

NEA – PRACTICEWORKS

(Updated 12/17/2015, 01/05/2016, 05/22/2017)

NEA (National Electronic Attachment) is a company that enables providers to transmit x-rays, operative reports, photographs, copies of primary insurance information and other attachments for insurance companies to view in support of electronic claims.

The attachment is not literally sent with the claim data, but is transmitted to NEA's clearinghouse before the claim data is transmitted from SoftDent. After receiving the attachment, NEA then returns a reference number to SoftDent which is added to the claim data. When the claim data is received by the insurance company, the NEA reference number is used by the insurance company to access the associated image on NEA's secure site.

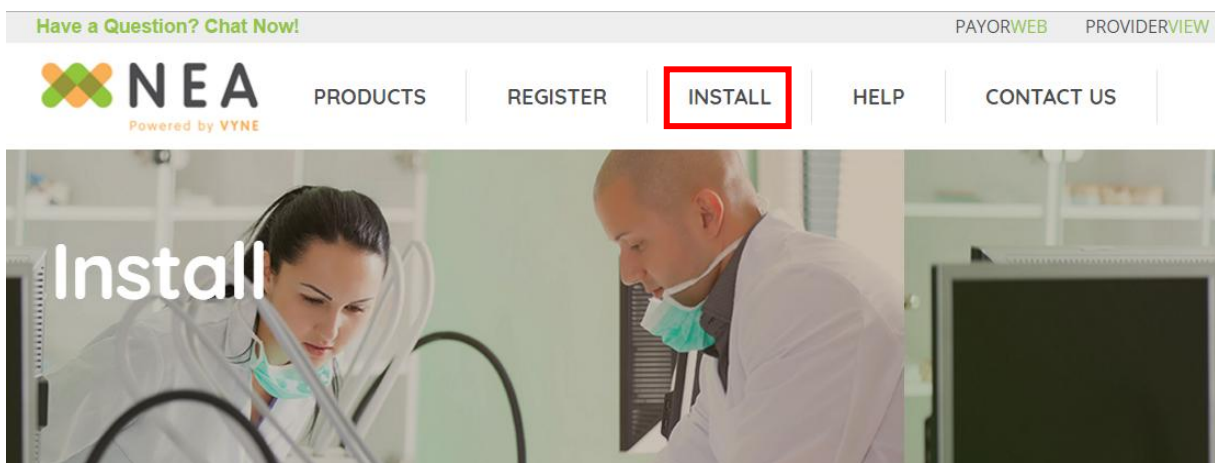
In order for a practice to accomplish this, they need to first sign up with NEA directly, (1-800-782-5150, www.nea-fast.com), download the latest version of their FastAttach client software program and update the insurance company listings in SoftDent with the exclusive NEA payer IDs.

Note that at this time (Q4/2015), the Fast Attach client program needs to be installed on each computer the office wishes to use for transmitting attachments.

- NEA does handle enrollment, initial setup and training for a client new to their services, but below is a description of the setup process if needed.

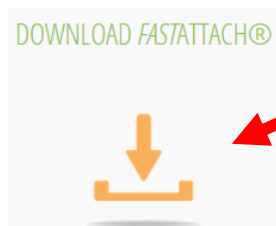
First, the FastAttach client program needs to be downloaded & installed.

It is available at <http://www.nea-fast.com/install/>



Download *FastAttach*® for Dental

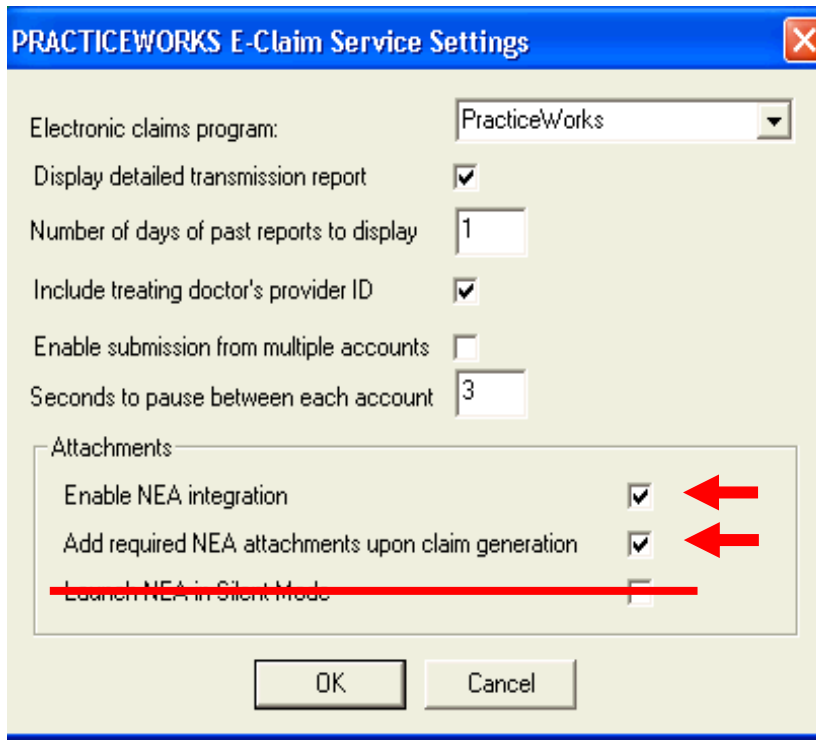
Click Install (above), a new page will appear (below) click Download *FastAttach*®



Once downloaded and installed, PracticeWorks will need to be enabled to use NEA.

To enable NEA integration in PracticeWorks (7.0.5 and later):

- a. Navigate to Start / All Programs / PracticeWorks Software / Configuration of PracticeWorks.
- b. Choose **Setup > PracticeWorks E-Claim Service Settings**
- c. Check the **Enable NEA integration** and **Add required NEA attachments upon claim generation**.
- d. **DO NOT** check the **Launch NEA in Silent Mode**.



- e. Click **Ok** and close the configuration screen.

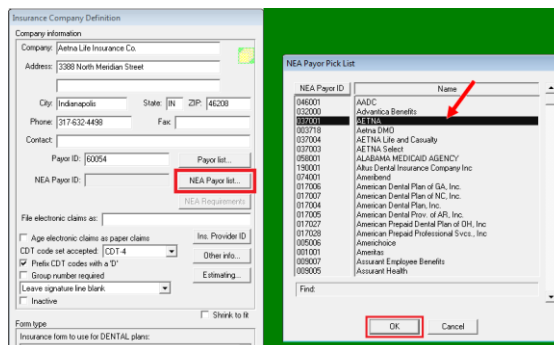
Setup Insurance Companies

1. Individually – Per Insurance Company

Note the insurance company listing for the patient whose claim is affected.

Click Lists > Insurance Companies **OR** browse from the patient's clipboard (Click Insurance button next to the clipboard > Click View or View Plan button in Insurance Information > Click Select next to Insurance Company listed at the bottom of the Plan > Click Edit on the highlighted company on the list to open the definition screen.)

2. Click the **NEA Payor list...** button on the Insurance Company Definition screen to open the NEA Payor Pick List.



NOTE: DO NOT RUN THE UPDATE NEA PAYOR IDs IN PRACTICEWORKS UTILITIES!!!



This adds an “N” to the NEA payor ID listed in any insurance company with a NEA payor id. The workaround is to manually remove the unneeded “N” from the NEA Payor ID field on the Insurance Company Definition screen of each affected Insurance Company.

If the utility has been run:

1. Remove the entry from the (eServices) "Payor ID" field, which is located immediately above the "NEA Payor ID" field on the Insurance Company Definition Screen.
2. Once the entry is removed from the "Payor ID" field, click inside the "NEA Payor ID" field. Its entry will automatically be removed.

NOTE - An office cannot have an NEA Payor ID WITHOUT a Payor ID (from Insurance). Therefore, as soon as the Payor ID is removed, the NEA Payor ID will also be removed and will become grayed out.

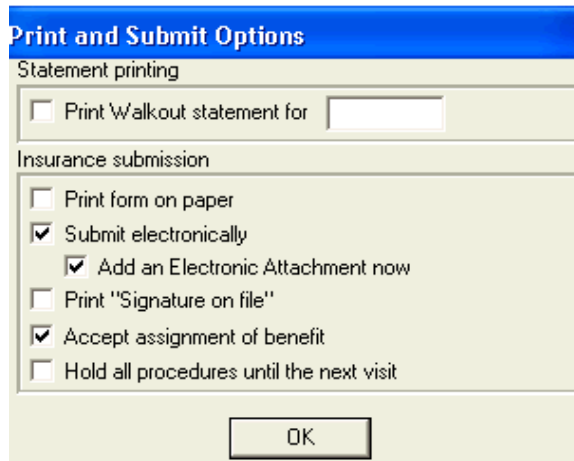
3. Re-enter the eServices Payor ID into the "Payor ID" field.
4. Click [OK] to save the change.

Preparing Attachments:

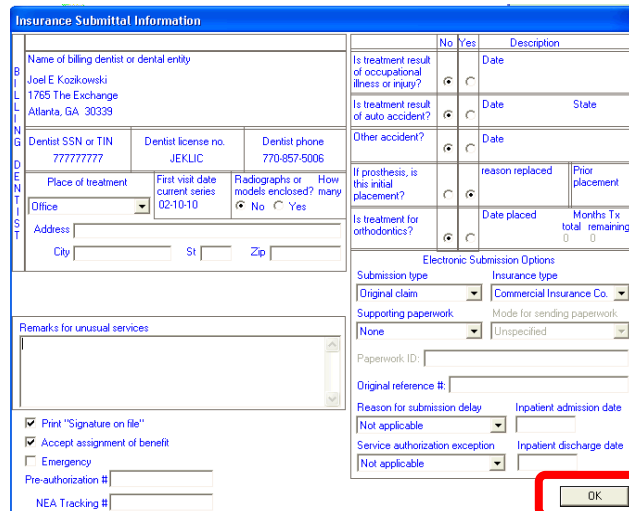
There are several different ways attachments can be added.

1. Adding an attachment at the time of claim creation:

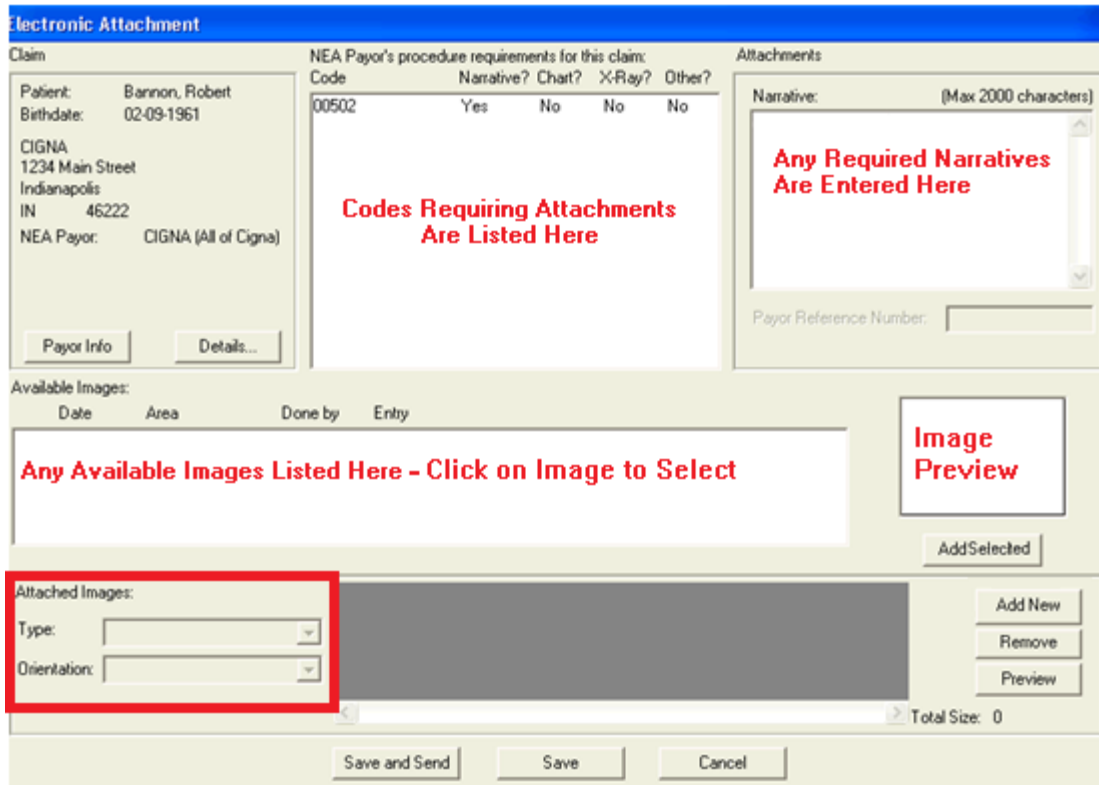
- a. After the office enters all the transactions on the ledger and clicks **Ok**, the **Print and Submit Options** box appears.
- b. From here, if there is a code requiring an attachment, the **Add an Electronic Attachment now** box is automatically checked. If there is no attachment required by the payer, then it is unchecked. If you want to add an attachment anyway, then the box must be manually checked.



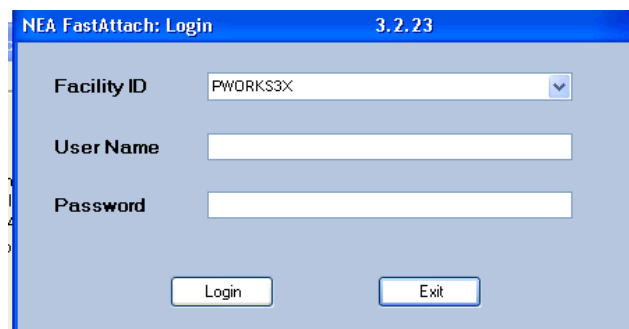
- c. After clicking **Ok** on the **Print and Submit Options** box, you are taken to the **Insurance Submittal Information** (aka **Submission Details**) screen. Click **Ok** on this screen.



- d. PracticeWorks will open the **Electronic Attachment** screen.



- e. In the top center field are listed any codes that require attachments. Add any required attachment displayed in the Available Images field (above center), create and send any attachment(s) now, they can add the attachment or narrative from this screen if they import the images into PracticeWorks. Then click **Save and Send**. This opens a “stop-watch” icon and then the Fast Attach login screen appears.

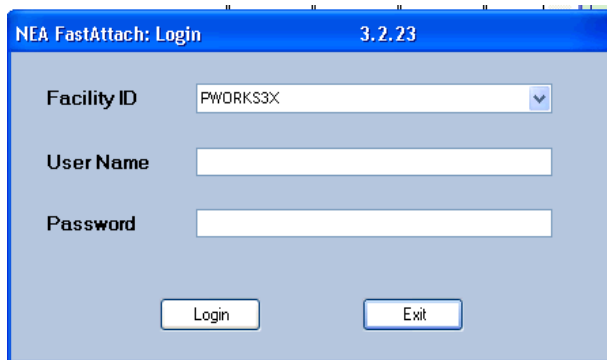


- f. If an office doesn't/can't add images on the **Electronic Attachment** screen they will just click **Save and Send**. PracticeWorks will now give the message: **An image is**

required for this attachment. Do you want to add this attachment now? You have **Yes** and **No** choices. Just choose **No** (choosing **Yes** just keeps the **Electronic Attachment** screen open).



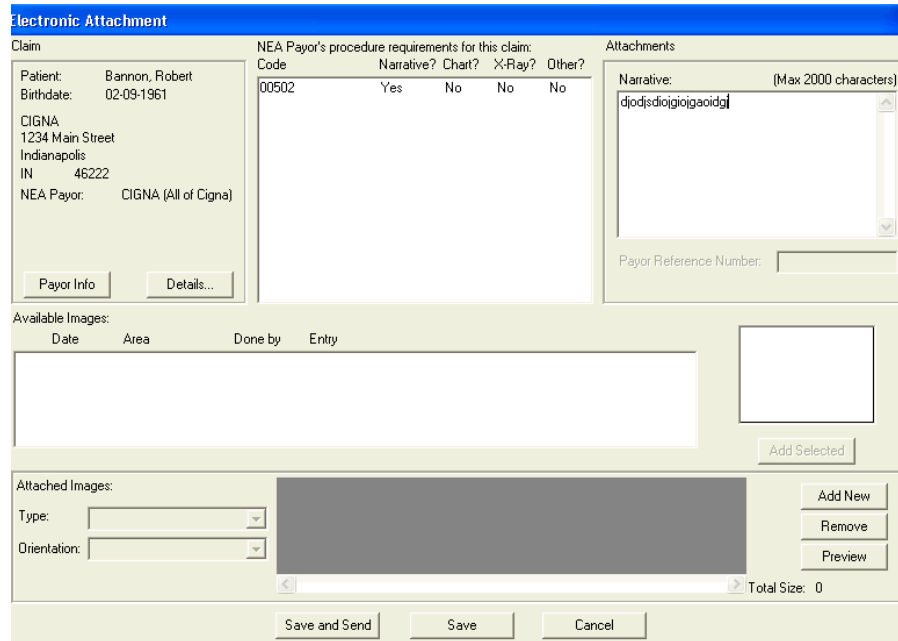
- g. Once **No** is chosen, the **Electronic Attachment** screen closes and the "Stop-watch" appears, followed by the **NEA FastAttach Login** screen.



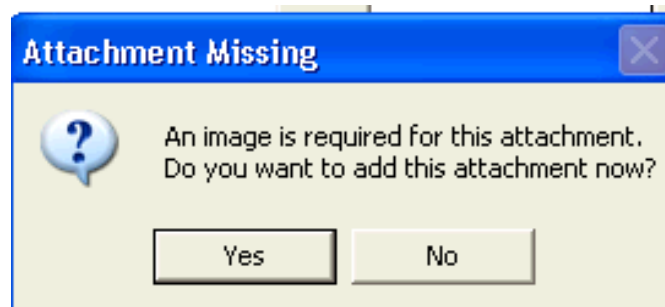
The office will then log in to Fast Attach and proceed to send the attachment. See **Sending Attachments**.

2. Adding an attachment but not sending it to NEA:

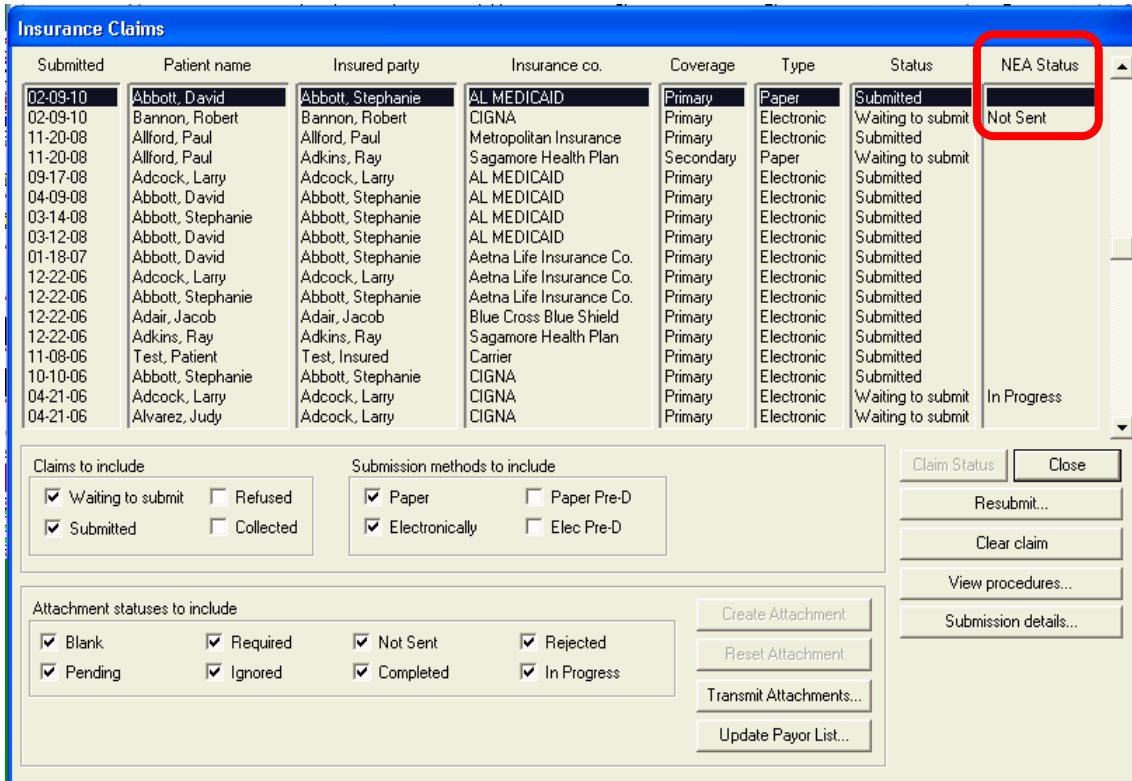
- a. Click **Ok** on the Claim submission screen. The **Electronic Attachment** screen opens with the options to **Save and Send**, **Save**, and **Cancel**.



- b. You can now add an attachment if they are imported into PracticeWorks and then click **Save**. If office doesn't import images, just click **Save**.
- c. You will be given the message: **An image is required for this attachment. Do you want to add this attachment now?** You have **Yes** and **No** choices. Just choose **No** (choosing **Yes** just keeps the **Electronic Attachment** screen open).



- d. The **Electronic Attachment** screen will close and you will be returned to the ledger. Click **List Insurance claims**. You will see the claim has **Not Sent** in the NEA Status column.

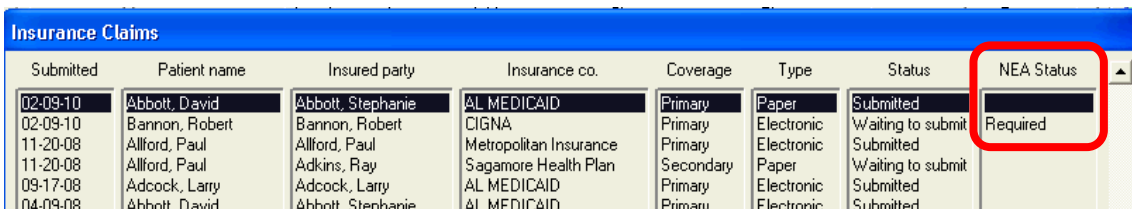


Submitted	Patient name	Insured party	Insurance co.	Coverage	Type	Status	NEA Status
02-09-10	Abbott, David	Abbott, Stephanie	AL MEDICAID	Primary	Paper	Submitted	
02-09-10	Bannon, Robert	Bannon, Robert	CIGNA	Primary	Electronic	Waiting to submit	Not Sent
11-20-08	Allford, Paul	Allford, Paul	Metropolitan Insurance	Primary	Electronic	Submitted	
11-20-08	Allford, Paul	Adkins, Ray	Sagamore Health Plan	Secondary	Paper	Waiting to submit	
09-17-08	Adcock, Larry	Adcock, Larry	AL MEDICAID	Primary	Electronic	Submitted	
04-09-08	Abbott, David	Abbott, Stephanie	AL MEDICAID	Primary	Electronic	Submitted	
03-14-08	Abbott, Stephanie	Abbott, Stephanie	AL MEDICAID	Primary	Electronic	Submitted	
03-12-08	Abbott, David	Abbott, Stephanie	AL MEDICAID	Primary	Electronic	Submitted	
01-18-07	Abbott, David	Abbott, Stephanie	Aetna Life Insurance Co.	Primary	Electronic	Submitted	
12-22-06	Adcock, Larry	Adcock, Larry	Aetna Life Insurance Co.	Primary	Electronic	Submitted	
12-22-06	Abbott, Stephanie	Abbott, Stephanie	Aetna Life Insurance Co.	Primary	Electronic	Submitted	
12-22-06	Adair, Jacob	Adair, Jacob	Blue Cross Blue Shield	Primary	Electronic	Submitted	
12-22-06	Adkins, Ray	Adkins, Ray	Sagamore Health Plan	Primary	Electronic	Submitted	
11-08-06	Test, Patient	Test, Insured	Carrier	Primary	Electronic	Submitted	
10-10-06	Abbott, Stephanie	Abbott, Stephanie	CIGNA	Primary	Electronic	Submitted	
04-21-06	Adcock, Larry	Adcock, Larry	CIGNA	Primary	Electronic	Waiting to submit	In Progress
04-21-06	Alvarez, Judy	Adcock, Larry	CIGNA	Primary	Electronic	Waiting to submit	

Note: If you don't want to add an attachment at the time of the claim creation/checkout, click **Ok** on the **Submission details** screen which will bring the office to the **Electronic Attachment** screen.

Click **Cancel** instead of **Save and Send** or **Save**. You will be returned to the ledger.

Click **Lists > Insurance claims** and see the claim has a **Required** in the NEA Status column.



Submitted	Patient name	Insured party	Insurance co.	Coverage	Type	Status	NEA Status
02-09-10	Abbott, David	Abbott, Stephanie	AL MEDICAID	Primary	Paper	Submitted	
02-09-10	Bannon, Robert	Bannon, Robert	CIGNA	Primary	Electronic	Waiting to submit	Required
11-20-08	Allford, Paul	Allford, Paul	Metropolitan Insurance	Primary	Electronic	Submitted	
11-20-08	Allford, Paul	Adkins, Ray	Sagamore Health Plan	Secondary	Paper	Waiting to submit	
09-17-08	Adcock, Larry	Adcock, Larry	AL MEDICAID	Primary	Electronic	Submitted	
04-09-08	Abbott, David	Abbott, Stephanie	AL MEDICAID	Primary	Electronic	Submitted	

3. Adding attachments from the Insurance claims list and/or sending already created attachments:

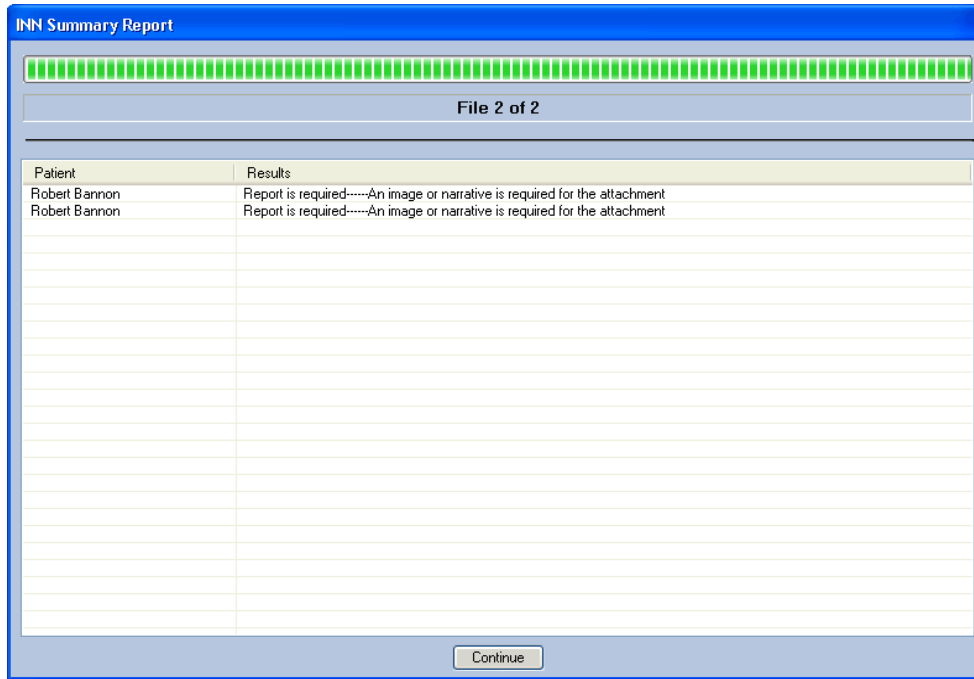
If you decided not to create or send the attachments at the time you created the electronic claims, you can now create or send the attachments in this way:

- a. Click **Lists > Insurance claims**. Note claims with either a **Required** or **Not Sent** status under the NEA Status column.
- b. If **Required**, click **Create Attachment**, and add an attachment if the office imports images into PracticeWorks. If they don't import images, just click **Save** or **Save and Send**. Please note that **Save and Send** is useful for just one attachment being sent because it immediately will start to open **NEA FastAttach**. If there are several in the insurance claims list, click **Save** only.
- c. Once all claims have attachments and a **Not Sent** status, click **Transmit Attachments**. This will bring up the "Stop-watch" and **NEA FastAttach Login** screen. Proceed to send the attachments.

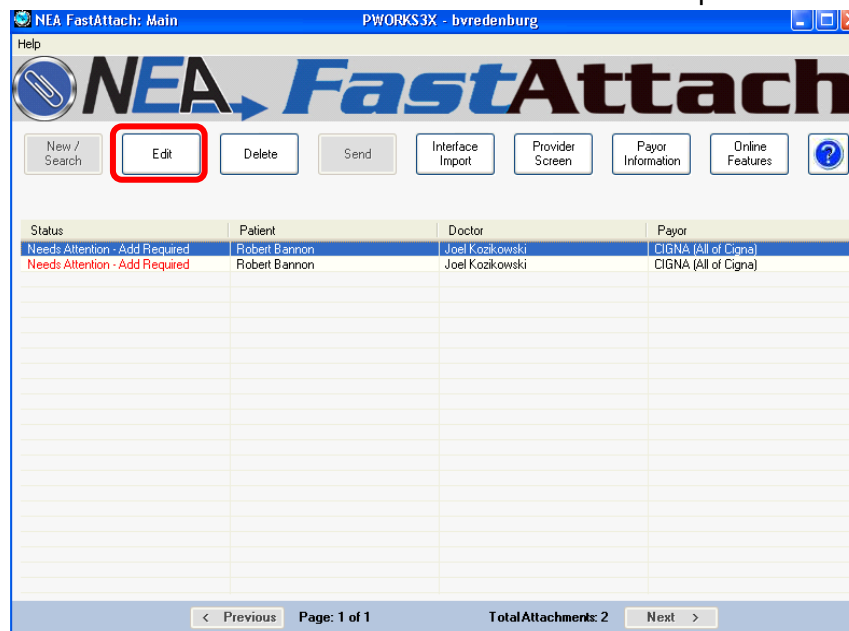
Note: Occasionally **In Progress** will be seen in the NEA status column. This means that the office either purposely, or inadvertently, opened the Fast Attach program, and then exited before sending the attachment. If you encounter this, just click **Reset Attachment** and then click **Transmit Attachment**.

Sending Attachments

- a. Once logged into the **NEA FastAttach** program, the first screen will be the **INN Summary Screen** which will list the attachments. Just click **Continue**.

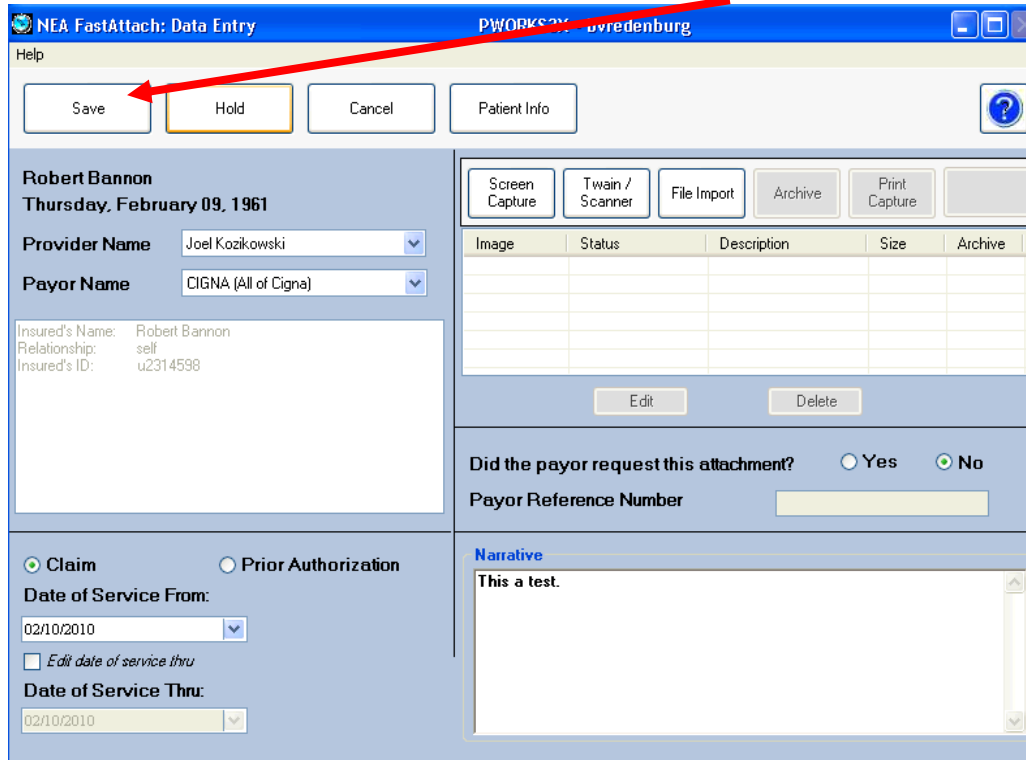


- b. Once **Continue** is clicked main Fast Attach Screen will be opened.



- c. From here an office can work on an attachment by highlighting the Patient's name and clicking **Edit**.

- d. This opens the **NEA FastAttach Data Entry** Screen. From this screen the office can add the screen captures, scans, and/or any narrative (if the office hadn't added it from PracticeWorks). Once editing is completed, click the **Save** button.



NEA FastAttach: Data Entry PWORKS3X - bvredenburg

Help

Save Hold Cancel Patient Info

Robert Bannon
Thursday, February 09, 1961

Provider Name: Joel Kozikowski

Payor Name: CIGNA (All of Cigna)

Insured's Name: Robert Bannon
Relationship: self
Insured's ID: u2314598

Claim Prior Authorization

Date of Service From: 02/10/2010

Edit date of service thru

Date of Service Thru: 02/10/2010

Screen Capture Twain / Scanner File Import Archive Print Capture

Image	Status	Description	Size	Archive

Edit Delete

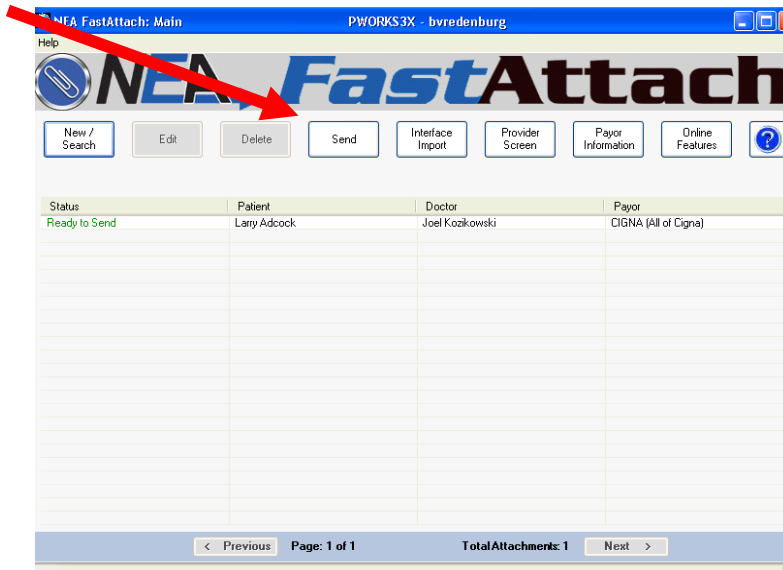
Did the payor request this attachment? Yes No

Payor Reference Number

Narrative

This a test.

- e. This will return to the **Main** screen. Attachments will now be **Ready to Send**. Click the **Send** button and **NEA FastAttach** will send the attachments.



NEA FastAttach: Main PWORKS3X - bvredenburg

Help

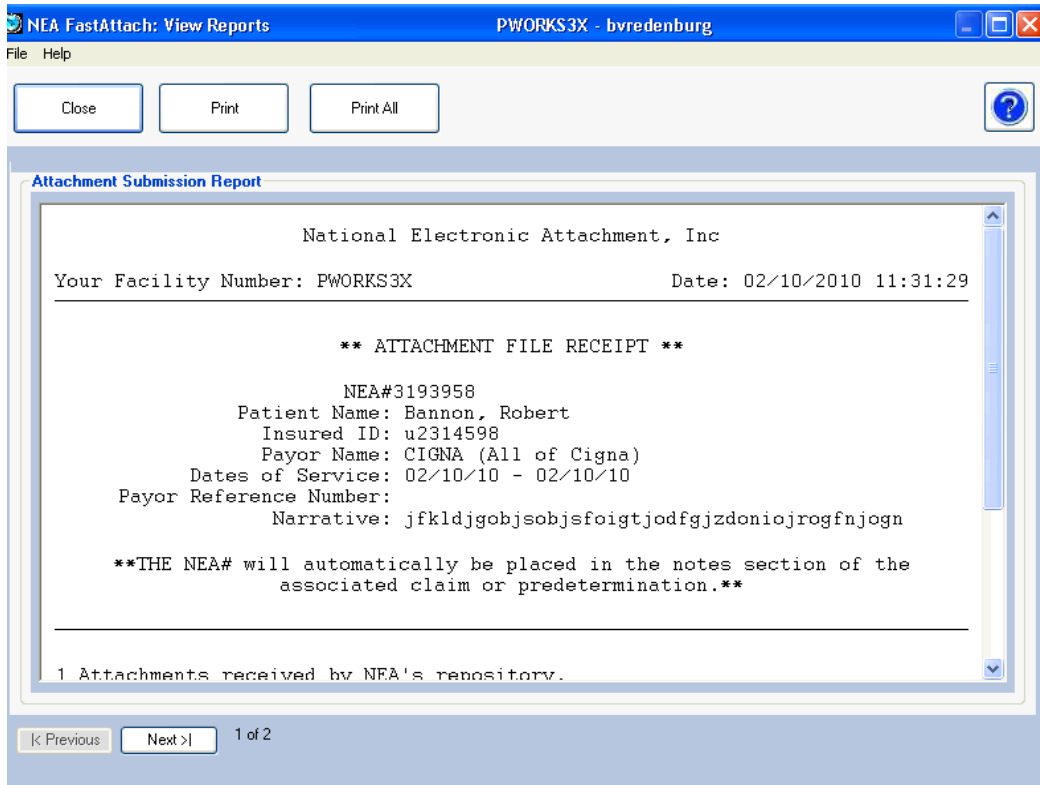
NEA FastAttach

New / Search Edit Delete Send Interface Import Provider Screen Payor Information Online Features

Status	Patient	Doctor	Payor
Ready to Send	Larry Adcock	Joel Kozikowski	CIGNA (All of Cigna)

< Previous Page: 1 of 1 Total Attachments: 1 Next >

- f. Once finished, a **View Reports** box appears. The office can then either **Close**, **Print**, or **Print All**.



- g. The **Main** screen which can just be closed. Once Fast Attach is closed, back in PracticeWorks, click **List > Insurance Claims** and note NEA # next to the claim(s) in the NEA Status column.

Submitted	Patient name	Insured party	Insurance co.	Coverage	Type	Status	NEA Status
02-10-10	Bannon, Robert	Bannon, Robert	CIGNA	Primary	Electronic	Waiting to submit	NEA#3193959
02-09-10	Abbott, David	Abbott, Stephanie	AL MEDICAID	Primary	Paper	Submitted	
11-20-08	Allford, Paul	Allford, Paul	Metropolitan Insurance	Primary	Electronic	Submitted	
11-20-08	Allford, Paul	Adkins, Ray	Sagamore Health Plan	Secondary	Paper	Waiting to submit	
09-17-08	Adcock, Larry	Adcock, Larry	AL MEDICAID	Primary	Electronic	Submitted	

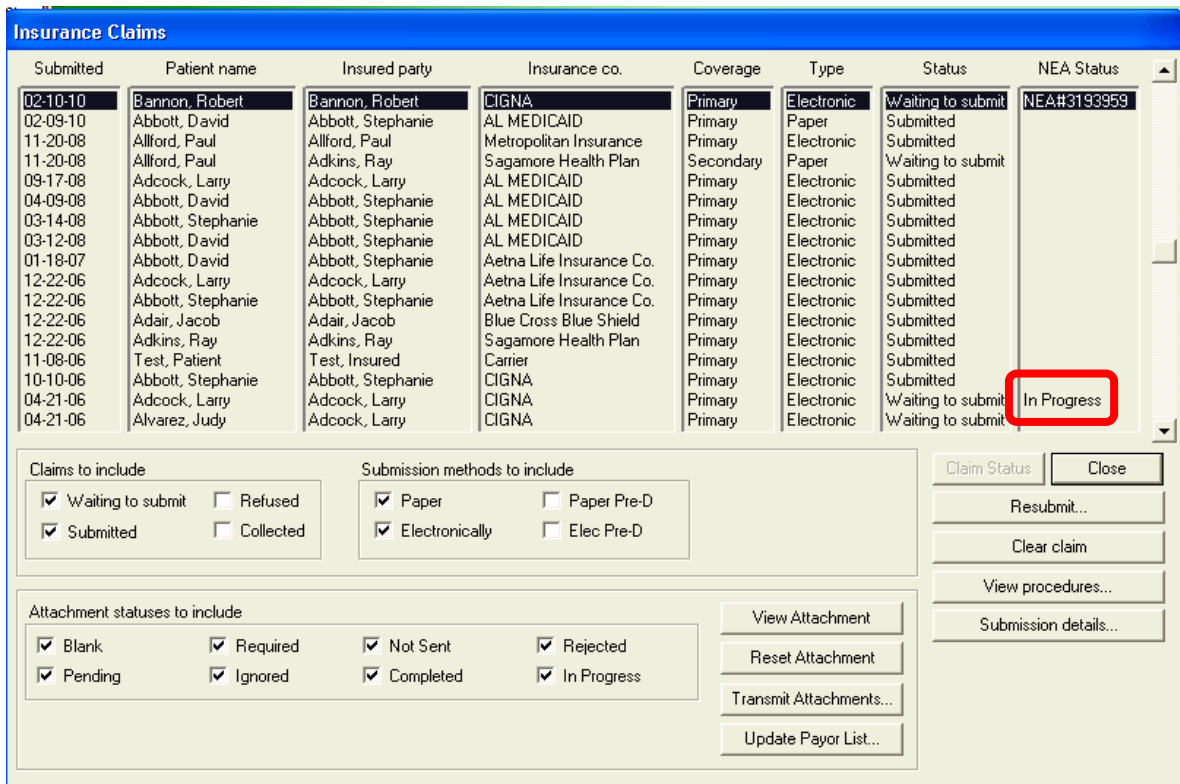
Common errors encountered with the NEA integration:

Sometimes either due to distraction or training, offices will start attachments the correct way through the PracticeWorks integration. For some reason they will close the “Stop Watch” screen or once in **NEA FastAttach** close out before the attachment is sent.

This “breaks” the communication between PracticeWorks and **NEA FastAttach**. Offices will then typically go back and open **NEA FastAttach** on its own and finish doing their attachments. However, because they had broken that communication, PracticeWorks does not pull the NEA # to the NEA Status column. This results in validation errors for missing attachment numbers even though the office has an NEA #.

If this happens, the office will unfortunately have to do the actual transmission process correctly all over again:

- a. Click **List > Insurance claims**.
- b. Note the claim with an **In Progress** in the NEA Status column.

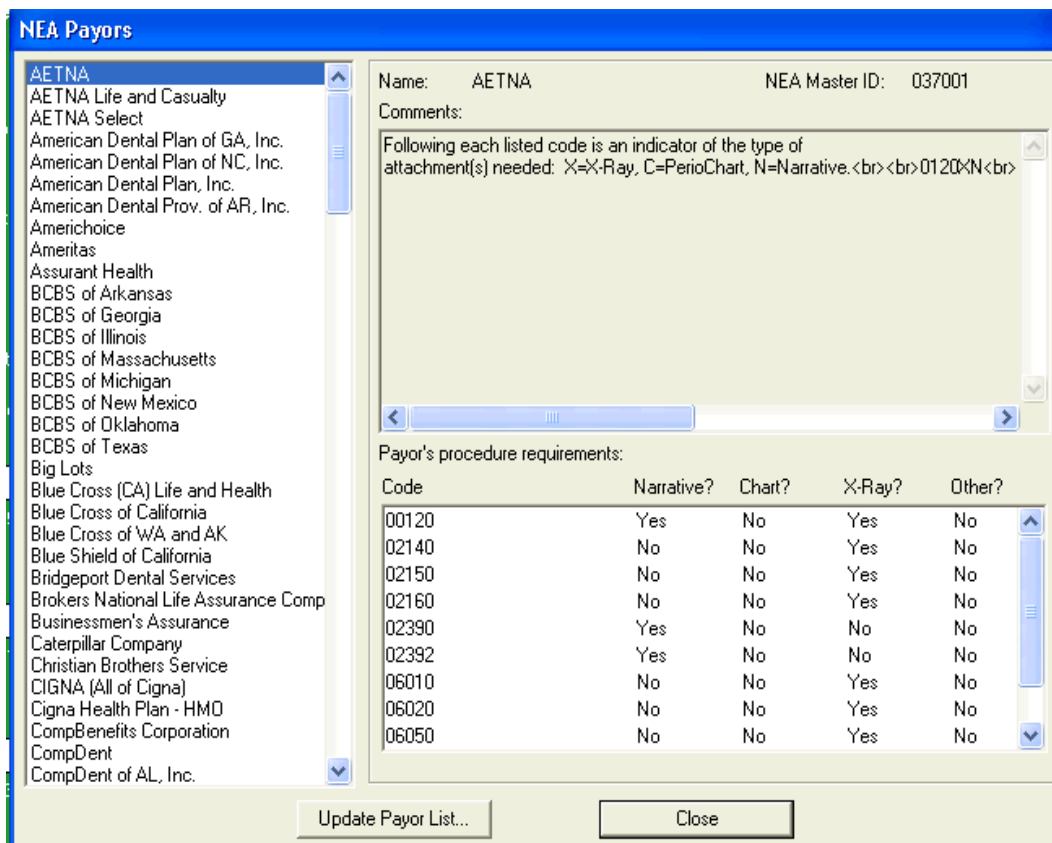


Submitted	Patient name	Insured party	Insurance co.	Coverage	Type	Status	NEA Status
02-10-10	Bannon, Robert	Bannon, Robert	CIGNA	Primary	Electronic	Waiting to submit	NEA#3193959
02-09-10	Abbott, David	Abbott, Stephanie	AL MEDICAID	Primary	Paper	Submitted	
11-20-08	Allford, Paul	Allford, Paul	Metropolitan Insurance	Primary	Electronic	Submitted	
11-20-08	Allford, Paul	Adkins, Ray	Sagamore Health Plan	Secondary	Paper	Waiting to submit	
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04-21-06	Adcock, Larry	Adcock, Larry	CIGNA	Primary	Electronic	Waiting to submit	In Progress
04-21-06	Alvarez, Judy	Adcock, Larry	CIGNA	Primary	Electronic	Waiting to submit	

- c. Click **Reset Attachment**. This will put **Not Sent** in the NEA Status column.
- d. The office can then **Edit Attachment** (if necessary) and click **Save and Send**. If they don’t need to edit, they can just click **Transmit Attachments**. Either of these options will then bring up the familiar “Stop-watch” and the **NEA FastAttach Login** screen.
- e. From here the office continues with the attachment like normal.

Another common problem is that an office will know an attachment is required by a payer but is not being prompted to do one. Typically this is caused when PracticeWorks doesn't have the most up-to-date NEA Payer list. As a rule, NEA updates their payer list (if necessary) whenever Fast Attach is used. Usually PracticeWorks should pick up on this update, but not always. If this is the case do the following:

- a. Click **List > NEA Payor Info**
- b. This opens the **NEA Payors** screen.



- c. Click **Update Payor List**. A box will appear and ask **“Are you sure you want to update NEA payor data?”** You will click **Yes** and either a message box that says **“NEA Payor data is up-to-date”** or a box with a scrolling red bar will appear.

(End)