



Remote Attachments User Guide

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Welcome to Renaissance Systems and Services

You now have access to submit your images electronically to participating insurance companies using Remote Lite with or without claims attached. Additionally, you have three options for attaching images; existing file attachment, scanner attachments, and screenshot attachments. And best of all, with R-Attachments there is no limit on how many attachments can be submitted per claim.

Please keep this userguide handy for future reference. Should you need technical assistance beyond the content of this guide, please call (866)712-9584 option 2 or visit www.rss-llc.com to chat with a live technical support representative.

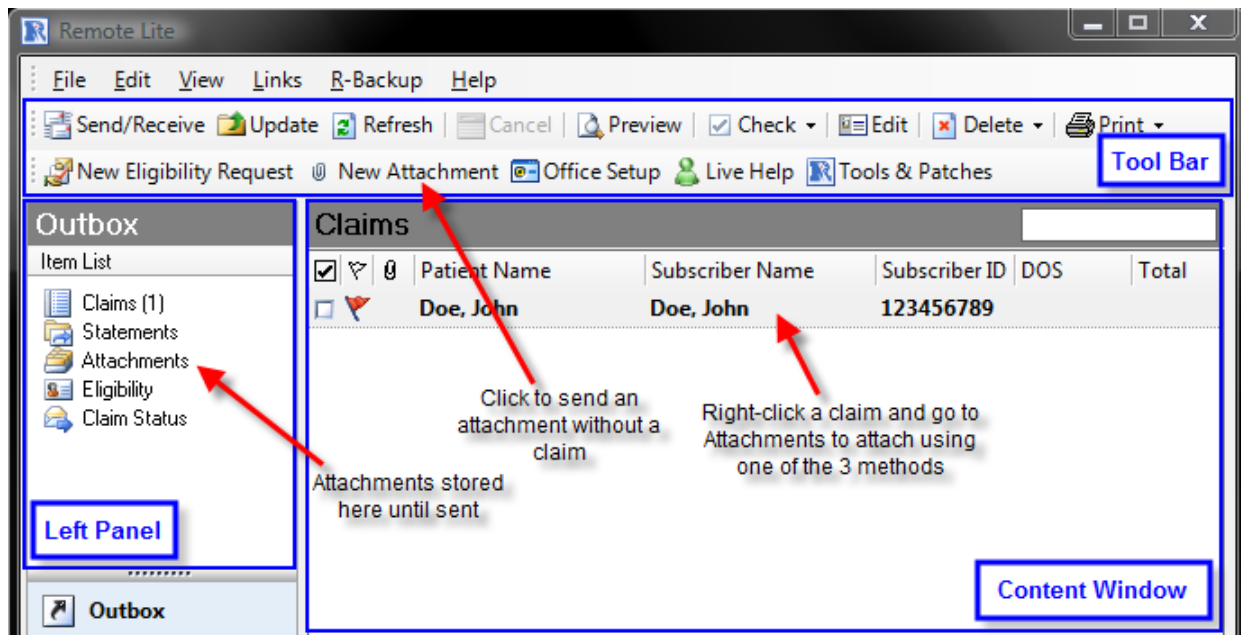
Inside this Document:

- Understand key R-Attachment functions (or understand the R-Attachment interface)
- Learn how to attach images to claims
- Learn how to attach images without resending claims
- Learn different attachment options
- Learn how to use Reports to confirm your activities

Understanding Key R-Attachment Functions

The R-Attachment interface is very user friendly and mimics Microsoft Outlook. There are three primary components of the software interface; the tool bar, the left panel navigation bar, and the content window. These terms will be used throughout this guide to indicate where certain functions are located. Please refer to the image below which indicates the location of each component.

In this user guide you will learn how these key functions allow you to submit images both with a claim and without a claim attached.



Attachments with Claims

Attaching supported images to your patient's claims is simple with R-Attachments. After the claim has been sent to Remote Lite, locate that claim to begin the process.

Attaching an image to a claim:

- 1) Locate the claim that needs to be submitted with an attachment and highlight it. Claims are stored in the Left Panel Navigation Bar under "Claims". You can also use the Filter tool to quickly locate your claim.
- 2) Next, right click on the claim and select **Attachments**. Notice that attachments can be made using an existing file, scanned image, or screen shot. These options are discussed in more detail on page 5.
- 3) Attach the image using one of the three methods listed.
- 4) To double check your work, make sure a paper clip icon appears next to your claim. If a paper clip icon does not appear, then your image was not attached to the claim.

Viewing an attachment to a claim:

- 1) Click on **Attachments** in the Left Panel navigation bar. Attachments are listed by patient's name. The RSS claim number will be displayed in the content window.
- 2) Double click on the attachment you would like to view. A preview window will appear.
- 3) In the preview window's left panel, select which image you would like to preview.
- 4) When you preview the image other options are available. For example, the claim that corresponds with the image can be viewed. To view the claim click on Image.

Attachments without Claims

If a claim has already been submitted to the insurance company and additional information is requested, R-Attachments can be used to transmit secure information to them. Clicking on the **New Attachment** button in the toolbar begins the process.

Attachment

Reference Number (DCN) []

Attach Image View Attachment Remove Attachment

Information

Carrier Name [] Subscriber ID []

Carrier Street Address [] Subscriber Name []

Tax Id Number [00000000] Subscriber DOB [12/11/2006]

Billing Name [] Same as Subscriber?

Billing License Number [] Patient Name []

Same as billing? Patient DOB [12/11/2006]

Treating Name [] Group ID []

Treating License [] Remarks []

Date of Service [12/11/2006]

Denotes a required field.


Carrier Lookup Patient Lookup Cancel Save


Attaching an image without a claim:


- 1) Click New Attachment to open the New Attachment window.
- 2) Fill in the required fields in the attachment window.
- 3) The Lookup button may be used to automatically fill in your patient's information.
- 4) If the Lookup function is used, simply type the patient name in the top field. If the patient is stored in Remote Lite, it will appear below. When the name appears, select it and click Use.
- 5) To attach the Image, click Attach Image. There are three ways to attach an image; existing file attachment, scanner attachment, or screen capture attachment.

Different Methods of Attaching Images

When prompted to attach an image, you have three options: existing file attachment, scanner attachment, or screen capture attachment. The most common attachment method is **From Screen**.

 **From File** | From File –To attach an image using an existing file, simply browse for image, select it, then click **Open**.

 **From Scanner** | From Scanner –To use a scanner to attach an image, simply open your Scanner and scan as normal.

 **From Screen** | From Screen –To attach an image using a screen snapshot, make sure the image is displayed on the screen and follow the directions that are displayed in the Screen Capture window. Once **From Screen** is clicked, you will be provided with the Screen Capture window which tells you to press the F11 button on your keyboard and click the left mouse button while you drag your cursor to the opposite corner of the image. If done correctly, a box will be drawn around the portion of the screen you wish to capture. Release the left mouse button and the image will appear in the Screen Capture window. If the image captured is satisfactory, click **Attach**.

Important note: Accessible file formats when using From File include: .jpg, .tif, .gif, .bmp, .png. Please convert all file types to one of these formats before attempting to attach the image to a claim.

Reports

Reports are generated by RSS to provide you with information regarding the claims and attachments sent through Remote Lite. Attachment reports display information for each attachment or group of attachments such as patient's name, carrier name, date of service, RSS ID#, and submission date.

If you have an attachment and the insurance company has not received it, you can refer back to the report with ID # that links the claim to the attachment.

Understanding Attachment Reports:

Attachment Reports							
<input checked="" type="checkbox"/>		Patient Name	Carrier Name	DOS	ID#	Submission Date	
1	2	3	4	5	6	7	8
There are no items to show.							

- 1) Check Box – When RSS sends you a report, a check mark is placed by default in the check box. The check marks can be used by you to delete and/or print certain reports.
- 2) Paper Clip – A paper clip displayed means that the item has a report attached to it that can be viewed and/or printed.
- 3) Patient's Name – The patient associated with the attachment is displayed here.
- 4) Carrier Name – The insurance company in which the attachment was sent.
- 5) DOS – Displays the date of service on the claim associated with the attachment.
- 6) ID# - Displays the identification number that the insurance company will refer to when accessing the attachment.
- 7) Filter - To view a particular attachment before sending, a filter may be ran to quickly locate a particular attachment. Searches can be made by patient name, carrier name, date of service, ID#, or submission date.
- 8) Submission Date – The date the attachment was submitted to the insurance company (or third party administrator).