

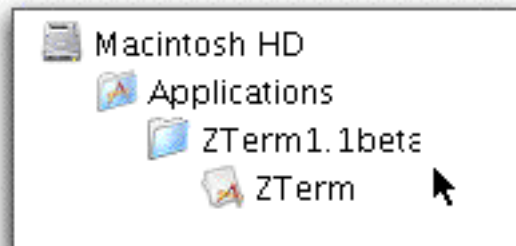
# How do I...

## Submit claims electronically on a Mac in OS X...

### Install the Zterm program

On your PracticeMaker CD in the Extras folder should be a ZTerm disc image. If there is not one, you can go online and download a copy from <http://homepage.mac.com/dalverson/zterm/> (the download is at the bottom of the page, you don't need to worry about the rest of the stuff, we do that for you.)

We recommend installing the Zterm program in your Applications folder. You may load it into your PracticeMaker folder if you wish.

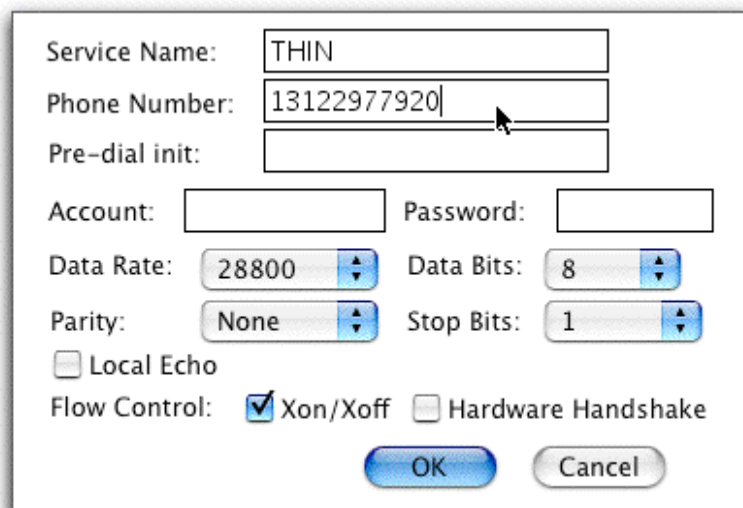


### Set up Zterm

Once Zterm is installed, launch the program. Have



your submitter phone number handy. You will need to go under DIAL to DIRECTORY and create a new entry. Keep the name of the company simple (like MCPA for Medicare of PA or THIN for The Health Information Network) because you will be using it later. If you need to dial 1 or 9, make sure you enter these prefixes as needed. If a pause is needed when dialing the number, a comma (,) is used for each 2-second pause. If we provided you with a connection script for this company, you will want to name the directory listing the same as the name of the script before **.zts** (ie: THIN.zts would link to a directory listing of THIN).

A screenshot of the configuration dialog box for a new directory entry. The dialog has the following fields and options:

- Service Name: THIN
- Phone Number: 13122977920
- Pre-dial init: (empty)
- Account: (empty) Password: (empty)
- Data Rate: 28800 (dropdown) Data Bits: 8 (dropdown)
- Parity: None (dropdown) Stop Bits: 1 (dropdown)
- Local Echo
- Flow Control:  Xon/Xoff  Hardware Handshake
- Buttons: OK, Cancel

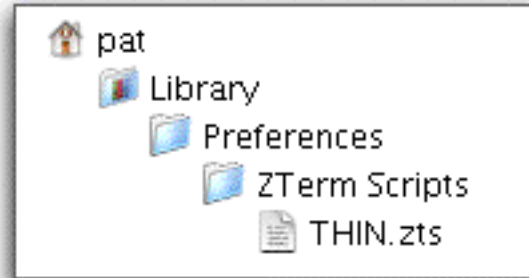
What do you do with the script?

Keep a copy of it with the Zterm program. You will also need to go to the Users folder and find the user folder of the person who will be logged into the Mac to send the files (if they

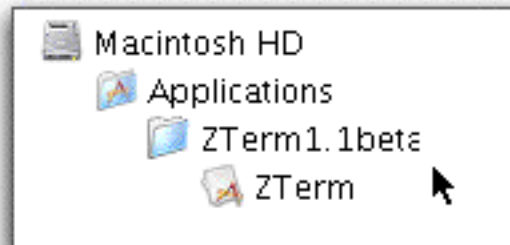
were logged in when you installed ZTerm, you're part way there). In our example, it's "Pat." Go to Library - Preferences - ZTerm Scripts and put the script into the ZTerm Scripts folder.

### **Check your ECS settings.**

Go into your ECS Control module. Make sure your Submitter information is filled in correctly (click on HELP if you have any questions). In the lower right quadrant, you want to make sure that ProTerm is set to NO. The other settings will vary according to the company to which you will be sending claims.



Click on Toolbox. You will need to make sure that the information here is filled correctly or PracticeMaker will not know what to do with the claim file once it has been created.



Please Note: Open Telecom does not function with OS X at this time.

### **Create your claim.**

Click on Find, Send and Receive. PracticeMaker will generate your file and name it BCCLAIMS (before you submit, make sure you remove any extensions). If there are any errors, check the FAQ on fixing ECS submissions.

### **Submit your claim.**

Launch ZTerm. This is done by either clicking on the OPEN TELECOM button or going directly to the ZTerm application and opening it up.

If there is not already a listing for BCBSLA, create one. This is done by going under DIAL to DIRECTORY and clicking NEW. Name it BCBSLA (or it will not trigger the script that will connect you) and fill in the phone number and information as shown below. You may or may not need to add a "1" to the number. When you are done, click OK.

Make sure your RECEIVED folder is set. Go up under SETTINGS to RECEIVE FOLDER and in the window, select your receive folder.

To submit, go under DIAL and select your insurance (ie:THIN). It will dial the number and, if you're lucky, it will connect. Follow the on-screen prompts for submitting your claims.

Many insurance carriers will now accept submissions on the web. If you have internet access, check with your insurance. This will eliminate the need to set up ZTerm for that insurance and may enable you to have further functions not available with a BBS submission.