Open** if you want to save the file to your Downloads folder and display it on screen

- 4 Once you have downloaded the template you can enter the claims information in the appropriate columns, ready to upload

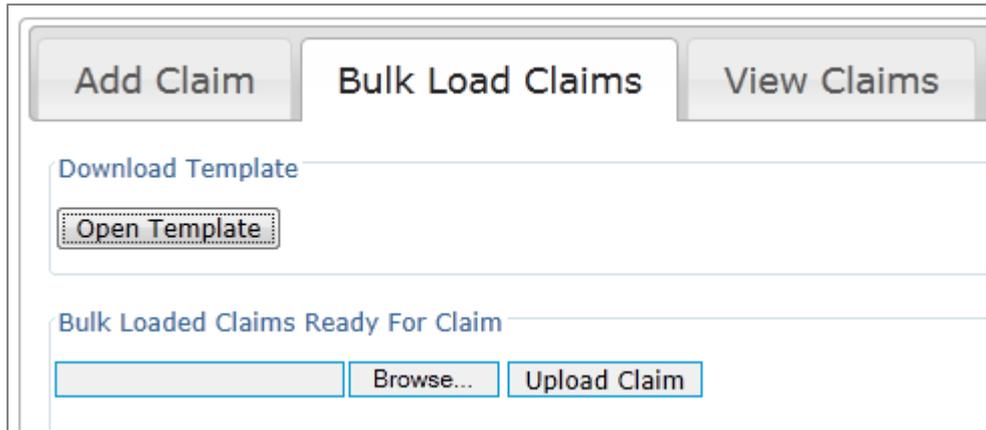


Make sure you save the file to a location you can browse to, before uploading it to eClaiming

When you have added your claims to the template, and saved the file to a location you can browse to, you're ready to upload the file.

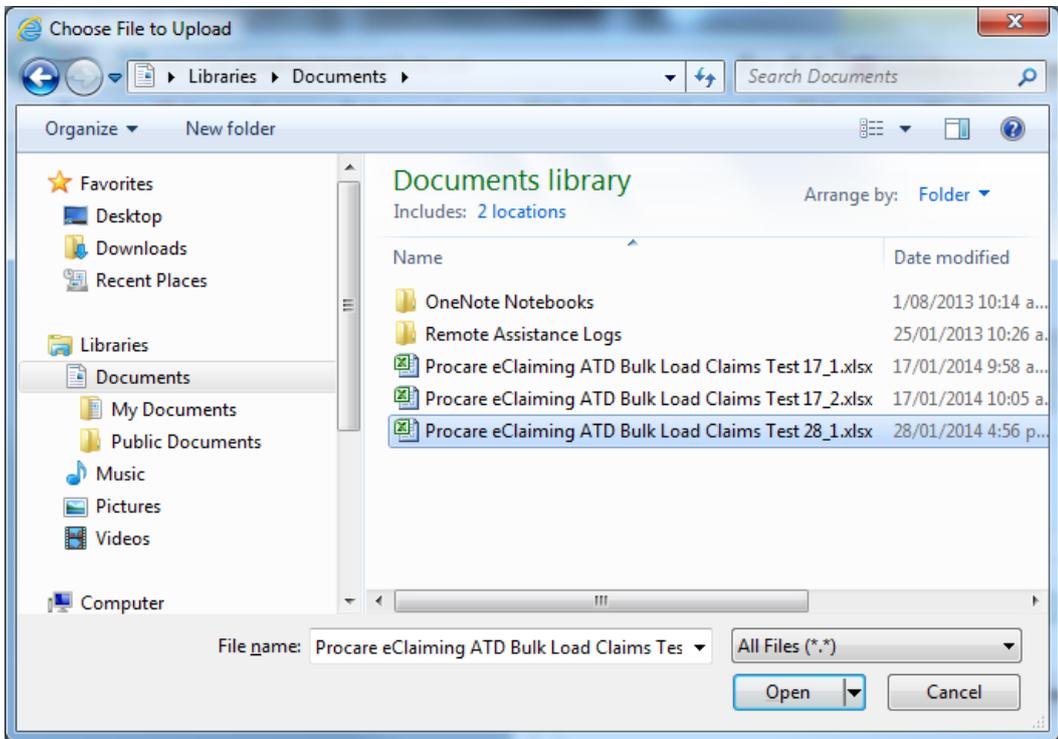
To upload a file to eClaiming:

Step	
1	Sign in to ProExtra eClaiming ProExtra eClaiming displays the Add Claim tab
2	Select Bulk Load Claims ProExtra eClaiming displays the Bulk Load Claims tab



3 In the **Bulk Loaded Claims Ready for Claim** section, click **Browse**

You see the **Choose File to Upload** window



4 You can

- Click to select the file you want to upload and click **Open**, or
- Double click the file you want to upload

5 ProExtra eClaiming displays the file and path you selected

[Download Template](#)

[Bulk Loaded Claims Ready For Claim](#)

Click **Upload Claim**

- 6 If you are uploading a large file you may see a message asking you to refresh the claims

[Bulk Loaded Claims Ready For Claim](#)

Please click the refresh button to view the loaded claims

Click the **Refresh** button to progress the upload process

ProExtra eClaiming displays the Claims you have uploaded

[Bulk Loaded Claims Ready For Claim](#)

Voucher no.	NHI	Voucher presented	Procedure completed	Report sent to GP	Reference
10156804	ZZZ8238	2014-01-28	2014-01-28 13:00	2014-01-28 13:00	Jan28_2014
10156814	ZZZ8238	2014-01-28	2014-01-28 13:00	2014-01-28 13:00	Jan28_2014

- 7 If this is the first time you have used the Bulk Load, you will need to accept the Terms & Conditions before you can click **Claim**

By submitting this claim, the claimant is accepting the Terms and Conditions relating to the provision of the service. Provider's contract for this service is current. [View Terms and Conditions](#) (Last updated on 28/06/2013)

I accept the Terms and Conditions: * Yes No

Your selection will be saved for the next time you use Bulk Load

- 8 Click **Claim**

ProExtra eClaiming displays a message telling you that your claims have been processed

[Bulk Loaded Claims Ready For Claim](#)

Your claims have been processed, you can select the View Claims tab to check on the processing status

If any of the claims you are submitting have errors in them, for example an incorrect NHI or a duplicate claim, ProExtra eClaiming will create a spreadsheet containing the lines that are in error. It's important to open or save the file and check the errors – if you don't you won't know what was wrong.

To review errors in the uploaded file:

Step	
1	<p>When you click Upload Claim, If there are any errors ProExtra eClaiming adds them to a spreadsheet and displays a message at the foot of the page</p>  <p>You can</p> <ul style="list-style-type: none">• Click Open to view the spreadsheet, or• Click Save if you want to save the file to your Downloads folder, or• Click the arrow next to Save and select Save As to choose a folder to save the file to, or• Click the arrow next to Save and select Save and Open if you want to save the file to your Downloads folder and display it on screen• Click Cancel if you do not want to view the errors – this is NOT recommended
2	<p>Whether you choose to open or save the error file, you can</p>  <ul style="list-style-type: none">• Click Claim to continue with the upload and process the claims that don't have an error, or• Click Cancel so that you can correct your file and try uploading it again