



HEALTH FOCUS
MEDICAL SOLUTIONS

MediSwitch Configuration and Training Guide

REQUIRED FILES

Before attempting to activate Mediswitch, please ensure that you have the following files:

- Message.cfg (must be in the directory where Health.exe is running from)
- NCPDP error codes
- DUR codes
- MSMatrix
-

The practice is also required to use Medprax, as the Mediscor activation codes come from their update.

MEDISWITCH CONFIGURATION

Click on **Utilities | Setup Parameters**

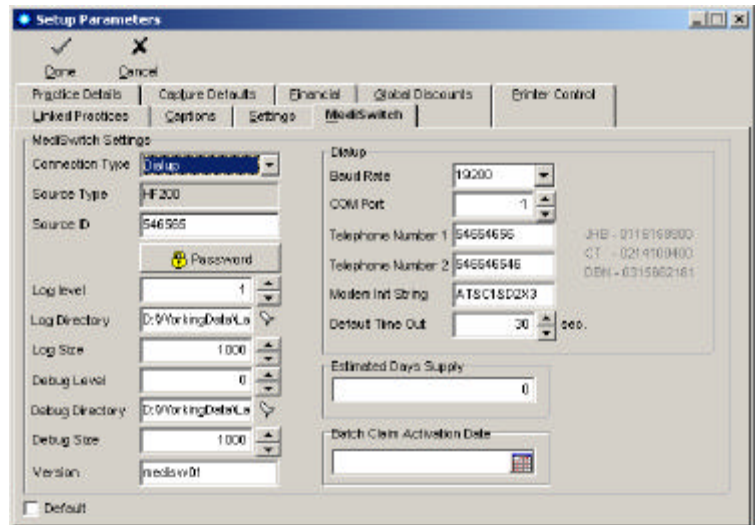
Click in the settings tab

Click in the check box marked '**Active MediSwitch**'

Click on the MediSwitch tab

There are 3 different types of configuration, depending on the type of connection you will be using:

- Modem (preferably a 56K Robotics or similar quality of another brand). If in a remote area, use Easy Access. If you use ISP, check IP settings have been configured correctly
- Radio Pad.
- Permanent connection (i.e. Diginet), or use the ISP option. However check that the IP settings have been configured correctly.



SYSTEM SETTINGS

Activate the Settings tab from Utilities | Setup Parameters, and select the Settings Tab. Check the option ON to activate MediSwitch.

The screenshot shows the 'Settings' tab in a software application. It is divided into three main sections: 'General', 'Dispensing / Stock', and 'Patient Transaction'. In the 'Patient Transaction' section, the 'Activate MediSwitch' checkbox is checked and highlighted with a red arrow pointing to it from the left.

Section	Option	Status	
General	Auto Execute QEDI Comms	<input type="checkbox"/>	
	Ftp Update	<input type="checkbox"/>	
	Check Pathology Mail	<input type="checkbox"/>	
	Update Rams with Ftp Update	<input type="checkbox"/>	
	Modify Consultation	<input checked="" type="checkbox"/>	
	Patient Pays Services Excess	<input type="checkbox"/>	
	Specialist Anaesthetist	<input type="checkbox"/>	
	Debit Orders	<input type="checkbox"/>	
	Check Valid ID Number	<input checked="" type="checkbox"/>	
	None SA EDI	<input type="checkbox"/>	
Dispensing / Stock	Show only Stock with Stock	<input type="checkbox"/>	
	Show only Stock with Formu	<input type="checkbox"/>	
	Script Required	<input checked="" type="checkbox"/>	
	Confirm Script Billing	<input type="checkbox"/>	
	Never Script Billing	<input type="checkbox"/>	
	Warn Stock Below Min	<input type="checkbox"/>	
	Halt Disp if no Stock	<input type="checkbox"/>	
	Hide Selected Stock Items	<input checked="" type="checkbox"/>	
	MMAP Active	<input type="checkbox"/>	
	Patient Transaction	Confirm Doctor	<input type="checkbox"/>
Show First Dependant		<input type="checkbox"/>	
Post Anaesthetic Separately		<input checked="" type="checkbox"/>	
Time - Ask For Minutes		<input checked="" type="checkbox"/>	
Add ICD-10 Description To N		<input type="checkbox"/>	
Activate MediSwitch		<input checked="" type="checkbox"/>	
Apply New Prices to Repeat		<input type="checkbox"/>	
Activate MediKredit		<input checked="" type="checkbox"/>	

DOWNLOADING THE MEDISWITCH DESTINATION ID'S

Click on **Utilities | Downloads**

Click in the check box marked '**MediSwitch Destination ID's**'
Make sure that all the other check boxes are un-checked or blank

Click on '**Start**'

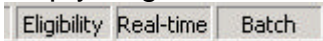
This will download and extract the MediSwitch Matrix, which contains the details of which medical aids can use which services. In future this will be downloaded automatically when required by the system.

The screenshot shows the 'Program Downloads' window. It has a 'Start' button and a 'Stop' button. Under 'Practice Type', '14 General Practitioner' is selected. In the 'MediSwitch Service' section, 'Update Medical Aid Files' is checked, and 'MediSwitch Destination ID's' is also checked and highlighted with a red arrow. Other options like 'Update Formulas', 'Update Medicines', and 'Update Materials' are unchecked.

DETERMINING WHICH SERVICES ARE AVAILABLE TO YOU PER PATIENT

In the patient file and the transaction screen:

Look at the bottom right hand side of the status bar and you will see which services are available to that patient. If a service is not available to a particular patient that particular status box will be empty. E.g. if batch claims is the only service available, 'eligibility' and 'real-time' will not appear.



PERFORMING AN ELIGIBILITY CHECK

You must be in the Patient file with the correct patient as the active patient.

- Click on **EDI | MediSwitch Eligibility Check**
- You will be asked to confirm your check, click on **'Yes'** to continue:
- A status screen will appear detailing the various processes:
- A result will appear, if the connection was made. If not, you will receive an error message

SENDING A REAL-TIME CLAIM

If a transaction can be claimed **'real-time'**, as soon as you post the batch,. You will be asked whether you want to send your claim now. Click on **'Yes'** to send the claim **Now**. If you click **'Yes'**, the status screen will appear, and then the result.

CREATING AND SENDING A BATCH CLAIM

Click on **EDI | MediSwitch | Prepare Batch Claims** at which point you will be asked to confirm your choice.

- Click on **'Yes'** to proceed with creating the batch
- Click on **'No'** to cancel the batch creating process

Once the batch has been created successfully, a success message will be displayed.

- Click on **EDI | MediSwitch | Submit Batch Claims**
- Click on **'Yes'** to continue, and **'No'** to abort the transmission

The communications screen will appear, followed by the result. **Please read these results before closing the screen.**

RECEIVING YOUR RESPONSE FROM MEDISWITCH FOR TRANSACTIONS STORED, AND THEN FORWARDED TO THE MEDICAL AIDS.

MediSwitch will store claims, when the Medical Aids system is **'down'**, the Medical Aids who cannot receive electronic claims, and those who require one batch per day containing all the

providers transactions. These lie under the **'Pending'** tab of your **'View transactions screen'** until they have been responded to.

MediSwitch will then send a MSCONFIRM back to the practice with forwarding details, i.e. was the claims successful or rejected and for what reason. Health Focus will then move the transactions to the correct tabs within the view transactions screen

- Click on **EDI | MediSwitch | Get Work**
- The connection will be made, and the MSCONFIRM downloaded.
- If there is a MSCONFIRM available, it will be downloaded, and the following message will appear
- If there was no MSCONFIRM available, the failure reason will be displayed.

DEALING WITH UNSUCCESSFUL CLAIMS

Unsuccessful claims are claims that could not be transmitted successfully, due to incorrect information or technical problems. These claims will lie in the **'all unsent'** tab on the **'view MediSwitch claims'** screen.

Click on the claim line and then on the 'view result' button. The reason for the unsuccessful claims will be displayed

Take the necessary action, depending on the error message.

CORRECTION AND RE-SENDING MEDICAL AID REJECTIONS

A medical aid rejection is a claim which has been successfully sent, but which the medical aid has rejected for a specific reason. These claims require human intervention to gather the correct information, which must then be corrected and reclaimed.

- Correct the details in the patient file if applicable. E.g. invalid date of birth
- Journal the transaction off (post a journal credit or journal debit) and re-enter them if applicable. E.g. the tariff code was incorrect, or the wrong account was debited.

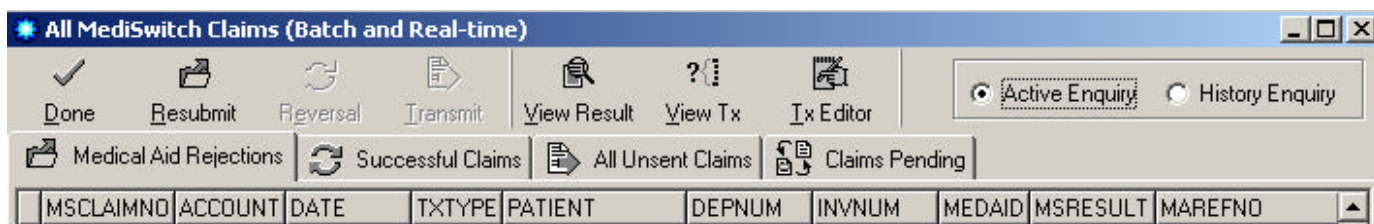
If the transaction has not been printed to a daybook, you may use the 'Tx Editor' button on the 'view MediSwitch claims' screen

- Click on **EDI | MediSwitch | View MediSwitch Claims**
- Click on the **'Medical Aid Rejections'**
- Click on the **'Resubmit'** button
- Click on the **'Yes'** on the confirmation window

VIEW TRANSACTION SCREEN

The screen consists of 4 tabs.

- Medical Aid Rejection
- Successful Claims
- All Unsent or Unsuccessful Claims
- Claims Pending



Medical Aid rejections

See the section titled '**Correcting and re-sending Medical Aid rejections**'

Successful Claims

These are claims that have been accepted for processing by the Medical Aid
You have the option to reverse a claim, by clicking on the '**reversal**' button.

All unsent

These are claims which, have either not been sent yet, or which were unable to be sent due to a given error. You have the option to 'transmit' a claim from this screen, if it can be claimed 'real-time'. If not, then you will have to follow the instructions for sending a batch.

Claims pending

These are claims which have been sent in a batch, but which have been stored with MediSwitch. MediSwitch will forward them to the Medical Aids. You will receive a response back from MediSwitch with details of the delivery to the Medical Aids. You have the option to resubmit a claim from this screen using the 'resubmit' button.

ADDITIONAL BUTTONS ON THIS SCREEN

View Result

Click here to view then result of the submission
This will show you the error message of the claim
if it was unsuccessful.

View Tx

Click here to view the actual claim showing the actual
Tariff code, narrative etc.

Tx Editor

Any transactions which have not been printed to a daybook,
Can be altered using this button. E.g. patients name

You also have the option to view history transactions from this screen

REVERSING A CLAIM

- From the main menu click on Edi | Mediswitch | View Mediswitch claims.
- Click on the successful claims tab. Highlight the line you need to reverse, and click on the reversal button.

