ASHLINK® USER GUIDE

AMERICAN SPECIALTY HEALTH
REHABILITATION SERVICES

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LOGGING IN FOR THE FIRST TIME

Here are the steps to follow at first login. American Specialty Health will provide a single master account for the Rehabilitation Services Provider. Accounts can be activated online or by calling our Customer Service Dept. Below are the steps for account activation and logging in for the first time.

1. Go to www.ashlink.com and click Activate your account.

2. Enter the Username and PIN provided on your welcome letter and click continue.

3. Enter the Verification Code that is also included in your welcome letter and click continue.

4. Follow the steps displayed on each of the succeeding screens. You will need a valid email address that you can access to complete the online activation.

5. Confirm your email address by clicking on the link provided in the email message.

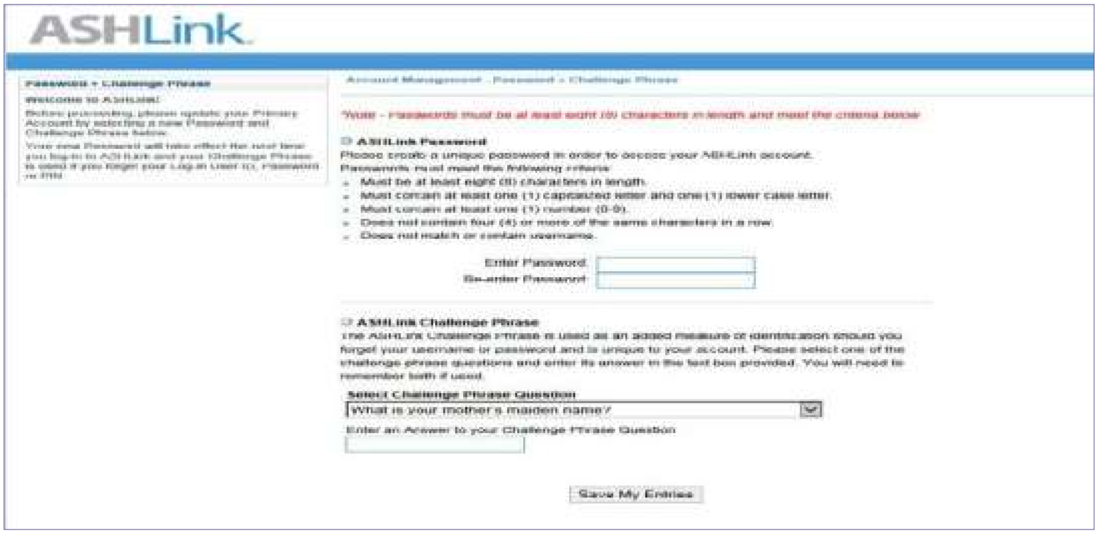
6. Once your email is confirmed, another email will be sent containing your temporary password.

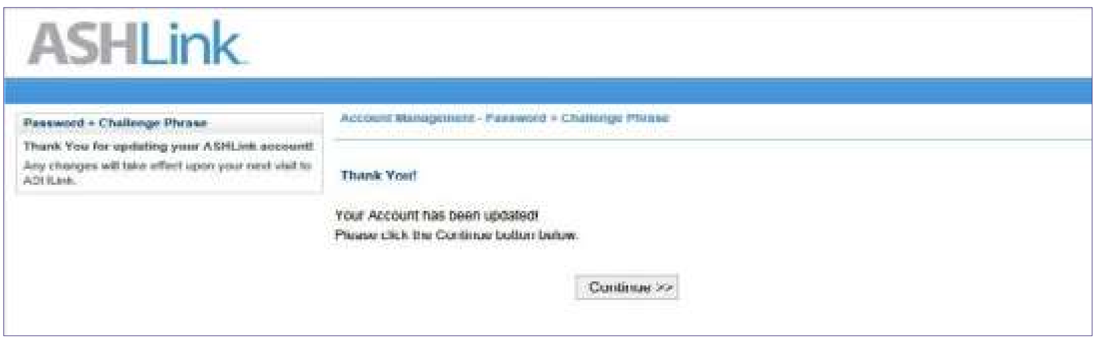
7. Log in to ASHLink.com and enter your Username, Temporary Password, and PIN.

8. Read and Accept the Terms and Conditions.

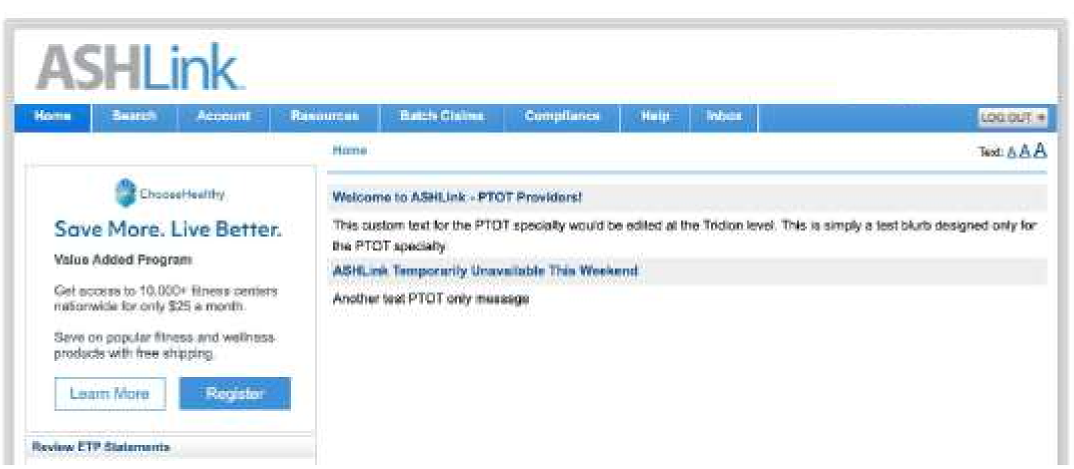
9. Select a new password and a challenge phrase. Follow the instructions on each page thereafter.

10. You will then be redirected to the HOME page.





11. A welcome message will be sent to your mailbox. This completes your activation and registration process.



MENU ITEMS

This training manual is designed to introduce and guide Rehabilitation Services Providers users to ASHLink, a free and secure provider website provided by American Specialty Health.

Please note: Menu options and documents displayed are dependent on the user's access level rights, which will be discussed in detail in the succeeding chapters.

These are main menu items:

- Home Page: Users will find important news bulletins from ASH, including updates about the ASHLink website.
- Search Page: This feature allows you to look up members and any submitted Medical Necessity Review Forms (MNR) and Claims.
- Account Page: Create and maintain sub-accounts for your office staff and/or billing service; edit your Challenge Phrase & Answer for User ID/Password retrieval.
- Resources: This section contains forms, Client summaries, and fee schedules. As well as, newsletters, operations manuals, and other items you may find useful.
- Batch Claims: This page allows you to view and upload your Batch claims, including information about ASH and other participating clearinghouses.
- Compliance: This page provides information on specific compliance requirements that the Medicare Advantage and/or Medicaid Managed Care plans require ASH and its contracted practitioners meet.
- Help: FAQ's, Website Tips, and access to submit online questions or comments are provided on this page.
- Inbox: All correspondences sent to and received from ASH and/or ASHLink can be viewed on this page. This includes broadcast messages, responses to eligibility, claims or MNR questions, and general inquiries.

SEARCH MENU

This allows users to search for members and transactions. This button is located on the top bar of every page.

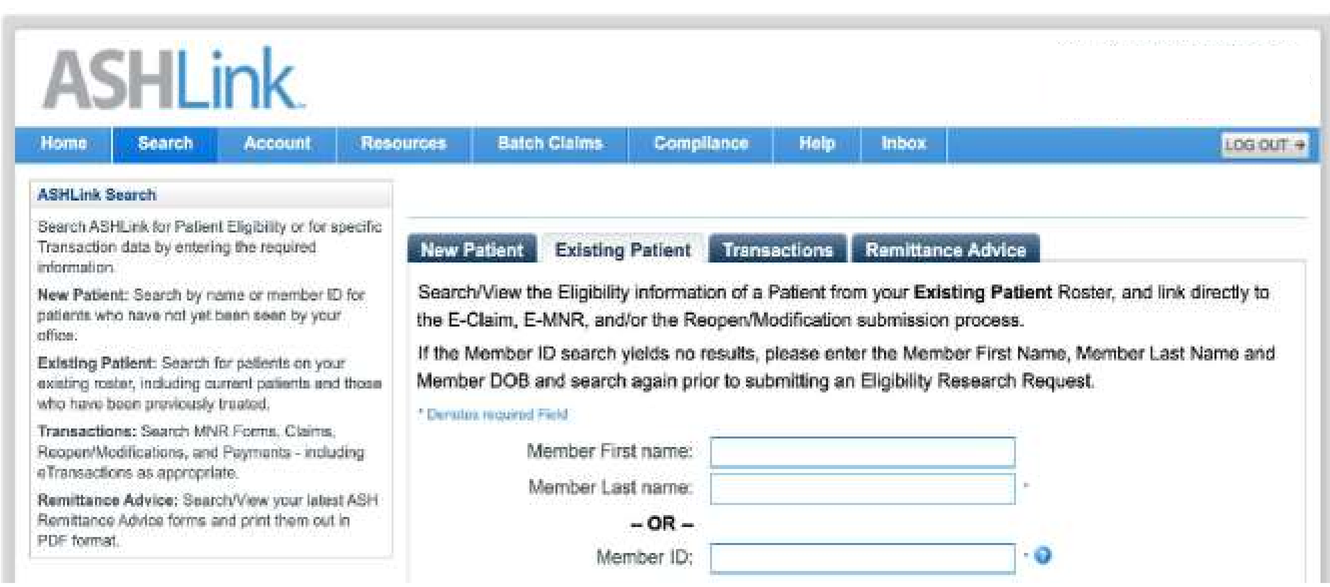
You have 4 different Search options:

- New Patient Search: You can use this when searching for a member who have not yet been seen by your office.
- Existing Patient Search: This is used to search for members on your existing roster, including current patients and those who have been previously treated.
- Transactions: Search for MNR forms, Claims, Payments—including eTransactions as appropriate.
- Remittance Advice: Search/View your latest ASH Remittance Advice Forms and print them out in PDF file format.

SEARCH FOR PATIENT/MEMBERS

1. Click on the Search Menu. You have 2 options: A New Patient or Existing Patient Search.

2. User can search using Member ID or Member Name, Month, and Birth Year and click search. Complete Last Name is required. However, partial first name search will be accepted.



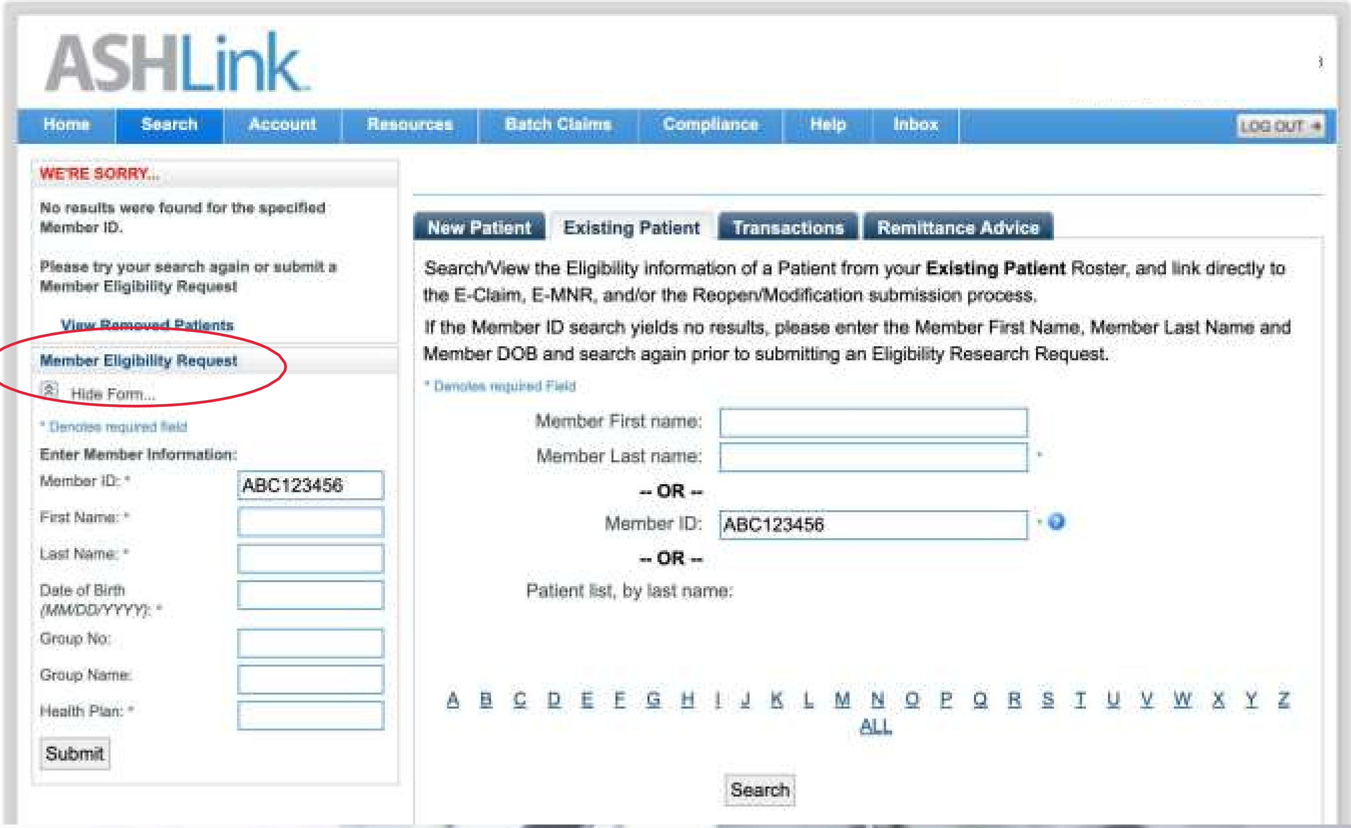
3. Patient search results page will display all records that match your search criteria; as well as, the type of specialty benefit the selected member has.

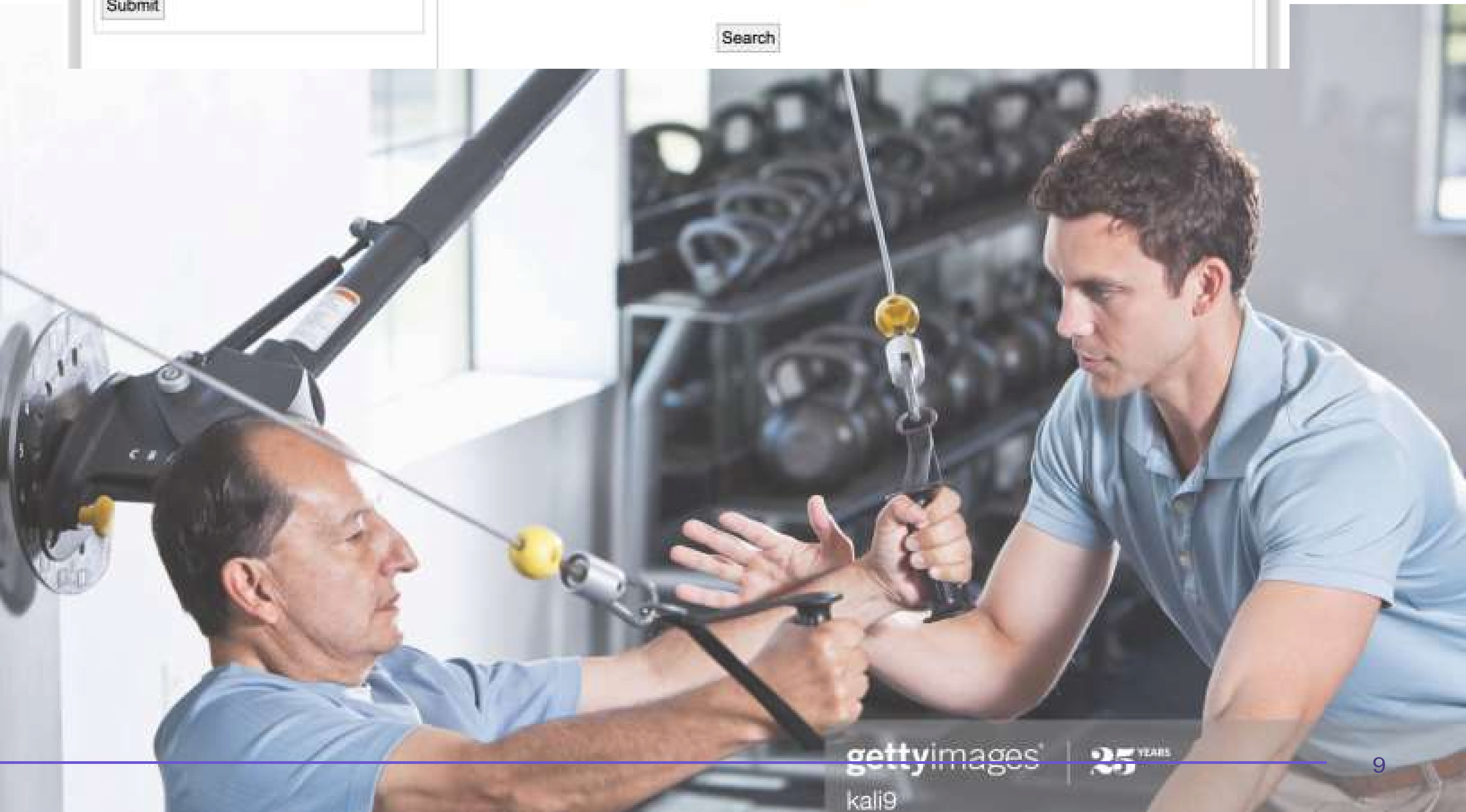
4. Click on the magnifying glass (view icon) to view details of the selected member record. The selected patient record and specialty will be the data that are carried over to the subsequent pages/selections.

View	Member ID	Suffix	Last Name	First Name	DOB	Plan Name	
	ERehab142116	00-1	ERehab142116	Nexus	01/01/1960	CIGNA PT/OT	
	ERehab142166	00-1	ERehab142166	Nexus	01/01/1970	CIGNA PT/OT	

5. The eligibility display page is displayed. This contains benefit information for the selected member. Links to submit an E-claim, E-MNR, or question are also provided on this page.

6. If your search does not return any results or does not contain the patient record you are seeking, you can submit a Member Eligibility Research Request online. You can click on the Verify Eligibility link or complete the Eligibility Request form, whichever is available.





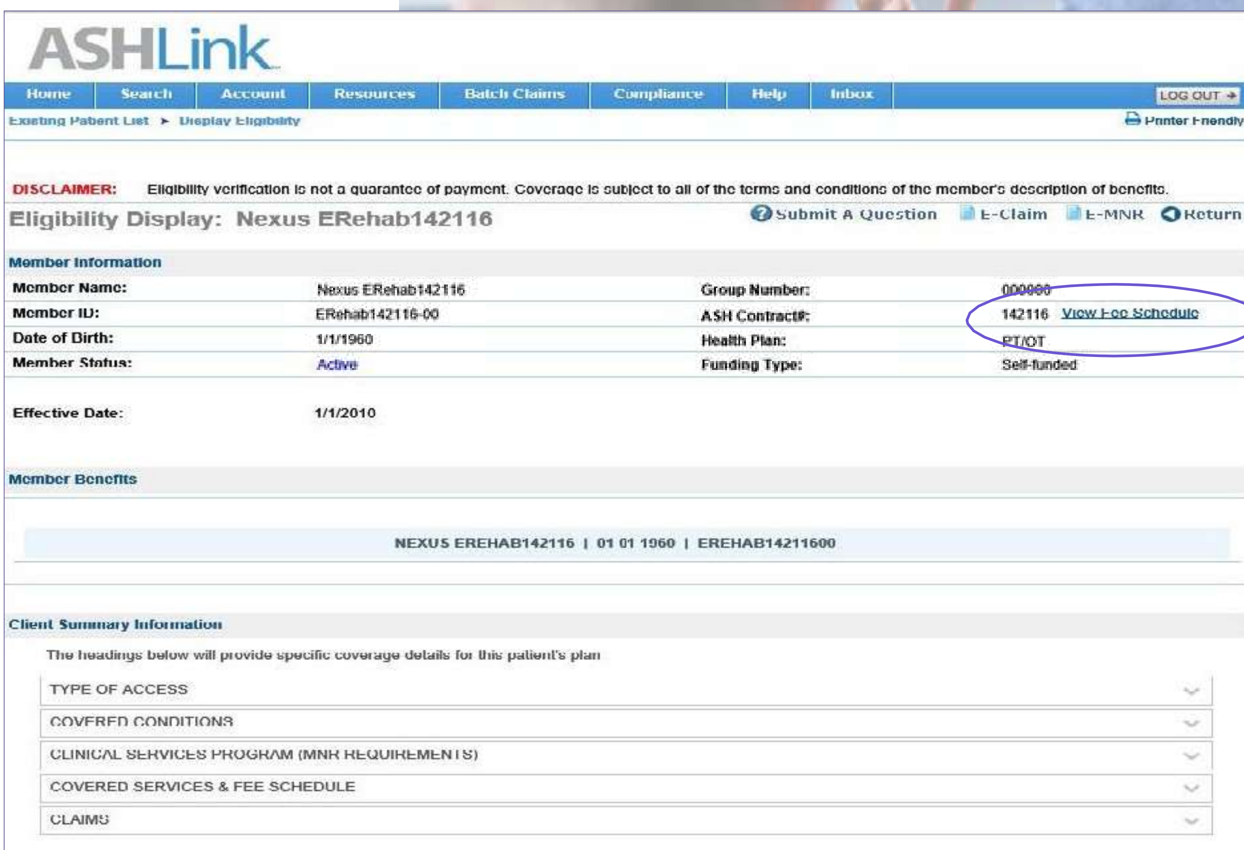
VIEWING FEE SCHEDULES

The Eligibility Display page will now also include an option to view the applicable Fee Schedule for the member's contract.

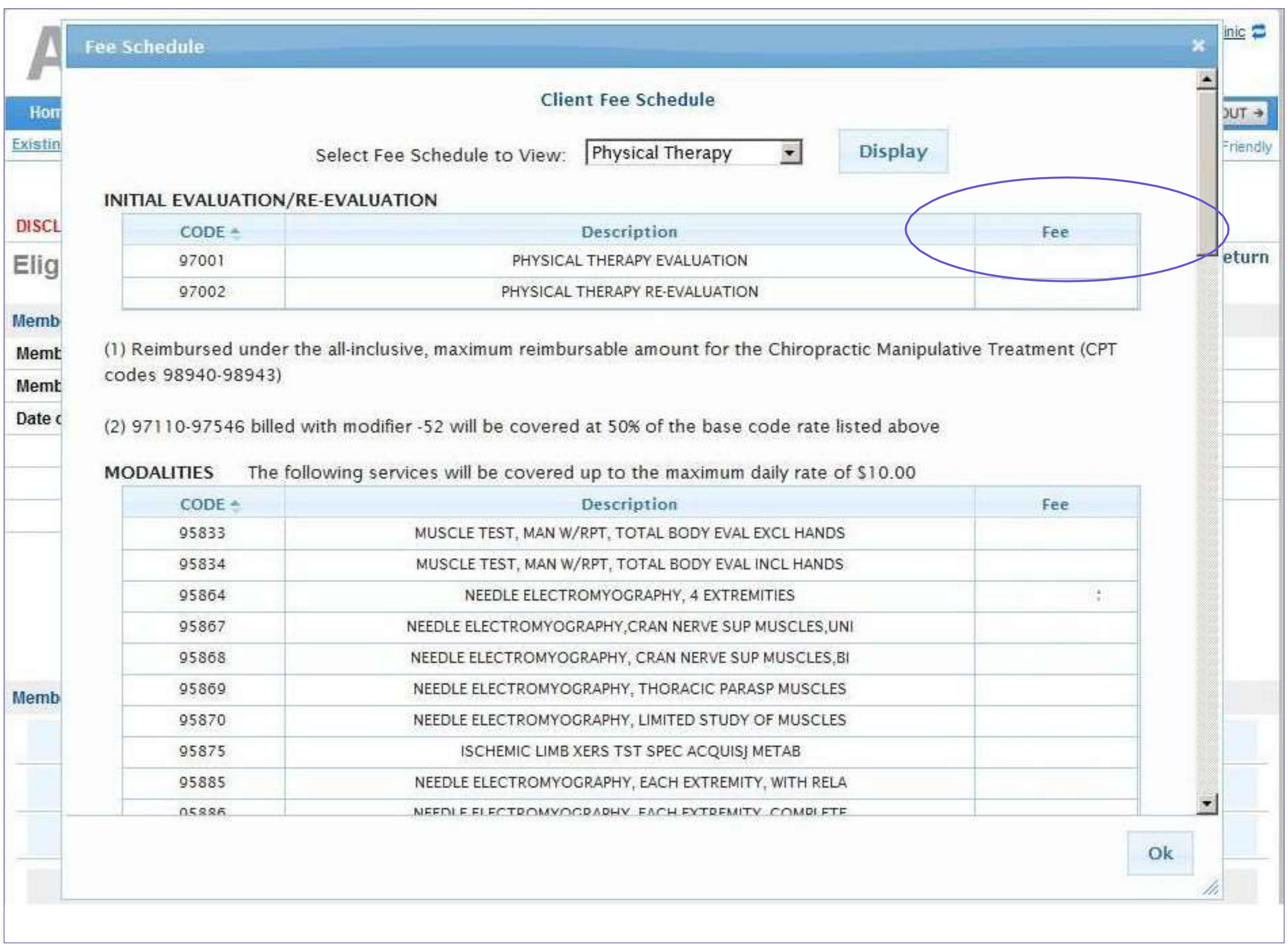
1. Search for the member/patient. (See page 7 for instructions.)

2. A new link is displayed next to the Member's contract number.

Please note: This will only appear for the Master, Levels 1 and 2 Accounts.



3. When this link is clicked, we determine which fee schedules (PT, OT, ST, or AT) are available for the Member's contract. We also get all the linked practitioners for this provider to come up with the specialties they should see. For example: If a provider only has a linked practitioner for PT, they would only be allowed to see the PT fee schedule. Click "Display" to view fee schedules.

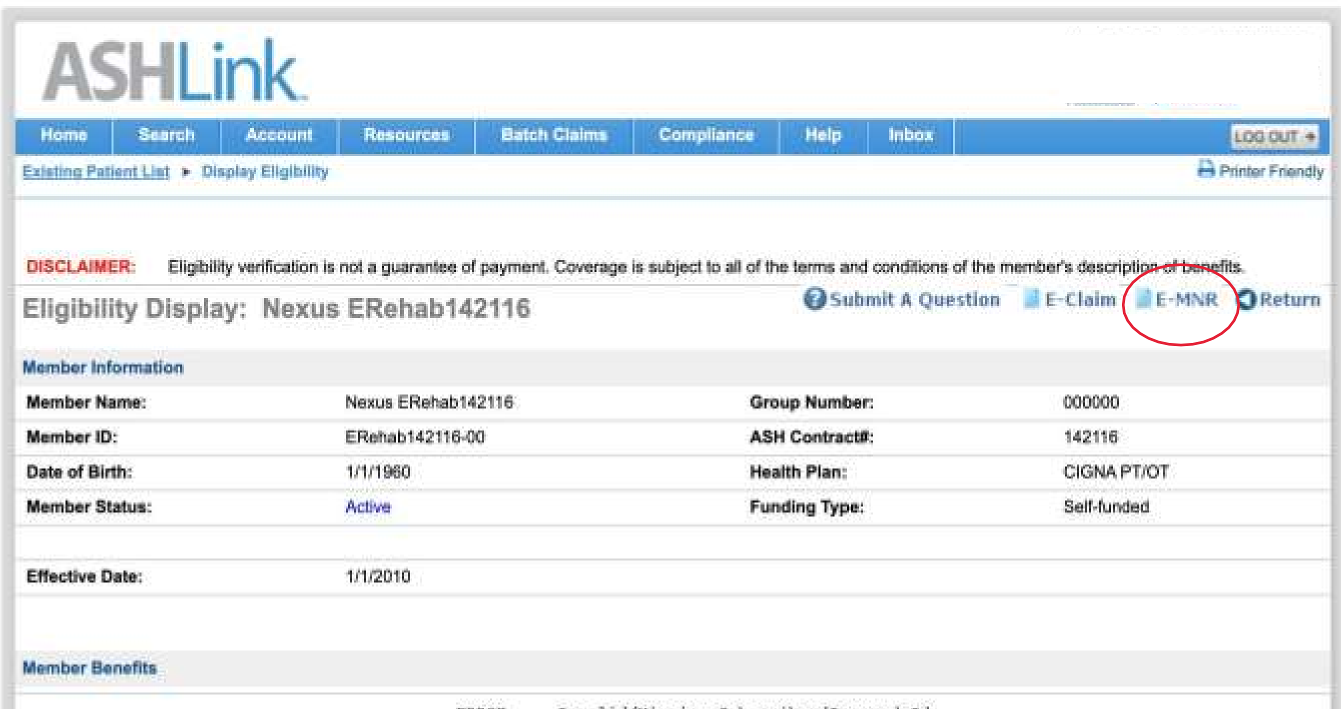


SUBMITTING E-MNRS

Providers and Practitioners may be required to submit Medical Necessity Forms for their patients. Below are the steps:

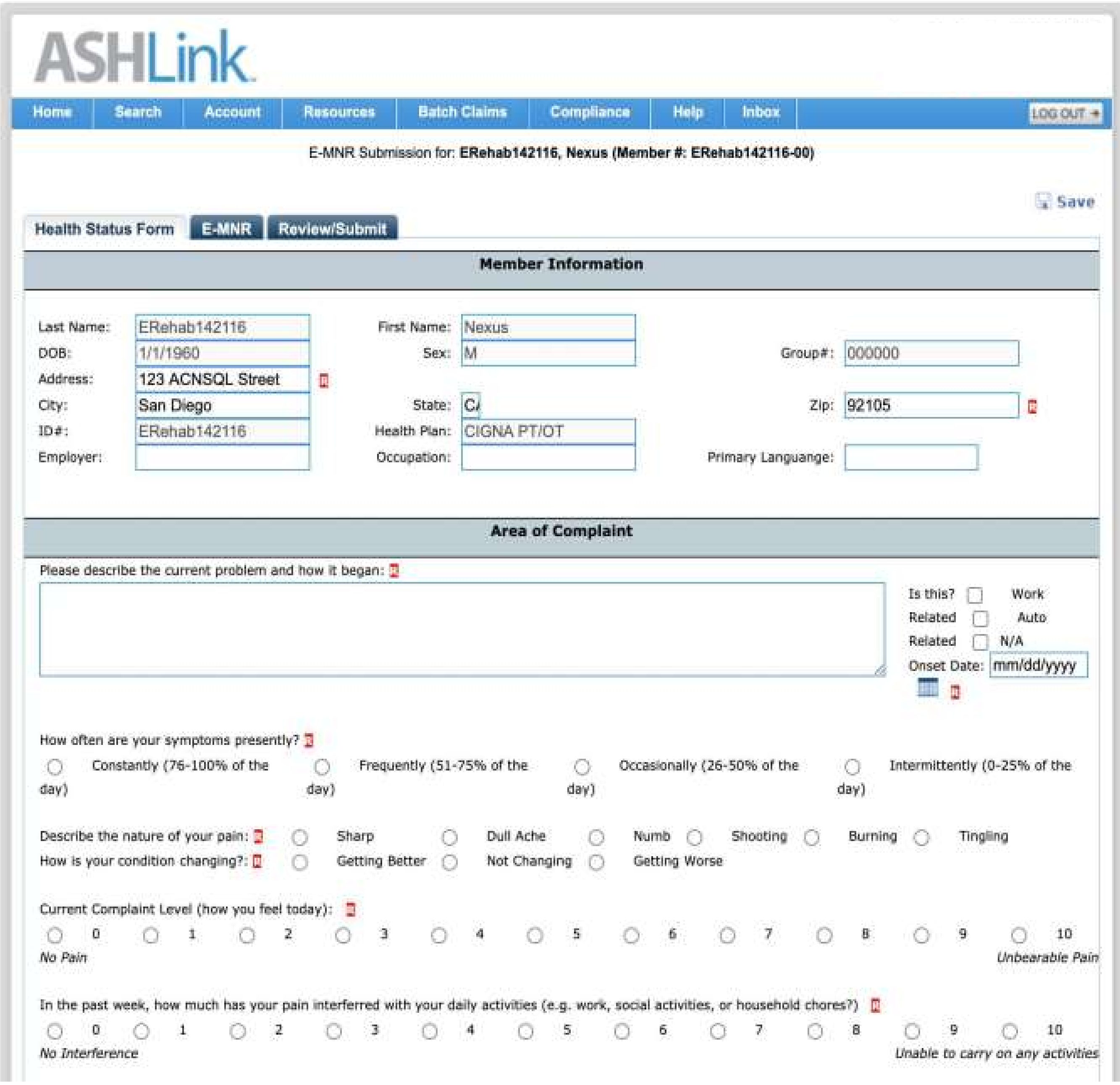
1. Search for the patient following the steps discussed on Chapter 2.

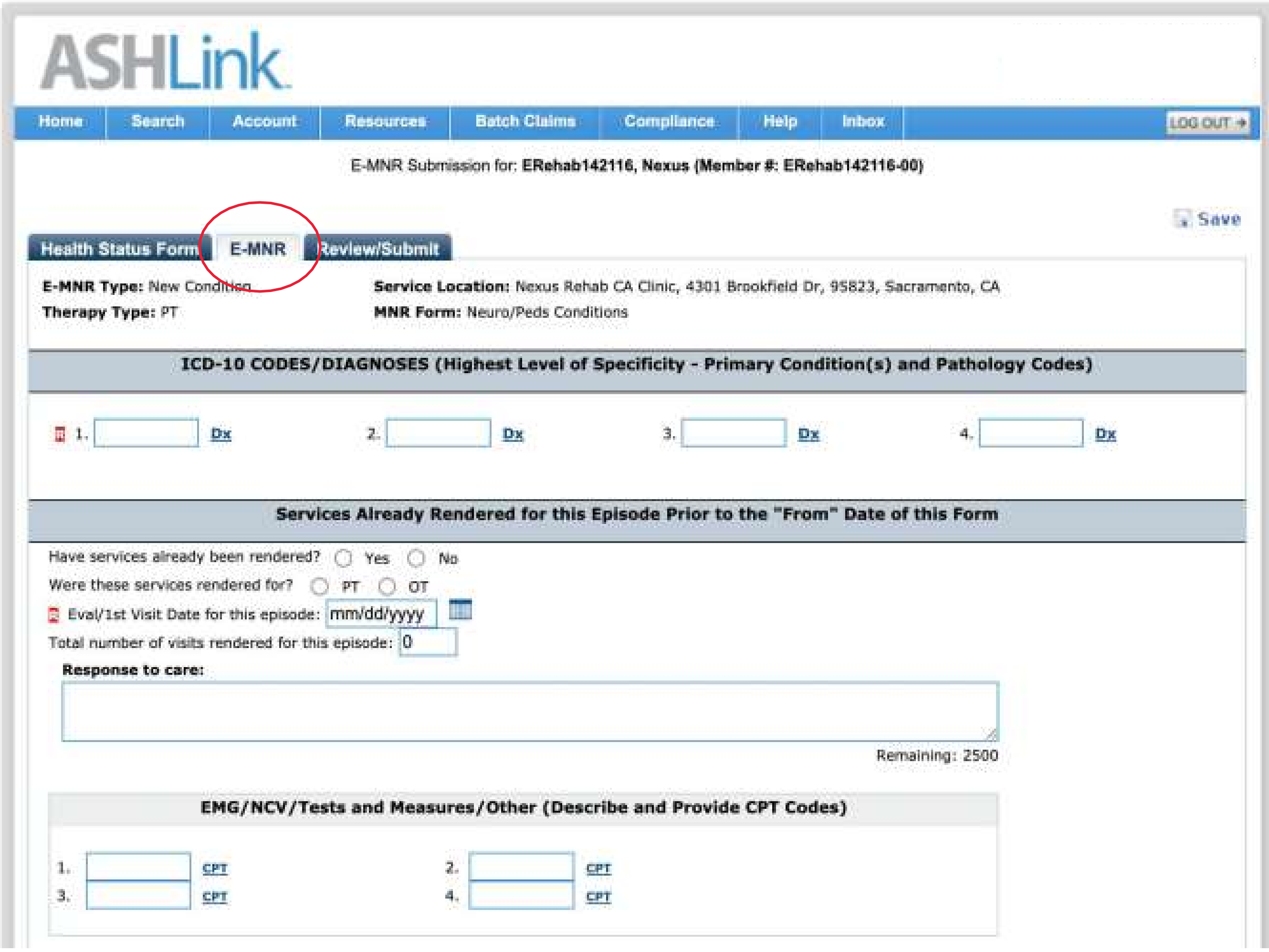
2. Click on the E-MNR link.



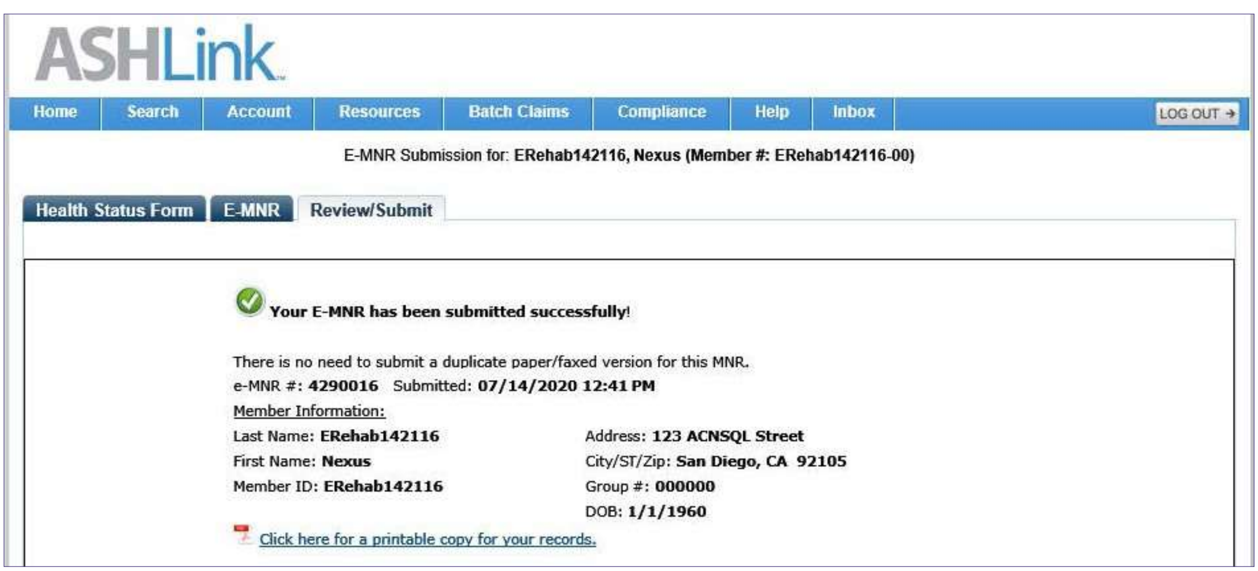
3. Make your selections from this page. Your selections determine which form will be displayed on the succeeding pages.

4. If you selected YES and want to submit a Health Status form, you will be redirected to that page. It will be the first tab that you will see on your screen. Otherwise, you will be redirected to the E-MNR form type that you selected. The member information will be pre-populated.





5. Complete the form and submit. You will receive a confirmation with an E-MNR #. This means your submission was successful.

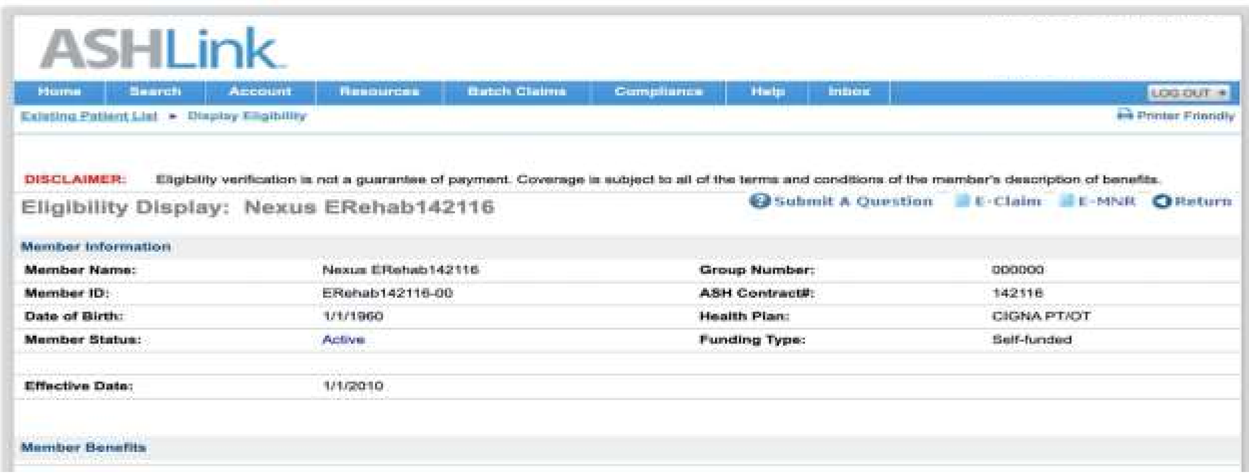


SUBMITTING E-CLAIMS

Providers/ Practitioners may submit their claims online. All user access levels except Level 3s can submit e-claims. Here are the steps:

1. Search for the patient following the steps discussed on Chapter 2.

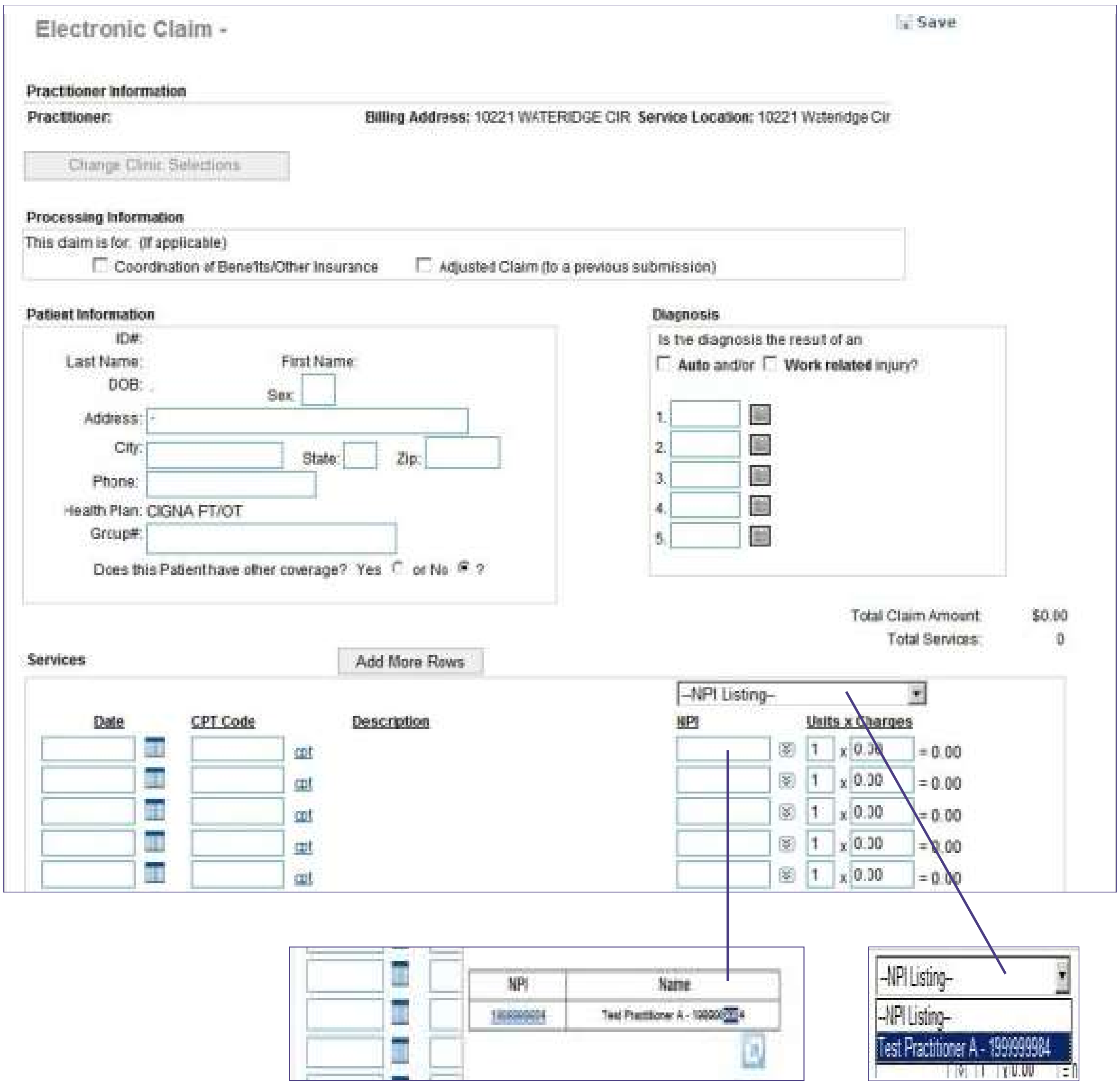
2. Click on the E-MNR link.



3. If there are multiple practitioners and/or locations, a selection should be made from this page. Otherwise, you will be redirected to the E-Claim form.

4. Complete the E-claim form. The member information will be pre-populated. A drop down box of the NPI listing is provided. You can also click on the arrows to open a new window that lists the practitioner names and NPI numbers.

Please note: Each line item will need an NPI number of the servicing practitioner.



5. Complete the form and submit. You will receive a confirmation with an E-MNR #. This means your submission was successful.

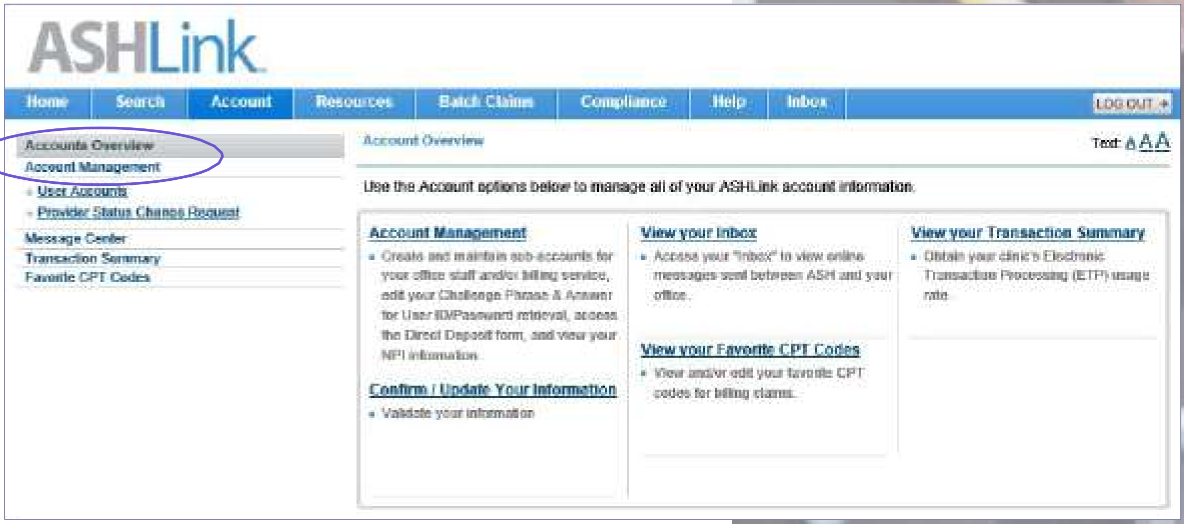
ACCOUNT MENU

There are multiple sections on this page:

- Account Management: Create and maintain sub-accounts for your office staff and/or billing service, edit your Challenge Phrase & Answer for User ID/Password retrieval, access the Direct Deposit form, and view your NPI information.
- Confirm/Update Your Information: Validate and submit changes to your information.
- Message Center: Access your "Inbox" to view online messages sent between ASH and your office.
- View Transaction Summary: Obtain your clinic's Electronic Transaction Processing (ETP) usage rate.
- View Your Favorite CPT Codes: View and/or edit your favorite CPT codes for billing claims.

ACCOUNT MANAGEMENT

It is important that the master account keeps the login information confidential. Use ASHLink's Account Management feature to set-up sub-accounts for your representatives, practitioners, office managers, or billing person. Once these sub-accounts are created, each user will be able to view patient information and perform transactions (subject to the assigned account access level), but will not be able to edit the primary/master account information.



CREATING SUB-ACCOUNTS

This page will display the step-by-step process on how to create a sub-account. There is no limit on to how many accounts can be created. Each sub-account will have the same capability and access rights (except to create another sub-account) as the master.

Please note: This screen is only accessible for the MASTER Account and Level 1 Sub-Account users.

1. Click on Account Management > User Accounts.

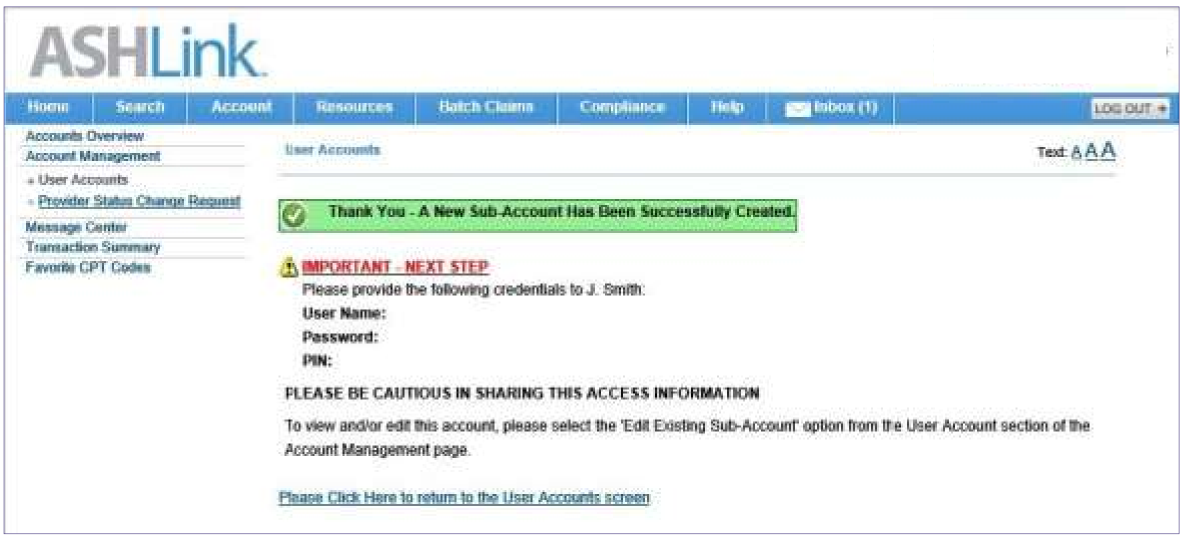
2. You will see 3 tabs: New Sub-Account, Existing Sub-Account and User Information.

3. Click on New Sub-Account. Select the location(s) and access level that you will be assigning to your sub-account. This will determine the type of transactions they can submit and information that they can view on the website. Access Levels are defined as follows:
   - Level 1: Users are granted full access to all features of ASHLink. This mirrors the access rights of the Master Account.
   - Level 2: Same as Level 1 - with the exception of viewing Practitioner Service Agreements and creating additional accounts.
   - Level 3: User access is limited to submitting + viewing messages, viewing benefits, and submitting MNR forms.

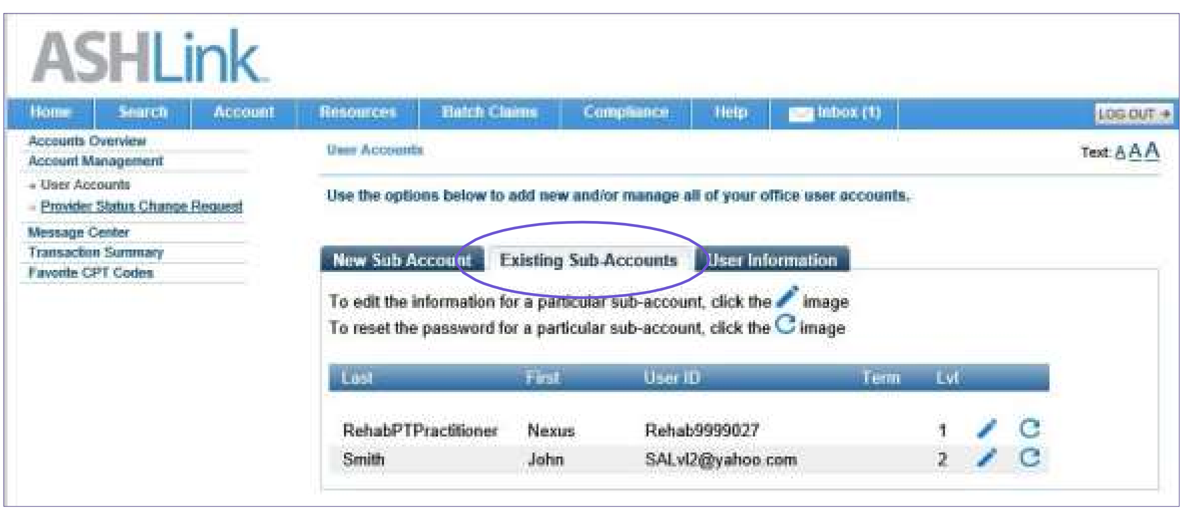
4. Enter the Sub-Accounts full name and Login/UserID. We recommend that you use an email address as a Login/user ID but it is not required.

The filter box is to help users search for specific clinics/locations they want to assign to the sub-account. Users can filter by the clinic name, part of the address, city, state, or ZIP code. Previously selected locations will remain selected until unchecked. You can keep searching without losing those previously selected locations.

5. A confirmation with the sub-account login information will display. The Master Account or Level 1 Sub-Account user is responsible to keep track and provide this information to the assigned sub-account user.



6. Click on the Existing Sub-Account Tab to verify that this sub-account was created and added.



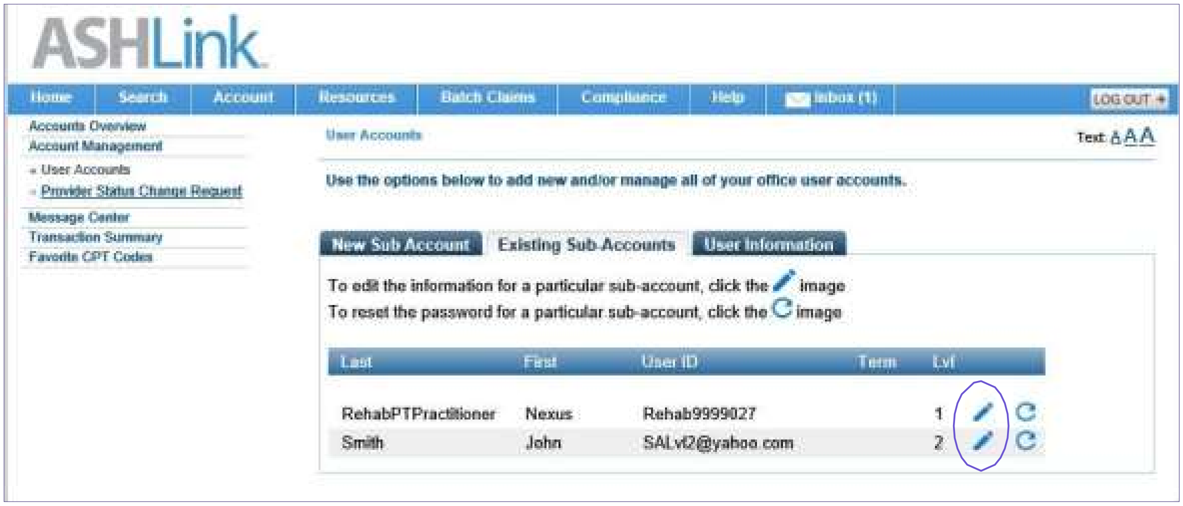
EDIT/TERM EXISTING SUB-ACCOUNTS

This page will display the step-by-step process on how edit, term, or reset password for an existing sub-account.

Please note: This feature is only available for the Master Account and Level 1 Sub-Account User.

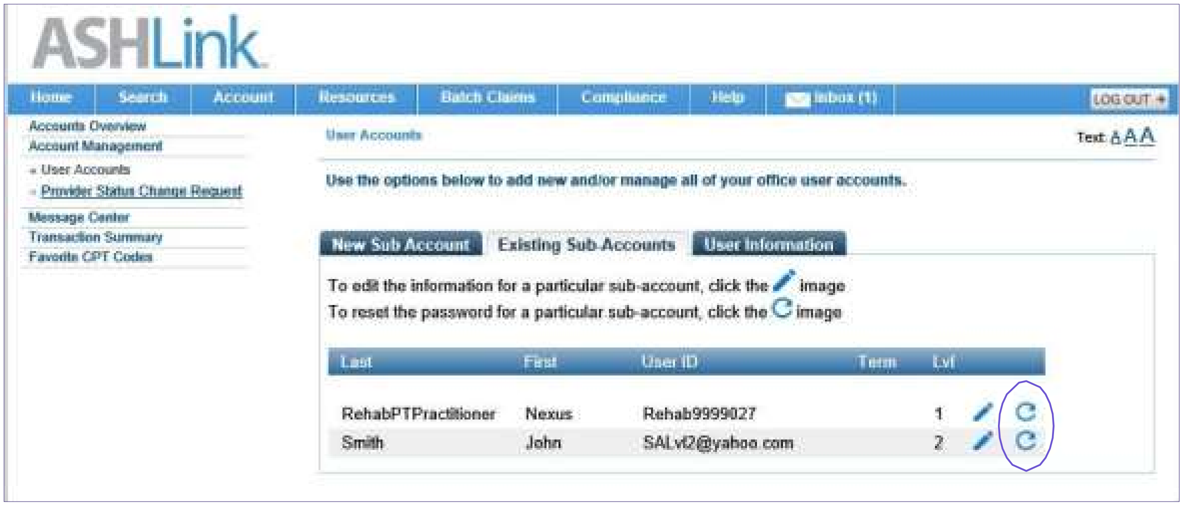
1. Click on the Existing Sub-Accounts tab.

2. Click on the Pencil Icon to make changes to the sub-account.

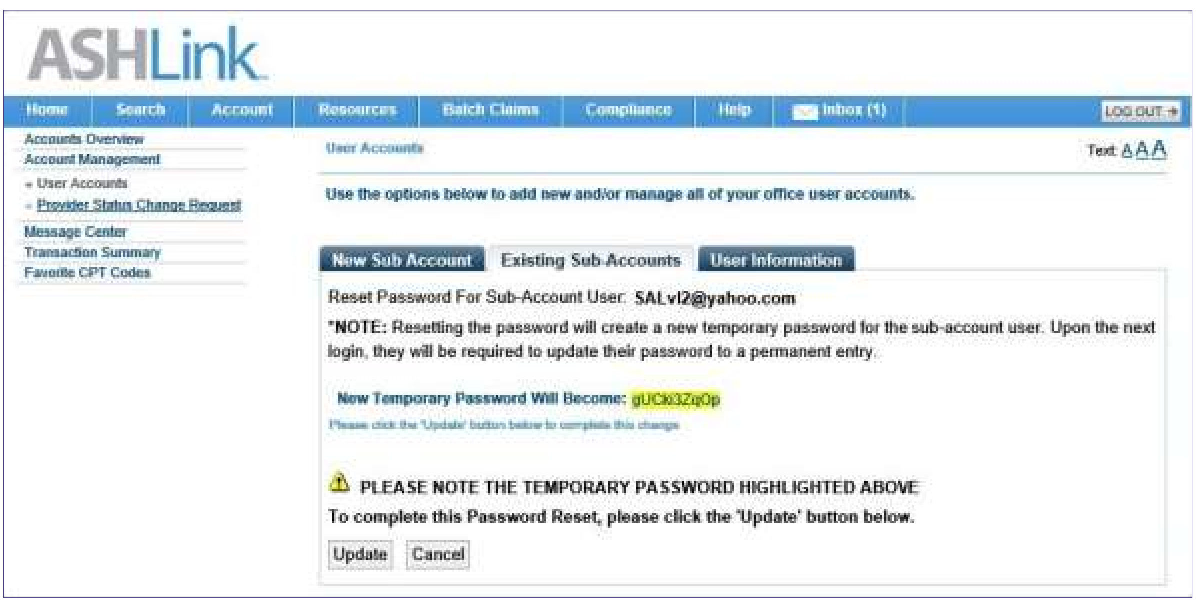


3. You will see the edit page which is similar to create new sub-account tab; except that it has the information associated with the sub-account you are editing.

4. Click on the “Circula Arrow” icon if the sub-account password needs to be reset.



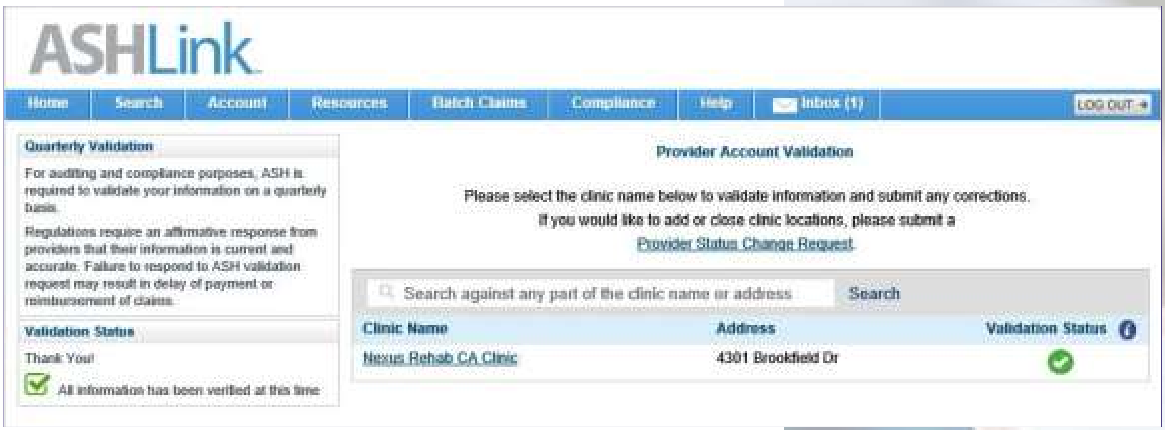
5. A confirmation page like this will display. It contains the temporary password assigned to that sub-account.



6. The sub-account user can now log in using their User ID, temporary password, and PIN. They will be asked to change their password to a permanent one.

CONFIRM/UPDATE YOUR INFORMATION

This page allows you to submit changes and/or validate your information at any given time. This is the same page required during the quarterly validation.



RESOURCES MENU

This section contains forms, Client summaries, and fee schedules. As well as, newsletters, operations manuals, and other items you may find useful. There are several sections on this page and they are as follows:

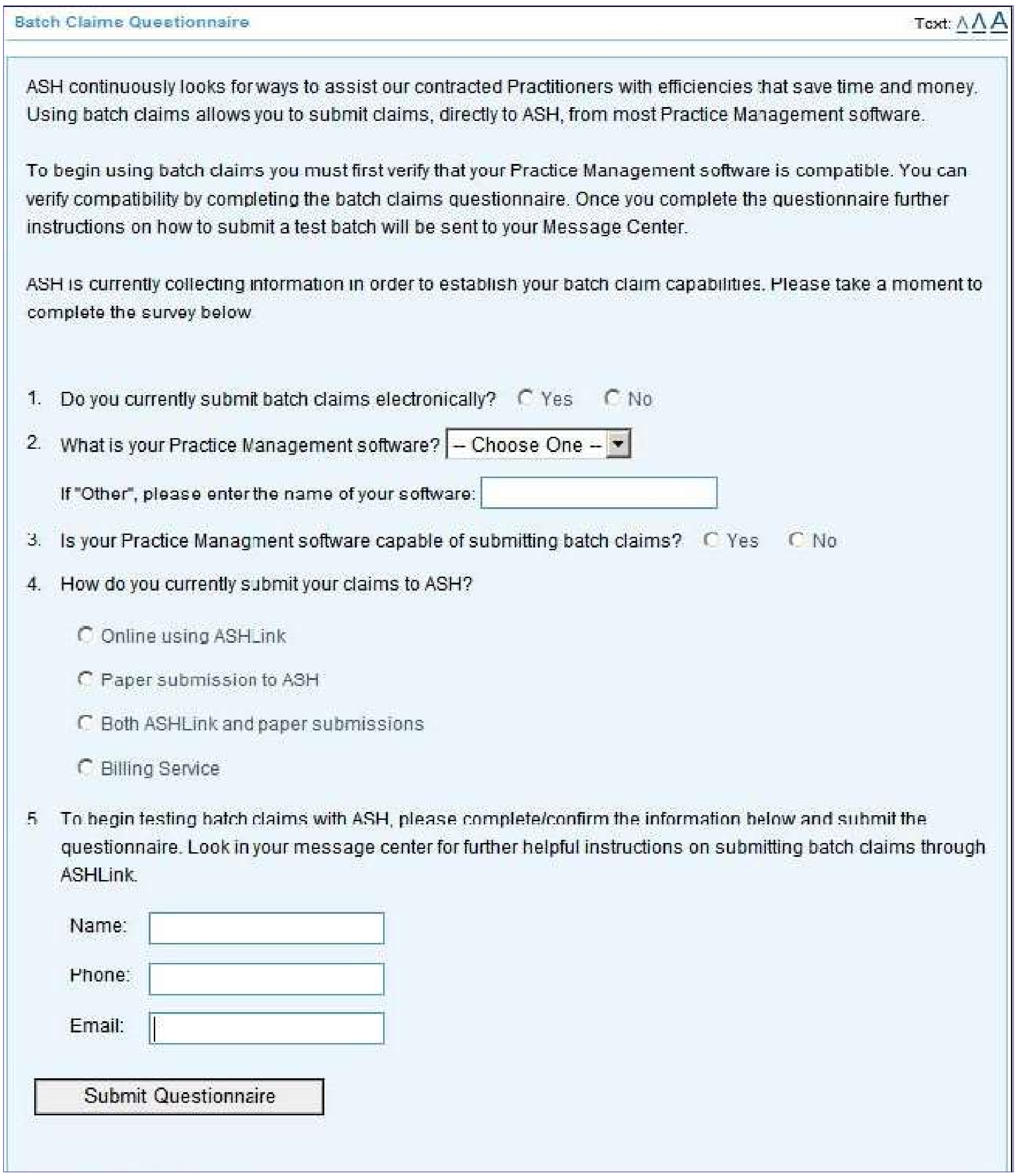
Please note: Some of these items are not viewable for Level 2 and 3 Sub-Accounts users. Refer to the Access Level information on page 16.

- Practitioner Services Agreement: Detail about Provider/Practitioner obligations agreed to for participation with ASH.
- Client Summaries: Information on covered services, fees, and other specific requirements for benefit plans offered by ASH-contracted health plans and employer groups.
- Operations Manual: Information on the administrative and clinical guidelines pertaining to provider specialty.
- Forms: ASH paper forms listed in alphabetical order.
- Notifications: Updates, correspondences, and revisions sent by ASH to the provider/practitioner.
- Newsletters: View ASH's newsletter: Inside American Specialty Health.
- Provider Education Library: Administrative and Clinical Topics materials.
- Value Added Program: Discount information on malpractice insurance, equipments, and supplies, etc.
- CPS Annual Review/Tier Assignment Letter: View letter with information on your current CPS Performance & Tier Assignment.

BATCH CLAIM MENU

This page allows you to view and upload your Batch claims, including information about ASH and other participating clearinghouses.

If your ASHLink account has NOT been set up for Batch Claims, your Batch Claims menu will display the Batch Claims Questionnaire. Complete this questionnaire in order to set up your ASHLink account with Batch Claim functionality.



Batch Claims Questionnaire

Text: A A A

ASH continuously looks for ways to assist our contracted Practitioners with efficiencies that save time and money. Using batch claims allows you to submit claims, directly to ASH, from most Practice Management software.

To begin using batch claims you must first verify that your Practice Management software is compatible. You can verify compatibility by completing the batch claims questionnaire. Once you complete the questionnaire further instructions on how to submit a test batch will be sent to your Message Center.

ASH is currently collecting information in order to establish your batch claim capabilities. Please take a moment to complete the survey below.

1. Do you currently submit batch claims electronically? Yes No
2. What is your Practice Management software? -- Choose One --

   If "Other", please enter the name of your software:
3. Is your Practice Managment software capable of submitting batch claims? Yes No
4. How do you currently submit your claims to ASH?
   - Online using ASHLink
   - Paper submission to ASH
   - Both ASHLink and paper submissions
   - Billing Service
5. To begin testing batch claims with ASH, please complete/confirm the information below and submit the questionnaire. Look in your message center for further helpful instructions on submitting batch claims through ASHLink.

   Name:

   Phone:

   Email:

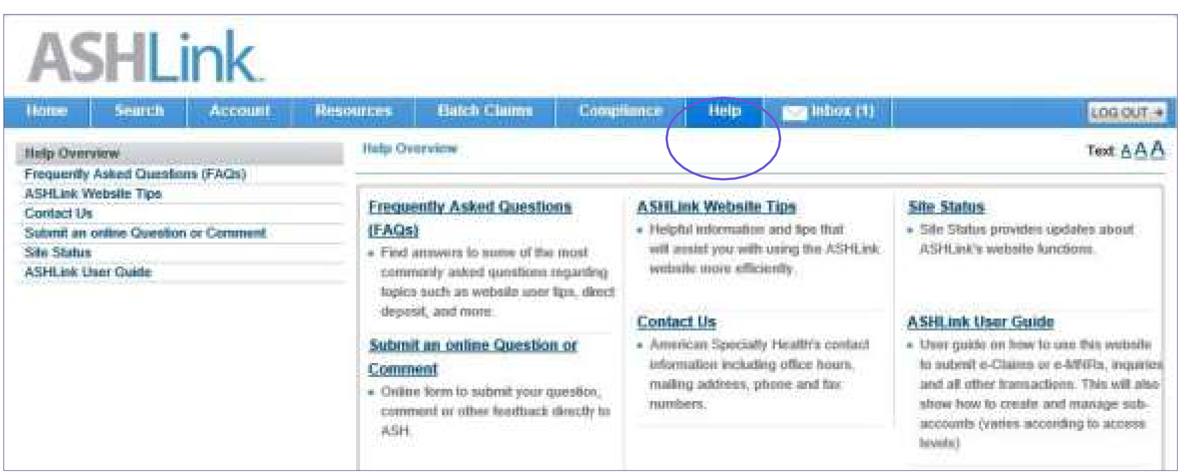
Submit Questionnaire

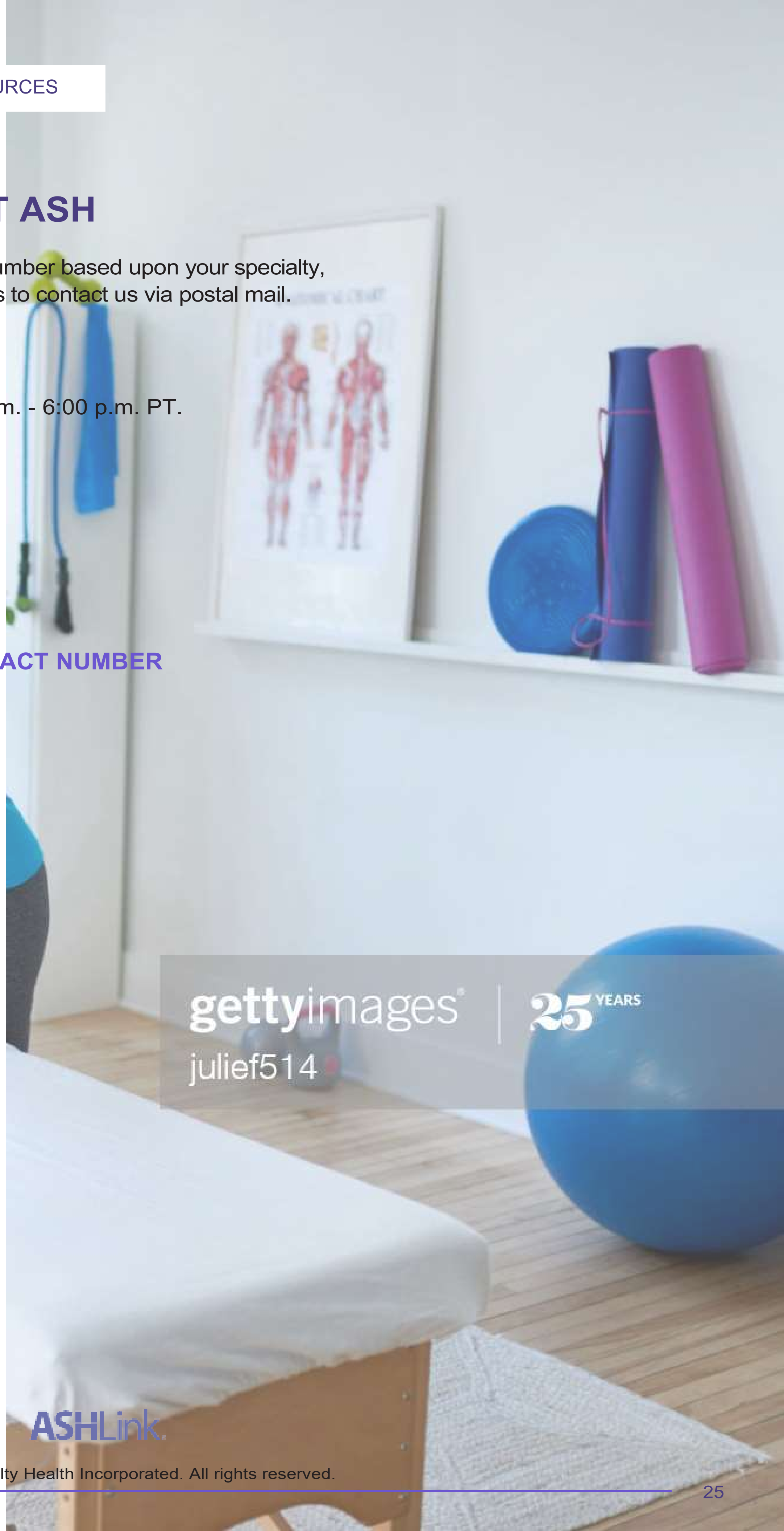
If your ASHLink account has already been set up for Batch Claims, your Batch Claims menu will provide links for uploading batches and viewing batch summaries.

- Batch Claims Upload: Page where you can upload a batch of ASH claims directly to ASH Clearinghouse using ASHLink.
- Batch Claims Summary: Page where you can view information on past batch claim submissions.
- ASH Clearinghouse: Page where you can access information on standard transaction formats and how to submit HIPAA compliant Batch Claims to ASH Clearinghouse via ASHLink.
- ASH Contracted Clearinghouses: Review the list of clearinghouses that are currently submitting batch claims to ASH

HELP MENU

FAQ's, Website Tips, and access to submit online questions or comments are provided on this page.





HOW TO CONTACT ASH

Please select the phone or fax number based upon your specialty, or please use the mailing address to contact us via postal mail.

OFFICE HOURS

Monday through Friday, 5:00 a.m. - 6:00 p.m. PT.

MAILING ADDRESS

American Speciality Health

P.O. Box 509001

San Diego, CA 92150-9001

CUSTOMER SERVICE CONTACT NUMBER

1.800.972.4226

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