

Secure Exchange Site

Frequently Asked Questions

About the Secure Exchange Site

Q. What is *VisionShare* Secure Exchange Site?

A: Secure Exchange Site is a cost-effective, easy-to-use Web-based solution for Part B providers who want to benefit from the convenience and speed of electronic claim uploads and downloads without purchasing and maintaining hardware. Secure Exchange Site helps simplify and streamline the process for transmitting Medicare claims and remits and determining eligibility.

Q. For what is the Secure Exchange used?

A. Secure Exchange Site provides the ability to:

- Send claims to Medicare Part B
- Receive remittance advice from Medicare Part B
- Obtain reports and acknowledgements on claims sent
- Verify Medicare eligibility in real time
- Access claim status and detailed eligibility information through PPTN where available

Q. What is PPTN?

A. PPTN is the acronym for the Professional Provider Telecommunications Network and gives Medicare Part B providers real-time access to information such as claim status, beneficiary eligibility, accounts receivable, diagnosis codes, procedure codes, payment information, check status and more.

Q. What is the difference between sending claims using dial-up and sending claims using Secure Exchange Site?

A:

Dial Up	Secure Exchange Site
Uses a telephone line	Uses your high-speed Internet connection
May take additional time to establish a connection	Immediate connection
Slower to transmit information	Fast transmissions
Subject to dropped connections resulting in failed downloads	Efficient because it virtually eliminates dropped connects and the need to re-transmit
Uses special software to establish a connection	Accessed via a Web site, so no software is required
Uses it's own network and EDI logon ID's for authentication, which means additional logons for users	Authentication is using a digital certificate, additional logons for the user
User must maintain new IDS and software releases	No new software updates to maintain

Q. When do you send my claims to the contractor and when do I get my reports?

A. We send your claim file to the contractor immediately after you click to upload it to Secure Exchange Site. We do not combine it with any other claim files before sending it. We pick up remit and report files when they are available from the contractor and make them available to you when you click to receive files.

Q. Can I send and receive claims using an FTP system that can be programmed (script files, batch files, command line options or direct FTP programming)?

A: No, not with Secure Exchange Site. It's a non-programmable Web interface. We do have this option with our other products; please contact us if you are interested in this type of programming.

Security & Digital Certificates

Q. How can I be sure that the information I'm transmitting through Secure Exchange Site is secure?

A: Secure Exchange Site uses the same CMS-approved secure connectivity software that *VisionShare* has installed in thousands of hospitals and healthcare facilities nationwide. Users are authenticated and all data is encrypted using our industry-leading Digital Certificate architecture. Secure Exchange Site is hosted in our secure data facility, protected by multiple layers of security mechanisms, and uses the same CMS-approved, HIPAA-compliant and CORE-certified infrastructure and practices as our desktop and enterprise solutions.

Q. What is a Digital Certificate?

A: A Digital Certificate is a small, encrypted file on your PC that is used to uniquely identify you. A Digital Certificate replaces the need to use a username and password when you login, making secure access to systems much simpler.

Q. Why is a Digital Certificate more secure than other solutions?

A: A Digital Certificate uniquely identifies each organization so that only authorized users are granted access to healthcare information. Only users that have been granted access to the system can use it.

Q. Can I install the Digital Certificate on more than one computer?

A. No, an individual Digital Certificate may only be installed on one computer at a time. To support multiple computers, you will need to purchase multiple digital certificates (one for each).

Q. How long does it take to obtain a Digital Certificate?

A: It typically takes 3 – 5 business days to obtain a Digital Certificate and the password needed to install it. The Digital Certificate is sent as an attachment in an e-mail, but for security reasons the password is sent separately by U.S. Mail.

Q. I work for a billing company with many providers. Would I have to obtain a Digital Certificate for each entity that we bill for?

A: Secure Exchange Site supports multiple providers from a single Digital Certificate. Please visit our Partner section of our Web site www.visionshareinc.com for more information.

Customer Support

Q. What happens if the computer I'm using dies, or we upgrade our computers?

A: Contact us, and *VisionShare* staff will assist you in replacing or moving the Digital Certificate to a new workstation as needed.

Q. What type of support will you provide if I have problems?

A: We provide phone-based technical support for your questions regarding use of Secure Exchange Site and to resolve any file transfer problems to your respective contractor or payer. You can contact our support team during regular business hours of 7:00 A.M. CST to 6:00 P.M. CST at 612-460-4387. Claim-specific questions (such as why a particular claim was rejected, only partially paid, or the like) need to be directed to the claim's payer.

General Subscription Information

Q. Do I need any special hardware or software?

A: No, all you need is a compatible Internet browser (Microsoft® Internet Explorer version 6 or 7), which most computers already have installed.

Q. Can you send me a trial version to evaluate before purchase?

A: No, Secure Exchange Site does not support a trial mode at this time. Aside from the Digital Certificate, there's no software to send. We encourage you to [sign up for a free Webinar demo](#) to see how the Site works.

Q. What do I need to do to get started?

A. Just contact us to get started. You'll want to have the following information to ready:

- Your facility name and contact information
- Your National Provider Identification (NPI) number(s) if more than one provider
- Your Federal Tax ID number
- Payment information: A credit card account name and number.

Q. Do I need to get a submitter ID? / Will my EDI login be used?

A: If you currently use an EDI login, you will not use it with Secure Exchange Site. We associate your provider ID number(s) with our submitter ID. *VisionShare* will provide a form that needs to be completed and sent to your Medicare contractor so it knows that your provider ID(s) (NPI) will be associated with *VisionShare*. Once you're signed up with us, we use our login credentials to send claims and retrieve remits for you.

Service Cancellation

Q. What if I need to cancel my service?

A: There are no long-term commitments. If you have paid your annual charge in advance, you will be credited for the unused portion. Should you need to cancel, you may do so at any time after your initial month. To process a cancellation, we require a 60-day written notice prior to the end of the current term (month). This notice may be provided by e-mail to *VisionShare* to support@visionshareinc.com.

Q. If I decide to cancel my enrollment with *VisionShare* will I need to notify my Medicare Administrative Contractor?

A: Yes. If you plan to use another method of submitting electronic claims, you will need to either establish your own submitter ID with the Medicare contractor or request the Medicare contractor add you to a different Submitter ID. You will no longer be able

to use the *VisionShare* Submitter ID. The alternate service provider can direct you in this matter.

Pricing and Billing

Q. Other connectivity vendors charge per transaction or have metered fees. How does your subscription pricing work?

A: When you subscribe to Secure Exchange Site, you will be charged a low flat fee to access the account. There are no additional “gateway” fees, metered fees, or any other surprise charges. With our approach, you can use the Site as much, and as often as you need – at any time of the day – for the same flat fee.

Q. We only submit a few claims per month/week. Would Secure Exchange Site be a cost-effective alternative to paper forms?

A: Yes, even providers with only a handful of claims typically enjoy a positive return-on-investment after fully accounting for transactional costs (such as postage), operational efficiencies (due to automation) and reduced time to payment (resulting from faster submission). Finally, consider the value of fewer hassles and exceptional customer support when you need it – on balance, this is a small price to pay.

Q. What is the cost for subscribing to Secure Exchange Site?

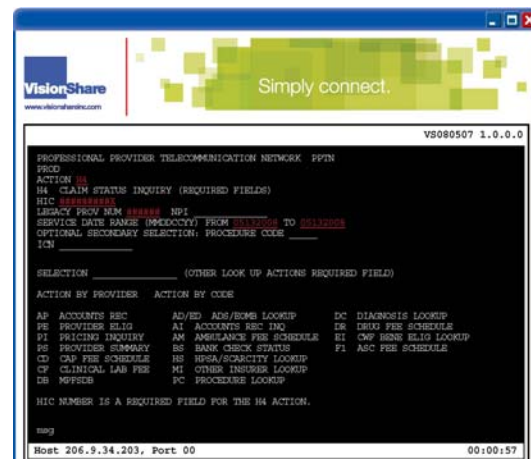
A: The price is a flat rate depending on the service you select and on the number of services and users. We accept most major credit cards and electronic transactions from checking accounts. There are no additional usage fees. With our approach, you can use the Site as much, and as often as you need – at any time of the day or night – for the same flat fee. A user is defined as one worker, assigned his or her own Digital Certificate, installed on one computer. Please contact us for pricing for your needs.

Service Options

PPTN Access

Access the Professional Provider Telecommunications Network (PPTN), which gives you **REAL-TIME access** to Medicare information including:

- Detailed beneficiary eligibility and most Medicare Supplemental Insurance Plan coverage
- Claims status
- Diagnosis & procedure codes
- Payment information
- Accounts receivable
- Bank check status



HETS Access

Access your Medicare Administrative Contractor to:

- Verify a summary of Medicare eligibility through HIPAA Eligibility Transaction System (HETS) – good for admitting departments and ambulatory services
- Verify most Medicare Supplemental Insurance Plan coverage

Send Claims and Receive Remits

Access your Medicare Administrative Contractor to:

- Send claims and receive remits
- Obtain reports



Q. Is the flat rate per NPI, for example, or something else?

A: The flat rate is per workstation (i.e., per Digital Certificate installed on one computer). Claims for multiple NPI's can be sent from the single computer. Multiple Digital Certificates with access to the same Provider account may be purchased. Please call for current pricing.

Creating Claims / Practice Management Software Information

Q. Does your solution create claim files?

A: No, you use Secure Exchange Site to quickly and securely send the claim files you create in your practice management system or a billing software like PC-ACE Pro 32. Secure Exchange Site is a great complement to your existing practice management system.

Q. What if I don't have software to create a claim file?

A. If you do not have software to create a claim file, your Medicare contractor offers free software called PC-ACE Pro 32, which you can use to create the claim files that you will then send to your contractor using Secure Exchange Site.

Q. Does your software work with PC-ACE Pro 32?

A: Yes; claims created in PC-ACE are supported. After you sign up we will provide you with simple instructions to launch the Secure Exchange Site portal from PC-ACE

Q. Will Secure Exchange Site work with my practice management system software?

A. Yes, the process is quite similar. You locate the claims file created by your software and upload it to Secure Exchange Site. Similarly, for receiving reports or remits, the files are delivered to you on the Site and you download them to your computer for further handling.

Q. Does my software vendor know about *VisionShare*?

A. We are working with many software vendors who are quite impressed with how Secure Exchange Site eliminates almost all of the complexities of the current dial-up environment. We encourage providers to contact their software vendors to verify that *VisionShare* is the preferred high-speed Internet alternative to dial-up. If you prefer, contact *VisionShare* at 612-460-4387 and give us your vendor's contact information. We will make sure they are comfortable that the service is fully operational with their software.