



The “Bridge”

Version 16.0

Installation & Operating Manual

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Introduction

Thank you for choosing SoftRix Corporation as your claims processing vendor and clearinghouse. We appreciate your business and are determined to provide you the best service and support possible.

The purpose of the SoftRix Bridge is to capture insurance claims generated by practice management systems and format them so they may be submitted electronically.

More specifically, as your practice management software begins to print an insurance claim it is re-directed to a specially configured file and saved on your computer's hard disk. The SoftRix Bridge can then be used to edit, print, and transmit your claims. Concurrently, any messages from the electronic claims system (SoftRix, clearing-house, insurance companies, etc.) are returned to you and these messages and reports can be printed using the SoftRix Bridge.

This electronic claims submission process will reduce the per claim cost of submission and speed up the payment process from the insurance companies.

*****A word about Reports*****

SoftRix support will always be available to assist you with any claims problems or report questions you may have. However, we would like to take a moment to give a word of caution and stress the importance of reading the reports the Bridge generates for you.

These reports have been designed to assist you in managing and tracking your claims status. SoftRix can assist you in finding and correcting problems, but we are unable to assist you if they are more than 60 days old.

Therefore, to insure appropriate processing, it is your office's responsibility to generate and use your reports on a regular and timely basis. SoftRix will not be held responsible for unpaid or rejected claims; it is the responsibility of the provider's office to monitor the claims reports to insure payment.

Installation

Requirements

1. An IBM compatible computer system, with 640 KB of RAM, running on DOS version 5.0 or higher or any Microsoft Windows operating system. Networks using Novell NetWare are also supported. Other networks may work, but have not been tested by SoftRix.
2. Physical hard disk with 40MB free space.
3. Printer, Monitor, Phone line for Modem (i.e. Hayes compatible modem) of any baud rate.

Your practice management software must print your insurance claims to one of the three parallel printer ports, or be able to re-direct the output to a file name specified by SoftRix.

Installation Instructions

The SoftRix Bridge is simple to install. However, because there are special system configurations, (multiple databases, network setup, etc.) call SoftRix technical support if you have any questions 800-366-5477 x225.

For DOS:

1. Make sure you are in the root directory of the physical hard disk where the SoftRix Bridge is to be installed. From the DOS prompt type; cd\ and hit the enter key.
2. Insert the SoftRix Bridge installation disk into the disk drive.
3. Type a:a (for the a drive) or b:b (for the b drive).
4. Follow the directions on the screen. When complete, call SoftRix technical support to configure site identification file and communications 800-366-5477 x225.

For Windows:

1. Open a DOS window by clicking the Start button, highlighting Programs, then clicking on the MS-DOS Prompt.
2. Insert the SoftRix Bridge installation disk into the disk drive.
3. Type a:a (for the a drive) or b:b (for the b drive).
4. Follow the directions on the screen, when complete call SoftRix technical support to set up a shortcut icon, configure site identification file and communications 800-366-5477 x224.

*See Appendix A for more detailed installation instructions.

Instructions

Capture

If your practice management software **does not** have the capability to re-direct the insurance claim output to a file, then you will need to follow these instructions. Otherwise, follow the directions under **re-direct**.

The SoftRix capture program, when it is enabled, will capture **any** print job that would normally go to the printer. **Therefore, the capture program should be enabled only when insurance claims are ready to be printed and disabled as soon as the claims printing is complete.** Otherwise, you may end up with a print job in the claims file (reports, walk-out statement, etc.) that will cause errors during the edit process.

These instructions should be followed for each workstation that is going to process insurance claims.

1. Before entering your practice management software, you must start the capturing program.

For DOS: Change to the drive letter where SoftRix is installed. Then, change to the SoftRix directory by typing `cd\softrix` and hit the enter key. At the SoftRix prompt type `kisscap` and hit the enter key.

For Windows: Since capturing using Windows involves a high degree of technology, call SoftRix technical support 800-366-5477 x224 for instructions.

Re-Direct

If your practice management software has the capability to re-direct the printed insurance claims to a file, then you should follow the instructions of your software and enable this feature for each workstation that will process claims. You **DO NOT** need to follow the instructions under **Capture** if your software can re-direct output to a file.

If your practice management software cannot specify a unique path and filename for the output file, then the file will have to be moved and renamed. SoftRix will assist you to setup a simple solution for this situation. If your practice management software can specify the path and filename then type the drive letter where SoftRix is installed. The file name is srx-000, the extension is determined by the type of claims you are sending.

(See Examples below)

Examples: c:\softrix\srx-000.hcf for Professional (MEDICAL) HCFA 1500 claims

c:\softrix\srx-000.u92 for Institutional (HOSPITAL) UB04 claims

c:\softrix\srx-000.ads for dental claims

c:\softrix\srx-000.stm for electronic statements

Using the SoftRix Bridge

Using the SoftRix Bridge is basically a four-step process. Create the claim file on your practice management software, then edit, transmit, and run reports using the SoftRix Bridge. SoftRix can accept claims 24 hours a day, seven days a week. We recommend that you transmit once per day for keeping reports organized, but you are not limited to one transmission a day.

Starting the SoftRix Bridge

For DOS: Exit to the DOS prompt, change to the SoftRix directory, type "kiss" to start the program.

```
Example: cd\softrix [enter]
          kiss [enter]
```

For Windows: From the Windows Desktop double-click on the SoftRix Bridge icon.

Warning Message

This message warns you that the SoftRix Bridge requires exclusive use of the insurance claim files. If this message is ignored you may **lose** claims! To continue, type the letters "ok."

***Some of the following information is contained in the SoftRix Bridge Quick Reference Guide.**

Edit claims

To begin the edit process hit the "E" key, there are several options you have during the edit.

* Upon entering the SoftRix Bridge you should see "claims pending" highlighted in RED next to the Edit box. If you do not see "claims pending" in RED next to the Edit box, the claim file was not created correctly. You can exit SoftRix and try following Step 1 again, or call SoftRix Technical Support at 800-366-5477 x224.

F1- To process all claims

This will move through the claim file automatically for you. When the file is complete a black screen will appear with the total breakdown of your claims. Hit the Enter key to accept the edit, or hit escape to undo the edit and start over again.

Space Bar

By hitting the Spacebar, you can move through the claim file one claim at a time. You would use this process if you have a claim in the file to delete or if there is a claim in the file you want to force to print to paper.

Delete Key

If there is a claim in the edit file that you do not want to process it can be deleted. Use the spacebar to get the claim on the screen, once it is there simply hit the delete key. The system will ask you to confirm the deletion by hitting the letter "X."

Enter Key

By hitting the Enter Key the system will force the claim that is on the screen to print to paper on your local printer.

Escape Key

The edit process can be aborted at any time by hitting the Escape Key. This will take you back to the main Electronic Claim screen. You do not lose any claims that are in the file.

*When the edit process is complete, you will see a black screen that will have the breakdown of the claims and the total number of claims in the file. Hit the Enter key to accept the edit, or hit the Escape key to abort the edit and begin again.

Transmit Claims

When the edit process is complete you will see highlighted in RED "claims pending" next to the Transmit box. This means the claims are ready to send to SoftRix, make sure your modem and modem phone line are ready and hit the letter "T" to transmit.

Printing Reports

Hit "R" for Reports, "T" for Transmitted.

You will see a Print Unprinted Reports window, press the Enter key. (This marks the report but nothing should print on the printer)

Hit "R" for Reports, "T" for Transmitted.

This time you will see a window with a "D" for display and the date range. Change the "D" for display to a "P" for print by hitting the "P" key. Then hit the Page Down key. The report will print.

*The Transmitted Report will show date, patient name, insurance company and dollar amount of each claim that was sent to SoftRix.

Hit "R" for Reports, "R" for Received.

You will see a Print Unprinted Reports window, press the Enter key. The report will print.

*The Received Report will show the status of the claims. The Received Report has three separate parts:

1. Acknowledgement Report-Shows that SoftRix received claim and how it was processed.
2. Accepted Claims-Shows claims, by provider, that were accepted for processing.
3. Rejected Claims-Shows claims, by provider, that could not be processed because of an error in the data. These claims should be corrected and re-submitted.

The Received Reports are usually 24 hours behind the time of submission. The report is picked up automatically the next time claims are sent to SoftRix. If you only send claims periodically, wait at least 24 hours before going back into the SoftRix Bridge and hitting the "T" key to transmit. Even if there are no claims to send, this will connect you to SoftRix and pick up any Received Reports that are available.

*If you get an error message when trying to print, check to make sure your printer is ready (online, has paper, etc.). Otherwise, call SoftRix Technical Support at 800-366-5477 x224.

P – Purge Reports

SoftRix automatically purges your old report files when they are more than 180 days old. However, you may wish to purge report files in special circumstances. To manually purge files select **P** and then enter the number of days. SoftRix recommends that you only delete files more than 90 days old.

S – Set-up

Use the Set-Up section for printer assignment and entering printer control codes. The SoftRix Bridge will support up to three parallel printers; LPT1, LPT2, and LPT3.

F1 - Printer Assignment

Form - Enter A,E,F or G depending upon which form you want to assign.

Printer - Enter any number from 0 to 9.

0 = Disabled	5 = KISS5.DAT
1 = LPT1	6 = KISS6.DAT
2 = LPT2	7 = KISS7.DAT
3 = LPT3	8 = KISS8.DAT
4 = KISS4.DAT	9 = KISS9.DAT

4 through 9 are files in the \softrix\data directory that can be printed later or to a disk etc.

Indent - Generally this is left blank. It can be used to indent the form to the right.

F3 - Printer Control

This is used to enter printer control codes for unique printer setup. Leave blank unless otherwise directed by SoftRix technical support.

F10 - Exit to main Electronic Claim Screen

F12 - SoftRix Help Screen

Support

You can contact SoftRix Technical Support at 800-366-5477 x224.

Mailing address: SoftRix Corporation
P.O. Box 920
Zephyr Cove, NV 89448-0920

Internet address: www.softrixcorp.com

Appendix A - Installation and Setup

1. The standard installation makes a directory from the root called \softrix. Under the \softrix directory are three other directories; \softrix\cte, \softrix\data and \softrix__help. If you wish to place the files in a non-standard directory, install as directed, then move all SoftRix files and sub-directories to the directory of your choice. Also, if you have installed SoftRix, in a non-standard directory, you will have to designate the system variable to SoftRix. To do this, use the DOS or network SET command and set SoftRix=[drive:]\..\softrix.

Example:

```
set softrix=d:\apps\softrix
```

2. To avoid having to change to the \softrix directory to run the SoftRix Bridge from DOS, put \softrix in the path statement of the autoexec.bat file or in the map statement of the user login script of a Novell network.

3. For DOS, make sure there is a statement in the config.sys file that sets files to at least 30. [files=30]

4. If you have the SoftRix Bridge installed in a non-standard fashion, then the capturing command must be edited. This command line has two functions; it sets the path and the printer number to be captured.

Default: \softrix\kisscap.bat \softrix\srx-000.cap p1

Non-standard installation example: \apps\softrix\kisscap.bat \apps\softrix\srx-000.hcf

The default printer for capturing is LPT1. If you are going to capture from another printer then you must reset the default printer as follows:

From the c:\softrix prompt type: cap # aaa , then hit the enter key.

where the # is from 1 to 3

and the **aaa** denotes the form type

1 = LPT1

hcf = HCFA 1500

2 = LPT2

ub9 = UB 04

3 = LPT3

ads = ADS (dental form)

*If the SoftRix Bridge is setup in a non-standard format, call SoftRix technical support for instructions.

If you have more than one workstation sending insurance claims to the raw data file on a network, then you will need to copy the \softrix\kisscap.bat file to their home directory, edit the file, and have the workstation execute it before they enter the practice management software. Since there is a myriad of configurations to do this, call SoftRix technical support for definitive instructions.

The portion of the \softrix\kisscap.bat file for each workstation that will be edited is the file output name srx-000.cap. At the present time, the SoftRix Bridge can process up to ten different raw data files. They range from srx-000.cap to srx-009.cap. **No two workstations can use the same file number.**

The default installation displays the multi-user-warning message. If you have only one computer you may remove the warning message. At the c:\softrix prompt type **kissu**.

If you are using a monochrome monitor and have trouble with the screen refreshing properly after using the SoftRix help screens, then you will need to set your SoftRix Bridge to the monochrome version. Change to the \softrix directory, then type **kissmono**. To re-install the color version of the SoftRix Bridge type **kisscolr**.