

WEBSITE

www.pcesecure.com/casper

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CASPER System Support

CHelp@centrawellness.org

(231) 882-2155

Typical Response Time: Monday-Friday between 8 AM-5 PM

For reporting issues, please provide the following information, if applicable:

- User Name
- Client ID
- Screen (upper right corner)
- Section
- Steps you took and what happened
- Screen shots are helpful as well

All authorization/contract information is still handled by our CAPS department. Our IT department handles tech support items and those should go through the CASPER Help e-mail.

Also, we require that any confidential information (client identifying or confidential text or images in the e-mail) be sent to us securely. We use a system called Zix for this. You must set up an account in order to view/send attachments. Below is the link to the instructions and information about Zix:

<http://www.uapguide.com/centra-wellness-network/customer/introduction>

This is the link to set-up a Zix account:

<https://web1.zixmail.net/s/login?b=centrawellness>

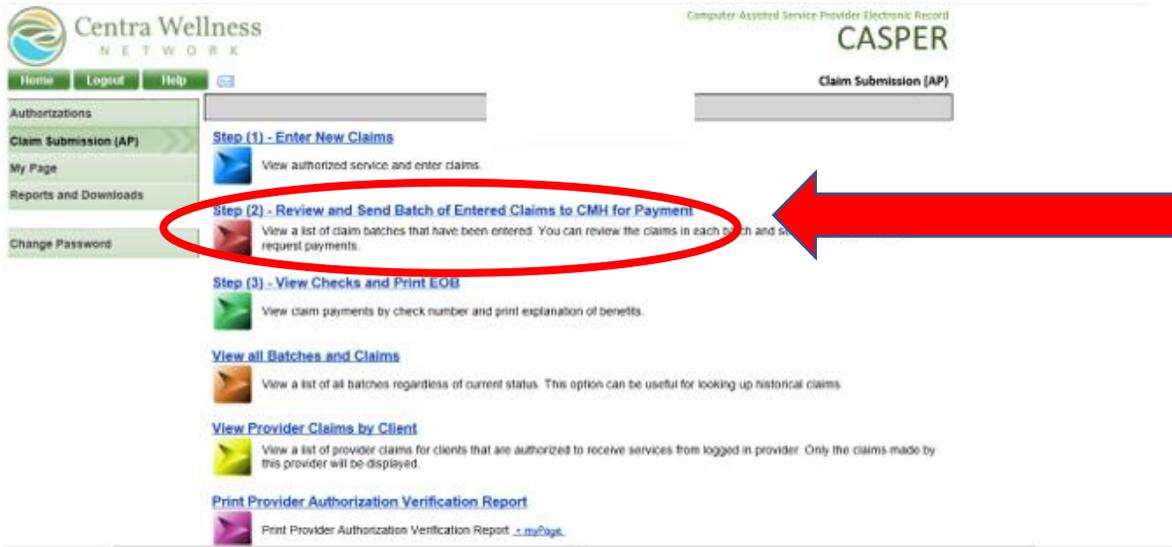
Contract providers must provide a signed CASPER system user access request prior to utilization. Once this has been submitted, you will be notified of the login information.

We look forward to working with you!

Sincerely,

CASPER Help

VIEW/CORRECT/DELETE CLAIMS IN BATCH



Computer-Assisted Service Provider Electronic Record
CASPER
Claim Submission (AP)

Home | Logout | Help

Authorizations

Claim Submission (AP)

My Page

Reports and Downloads

Change Password

Step (1) - Enter New Claims
View authorized service and enter claims.

Step (2) - Review and Send Batch of Entered Claims to CMH for Payment
View a list of claim batches that have been entered. You can review the claims in each batch and request payments.

Step (3) - View Checks and Print EOB
View claim payments by check number and print explanation of benefits.

View all Batches and Claims
View a list of all batches regardless of current status. This option can be useful for looking up historical claims.

View Provider Claims by Client
View a list of provider claims for clients that are authorized to receive services from logged in provider. Only the claims made by this provider will be displayed.

Print Provider Authorization Verification Report
Print Provider Authorization Verification Report - myPage.

For Batch Dates: thru

Batch Number:

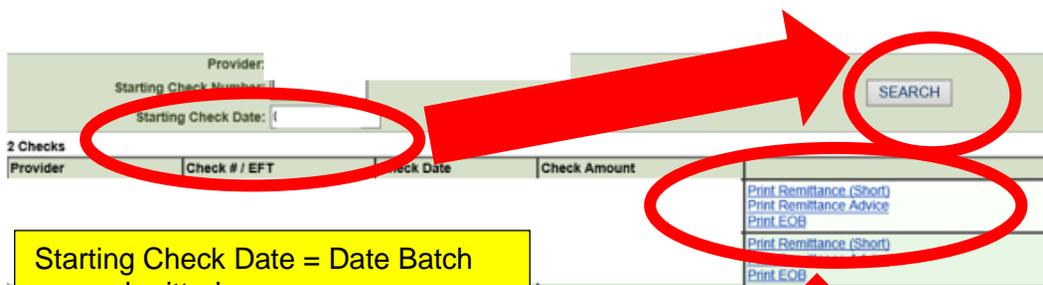
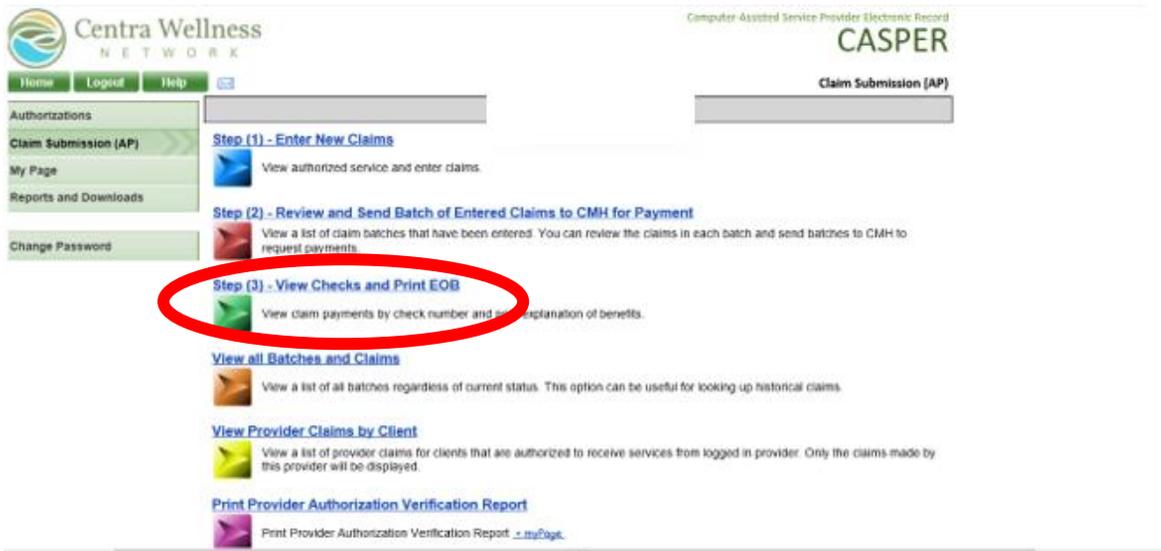
2 Claim Batch(es) - Ready

Batch Number	Billing Provider	Batch Date	Claims	Total Billed/Payable	
					View Claims in Batch Adjudication Report Submit Claims to CMH View Batch Info
					View Claims in Batch View Comments Adjudication Report Submit Claims to CMH View Batch Info

1 Claim(s)

Claim Type	Claim #	Billing Provider	Service Provider	Client Account #	Service Date Range	Total Billed/Allowed/Paid	
HCFA-1500							View Change Delete

VIEW CHECKS AND PRINT EOB



Starting Check Date = Date Batch was submitted

Choose Print Option

VIEW ALL BATCHES AND CLAIMS

Batch Status: All Unsent / Data Entry Sent to CMH for P
 Approved for Payment GL / Paid

For Batch Dates: thru Enter Batch Dates:

Batch Number:

3 Claim Batch(es)

Batch Number	Billing Provider	Batch Date	Batch Status	Claims	Total Billed/ Payable	
			Claim Data Entry	1		View Claims in Batch View Comments Adjudication Report View Batch Info
			Paid / Sent to GL	2		View Claims in Batch Adjudication Report Print EOB View Batch Info
			Claim Data Entry	1		View Claims in Batch View Comments Adjudication Report View Batch Info

Adjudicated - Pending Approval



Batch Status =
 Claim Data Entry = has not been submitted to CWN
 Paid/Sent to GL = Payment has been made
 Adjudicated – Pending Approval – Claim is being processed by CWN

VIEW PROVIDER CLAIMS BY CLIENT

- Claim Submission (AP)**
- [Step \(1\) - Enter New Claims](#)
View authorized service and enter claims.
 - [Step \(2\) - Review and Send Batch of Entered Claims to CMH for Payment](#)
View a list of claim batches that have been entered. You can review the claims in each batch and send batches to CMH to request payments. [_myPage](#).
 - [Step \(3\) - View Checks and Print EOB](#)
View claim payments by check number and print explanation of benefits. [_myPage](#).
 - [View all Batches and Claims](#)
View a list of claim batches and their current status. This option can be useful for looking up historical claims. [_myPage](#).
 - [View Provider Claims by Client](#)
View a list of provider claims for clients that are authorized to receive services from logged in provider. Only the claims made by this provider will be displayed. [_myPage](#).
 - [Print Provider Authorization verification Report](#)
Print Provider Authorization Verification Report. [_myPage](#).
 - [List of Place Of Service Codes](#)
View list of valid Place Of Service Codes used for HCFA-1500 Claim Entry. [_myPage](#).

Select a Client Record

Please type in client's Case #, or Last name and First Initial and press SEARCH to locate the client. You may wish to use a partial name if you are not sure about the spelling.

If you cannot find the client by name, you may search on SSN, DOB, and/or Medicaid ID # - the greater the number of criteria entered the more accurate is the search.

Last Name	First Name	AKA or Other Information	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Case #	Medicaid ID	Birth Date (mmddyy)	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	
SSN	<input type="checkbox"/> Open Cases Only		<input type="button" value="SEARCH"/>
<input type="text"/>			

1 Client

Last Name	First Name	Case #	Case Holder	DOB	SSN	Status

Provider:

Client:

For Dates: x thru

Claim Number:

Claim Type:

- All Claims
- Inbound Claims
- Outbound Claims
- Outbound Commercial
- Encounters Only

0 Claim(s)

Claim Type	Claim #	Billing Provider	Service Provider	Client Account #	Service Date Range	Total Billed/ Allowed/ Paid

Provider:

Client:

For Dates: thru

Claim Number:

Claim Type:

- All Claims
- Inbound Claims
- Outbound Claims
- Outbound Commercial
- Encounters Only

2 Claim(s)

Claim Type	Claim #	Billing Provider	Service Provider	Client Account #	Service Date Range	Total Billed/ Allowed/ Paid

PRINT PROVIDER AUTHORIZATION VERIFICATION REPORT

- Claim Submission (AP)
- [Step \(1\) - Enter New Claims](#)
View authorized service and enter claims.
 - [Step \(2\) - Review and Send Batch of Entered Claims to CMH for Payment](#)
View a list of claim batches that have been entered. You can review the claims in each batch and send batches to CMH to request payments. [+ myPage](#).
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Print Provider Authorization Verification Report [+ myPage](#).
 - [List of Place Of Service Codes](#)
View list of valid Place Of Service Codes used for HCFA-1500 Claim Entry. [+ myPage](#).

Purpose: Find authorization

Provider Authorization Verification Report

This report displays a list of all authorizations that are open or expired in the given date range by the selected provider. If no provider is selected, this report will be generated for all providers.

Panel Type:

Provider:

Date Range:

Print Format: PDF Excel

Once the file has been generated, you can access it by clicking on the message icon at the top of the screen.

Generate Report

Provider Authorization Verification Report

This report displays a list of all authorizations that are open or expired in the given date range by the selected provider. If no provider is selected, this report will be generated for all providers.

Panel Type:

Provider:

Date Range:

Print Format: PDF Excel

Once the file has been generated, you can access it by clicking on the message icon at the top of the screen.

Your request is being processed. [Click here](#) to continue.

Back
Home
Logout
Help

CASPER System Message 10:35 AM
 Provider Authorization Verification Report (PDF) (Services)

Provider Authorization Verification Report

Provider	Name	Case #	DOB	HCPCS Code Description	Auth #	Total Units	Unit Type	Auth Approve Rate Date	Effective Date	Expiration Date	Primary Insurance	Eligibility