

Conduent EDI Solutions, Inc.

Electronic Claims Acquisition Services

WINASAP5010 Quick Reference Guide

Gold Coast Health Plan

This document was developed for the Gold Coast Health Plan provider community. It is intended to provide download and setup instructions for WINASAP5010, a claim creation and submission software program.

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WINASAP5010 Minimum Requirements

To use WINASAP5010, your personal computer must meet the following minimum requirements:

- Windows 98 Second Edition, Windows, NT, Windows 2000 (Service pack 3 or higher) and Windows XP Professional Operating Systems. (Window XP Home may cause some issues with installing.)
- Windows Vista, Windows 7 or Windows 8 operating system
- Pentium Processor
- 25 megabytes of free disk space
- 128 megabytes of RAM
- Monitor resolutions of 800 x 600 pixels
- Hayes compatible 9600 baud asynchronous modem
- Telephone connectivity

Downloading WINASAP5010

Go to <https://www.conduent.com/EDI/>

Under Solutions choose Claims Gateway

Under Claims Gateway choose WINASAP5010

From the Winasap5010 page scroll down and click on

(Download the latest version of Winasap5010 and related reference guides) link

The link above will take you to the Software Downloads page, click WINASAP5010 Version 1.10.

A box will appear asking whether you want to run or save Winasap5010 Version 1.10.exe from edisolutions.portal.conduent.com?

The following options will be available Run, Save, Cancel, click on the arrow next to Save and choose Save as

Select where you would like to save the file. In the 'Save In' box select Desktop from the drop down menu, click 'Save'.

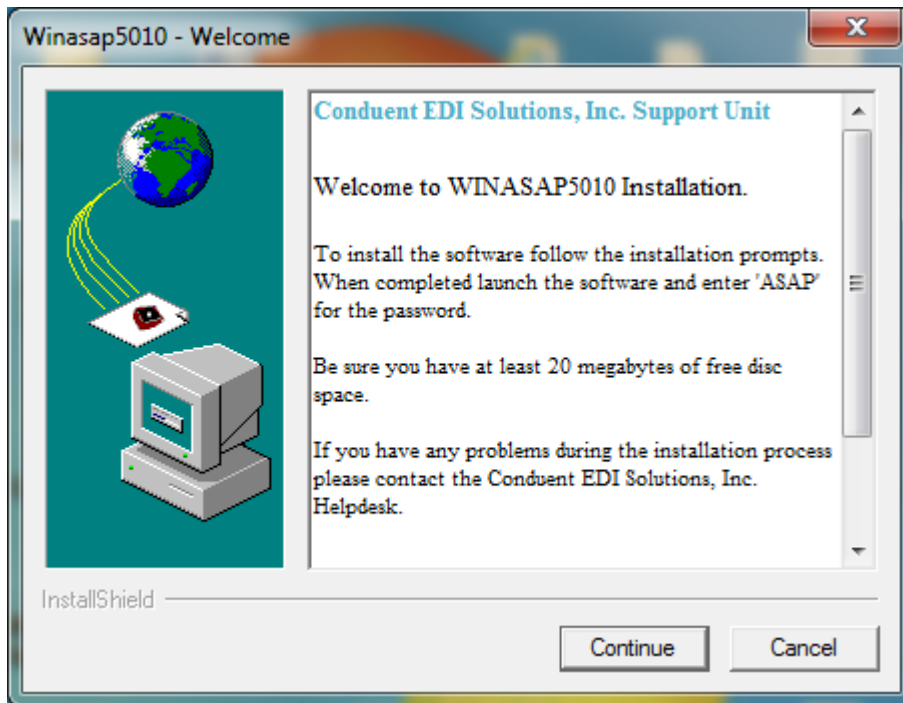
After the file has completed downloading, you may close your Internet connection.

Double-click the file named Winasap5010_v101P.exe, located on your Windows Desktop, and follow the on-screen installation instructions.

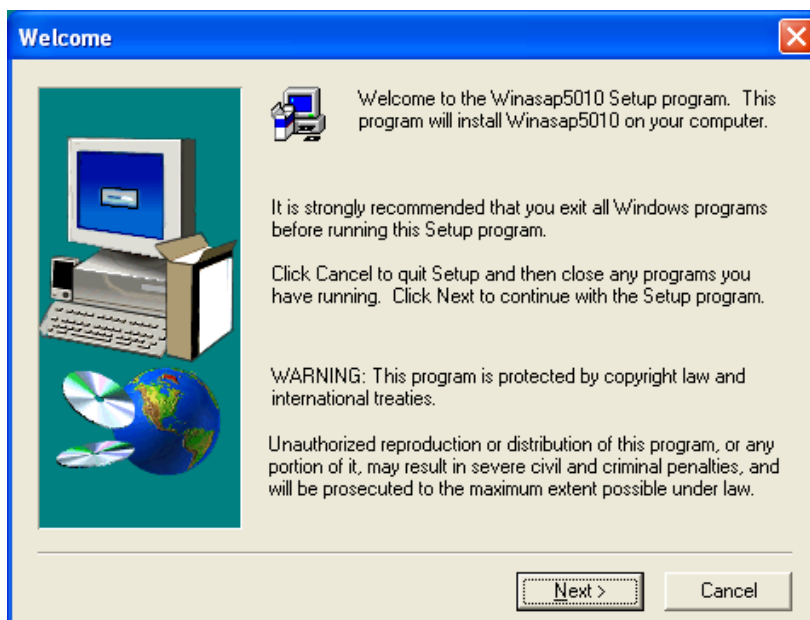
Installing WINASAP5010

The installation and setup of WINASAP5010 is an easy, two-step process:

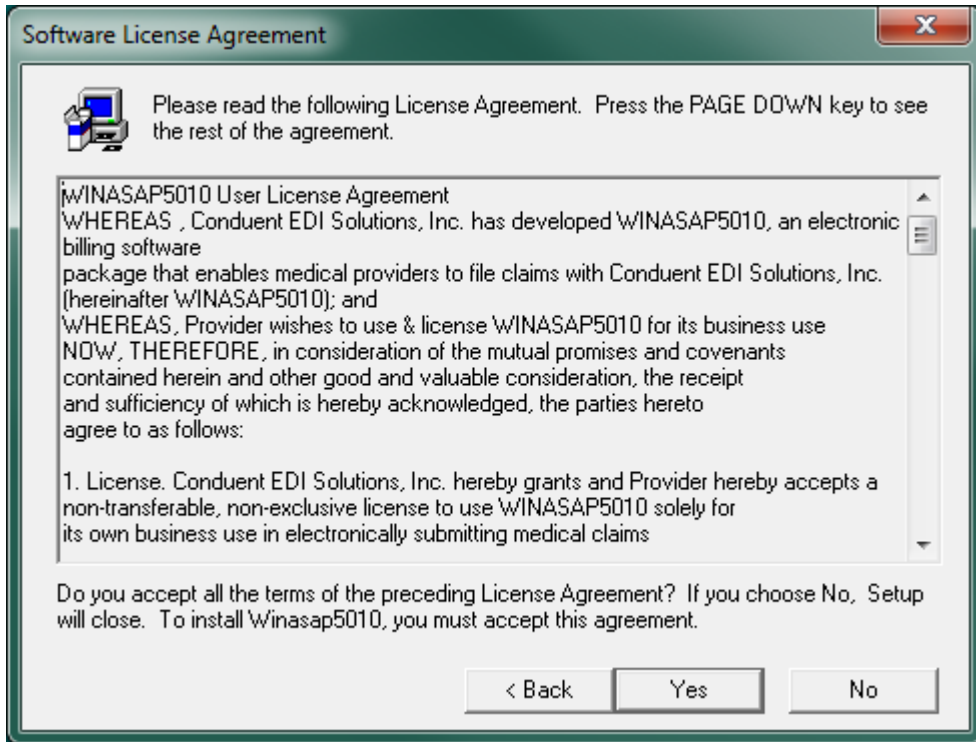
1. Install the WINASAP5010 software on your PC.
2. Start WINASAP5010 and set up your Trading Partner and Reference tables.
3. When the first Welcome Window displays, click the Continue button.



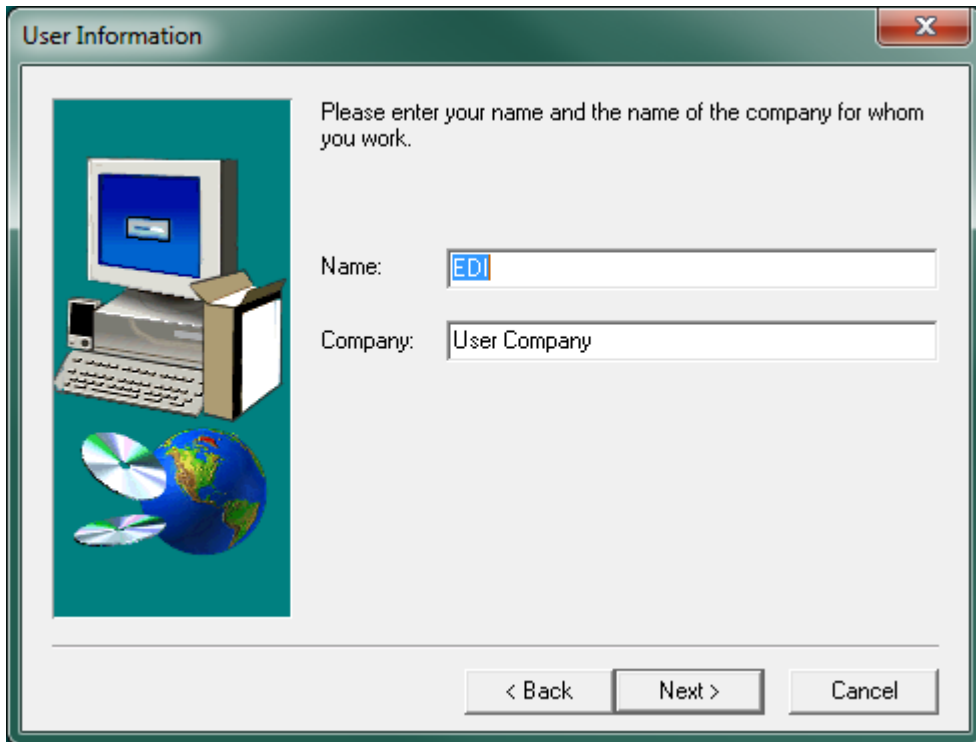
4. When the second Welcome Window displays, click the Next button.



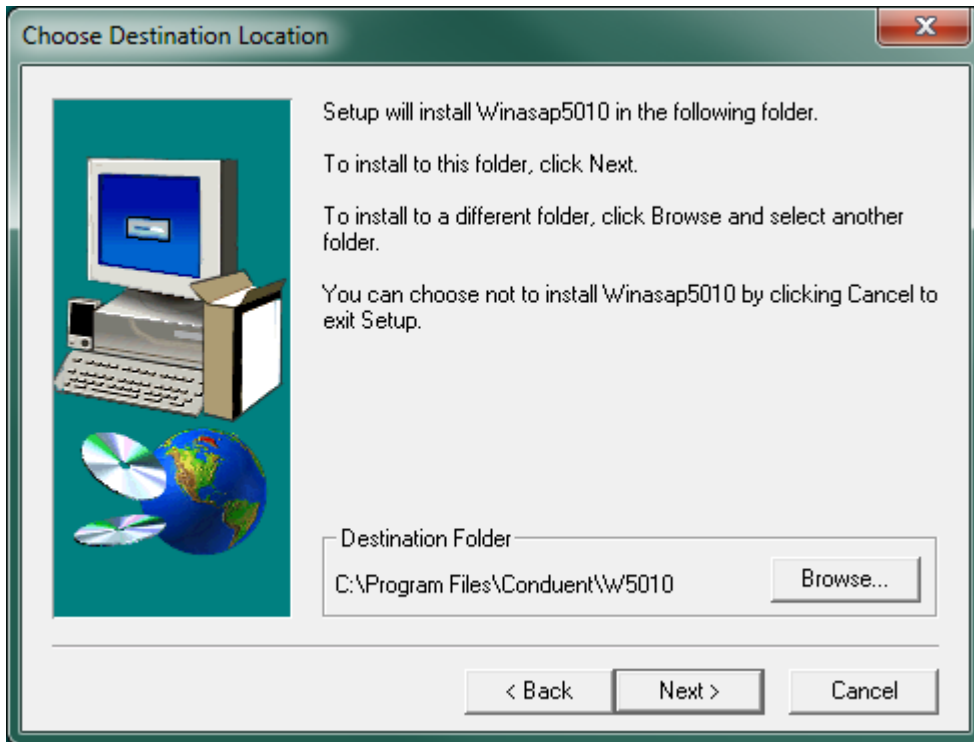
5. The Software License Agreement window displays next. Read through the agreement and click "yes" to accept the terms of the agreement and continue installing WINASAP5010. If "no" is clicked, the install program will terminate.



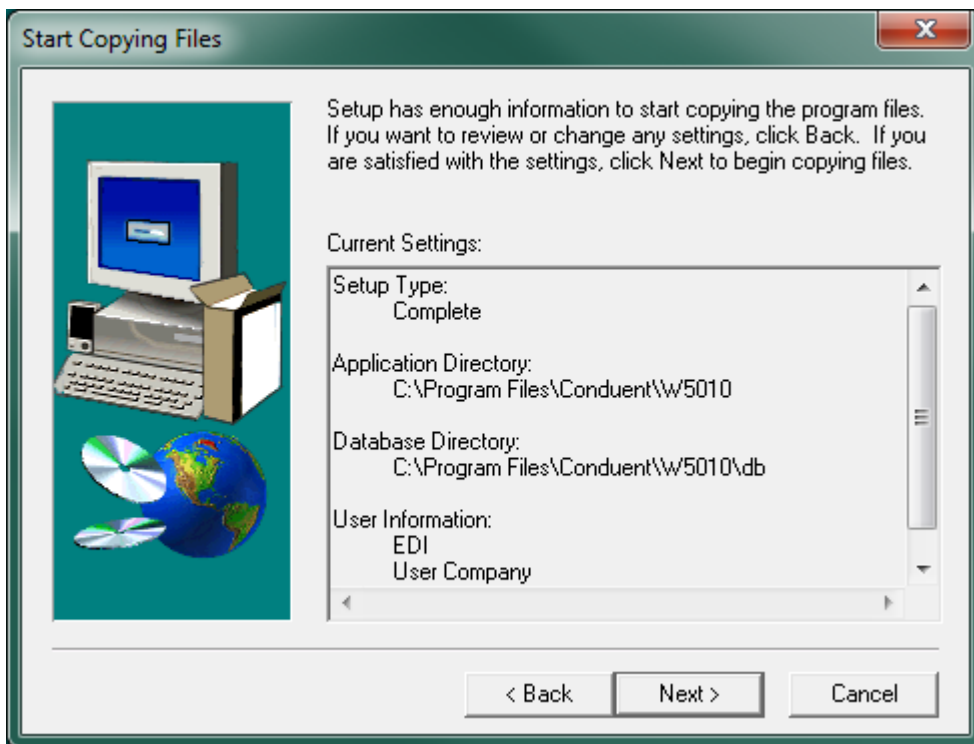
6. The User Information window will display next. Enter your name and the name of your company. Once this information is entered, click Next.



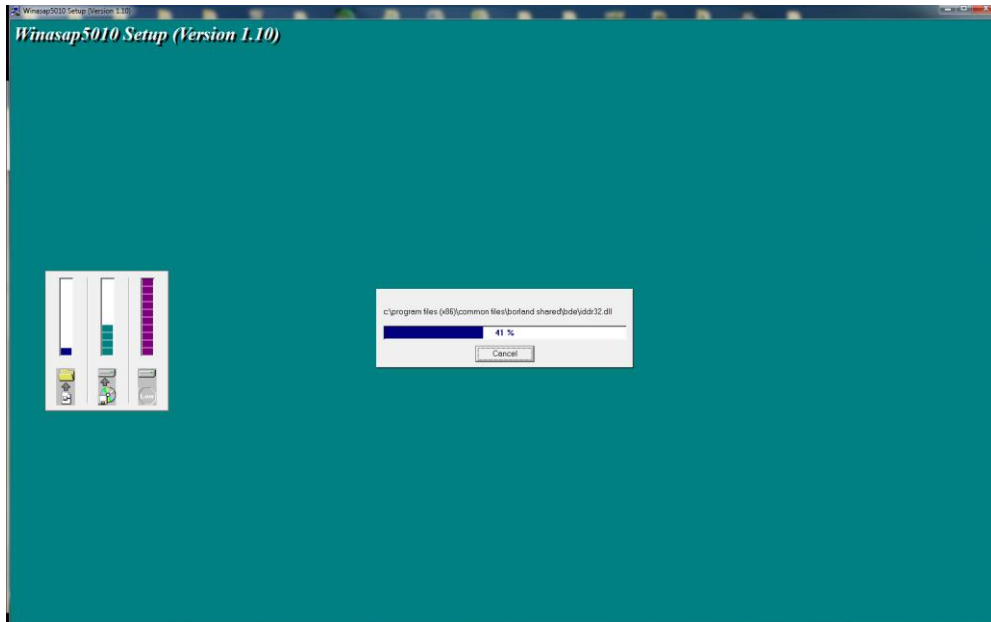
7. The "Choose Destination Location" window will display. WINASAP5010 indicates where its program files will be installed. Click the Next button.



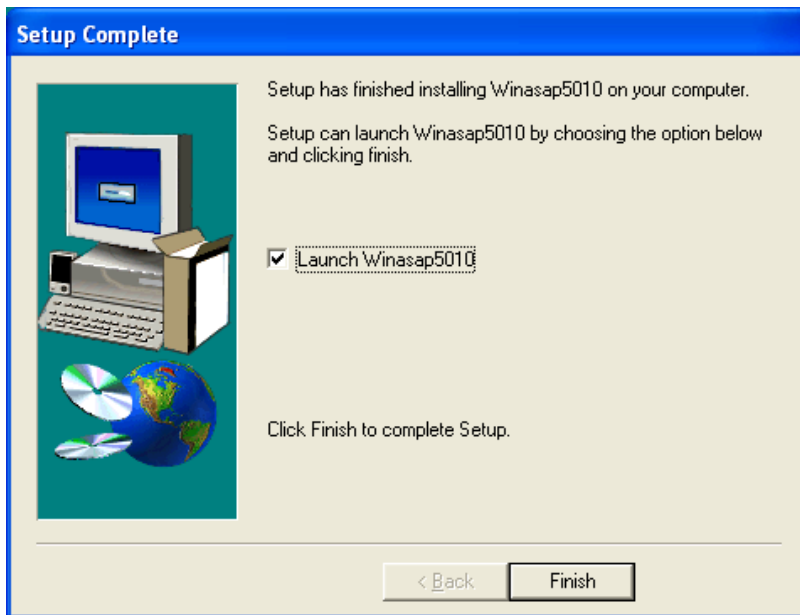
8. The "Start Copying Files" window follows, indicating the current settings you have chosen so far during the installation. Click the Next button.



9. WINASAP5010 will begin copying its files to your hard drive.



10. If you chose to restart your computer or you did not get the restart window, you will now see the option to Launch the program. If you place a checkmark in this box and click Finish, it will start WINASAP5010. If you chose to launch the program after you clicked Finish, go to Step 14, otherwise go to Step 13.



11. Click the Finish button.

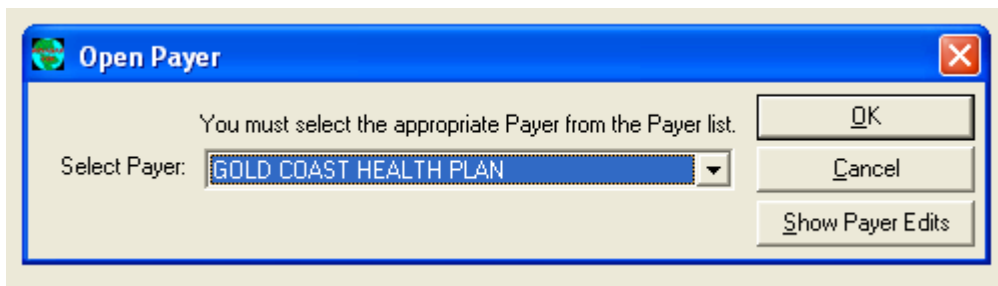
12. When WINASAP5010 opens, enter "asap" as the password for the ADMIN user ID, click Ok and then select the payer you will be submitting claims to. This will become the default payer.

Note: If you did not select "Yes, Launch the program file," then follow these steps to open WINASAP5010.

13. Click on the Windows Start button and select Programs.
14. In the User ID field, select the user name from the drop-down list box. ("ADMIN" is the initial default.)



15. In the Password field, enter your password. ("asap" is the initial default for the "ADMIN" USER ID.
16. Click on the OK button.
17. The Select Payer drop-down box will appear. Select the payer you will be submitting claims to. Once you make this selection, it will become your default payer. You will not need to choose it each time. Click on the OK button.



18. The WINASAP5010 Desktop with the Main Menu Bar will display.

You are now ready to begin updating reference tables or entering claims.

Note: WINASAP5010 has a default user ID of "ADMIN" and password of "asap". If you want to use the default user ID, you may. However, if you want to establish different security levels for different users you may do so by following the procedures in the user manual.

Setting Up Trading Partner Information

WINASAP5010 uses the information you enter in the Trading Partner Information window to uniquely identify your claim data and to provide Conduent EDI Claims Clearinghouse with the information necessary to authorize and accept your claim transmissions.

Note: The Trading Partner Information screen must be completed before you can successfully submit claims – This is a required step! In the event that your name, address, telephone numbers, or identification numbers change, you can perform these procedures again to update your Trading Partner data.

1. From the WINASAP5010 Main Menu bar, select the File option.
2. Select the Trading Partner option. (This will open the Trading Partner window.)

The screenshot shows the 'Trading Partner Information' window within the 'WINASAP5010 - GOLD COAST HEALTH PLAN' application. The window has a menu bar with 'File', 'Reference', 'Claims', 'Tools', 'Window', and 'Help'. The main content area is divided into five sections:

- Trading Partner Identification:** Contains two text input fields labeled 'Primary Identification:' and 'Secondary Identification:'.
- Trading Partner Name:** Contains a dropdown menu for 'Entity Type:', and text input fields for 'Organization Name:', 'Last Name:', 'First Name:', and 'Middle Name:'.
- Contact Information:** Contains text input fields for 'Contact Name:', 'Telephone #:' (with area and extension sub-fields), 'FAX #:' (with area sub-field), and 'Email:'.
- Additional Contact Information:** Contains text input fields for 'Contact Name:', 'Telephone #:' (with area and extension sub-fields), 'Fax #:' (with area sub-field), and 'Email:'.
- WINASAP5010 Communications:** Contains text input fields for 'Host Telephone #:', 'User ID #:', and 'User Name:'.

At the bottom right of the window, there are two buttons: 'Save' and 'Cancel'.

3. In the Trading Partner Identification section, complete the following field:
 - Primary Identification field, enter your 5- or 6-digit Trading Partner ID number assigned to you by EDI and press <TAB>. (This is a required field.)
 - Secondary Identification field, enter your 5- or 6-digit Trading Partner ID number assigned to you by EDI and press <TAB>. (This is a required field.)
4. In the Trading Partner Name section, complete the following fields:

Setting Up Trading Partner Information

Entity Type. Select the appropriate choice from the drop-down list box. (This is a required field)

Organization Name (if non-person entity selected) or Last Name/First Name (if person selected). (This is a required field.)

5. In the Contact Information section, complete the following fields:

Contact Name

Telephone #

Fax #

Email

6. In the Additional Contact Information section complete the following fields:

Contact Name

Telephone #

Fax #

Email

7. In the WINASAP5010 Communications section complete the following fields:

In the Host Telephone #. field, enter the EDI data telephone number as follows: 18003342832. If you must dial 9 to access an outside line, enter the telephone number as: 9,18003342832. (The comma causes a one-second pause.) You **MUST** enter the comma between the 9 and the first digit of the telephone number. If your phone line has the call-Waiting feature, disable it. (Refer to your local telephone book for instructions.) The following is an example of a number with call-waiting disabled: *70,9,18003342832

NOTE: Please refer to your logon sheet for your specific submission phone number.

If your office has a long-distance access code and you are unsure where to enter that number in this field, please call the EDI Support Unit.

In the User ID# field, enter your 9-digit user ID and press <TAB>.

In the User Name field, enter your User Name exactly as it appears on your logon form.

8. Click on the Save button to record / update your Trading Partner data.

Setting up Reference Tables

Although some reference tables are optional, they allow you to key claims faster. Information from the reference tables is used by the system to automatically fill claim fields or to create drop-down list boxes to help you select data field values.

In the following section, you will find an example of setting up a reference table for Provider Data and Patient Data, both of which are required.

Setting up Provider Data

1. From the WINASAP5010 Main Menu bar, select the Reference option.
2. Select the Provider option. (This will open the Provider List window.)
3. Click on the Add button. (This will open the Provider Data window.) You must select the HCFA National Provider ID. Note: You will now enter your EIN or SSN on this tab.

The screenshot shows the 'Provider Data' window with the following sections and fields:

- Provider Identification:** NPI Number (text field), Provider Taxonomy Code (dropdown menu).
- Provider Name:** Entity Type (dropdown menu), Organization Name (text field), Last Name (text field), First Name (text field), Middle Name (text field), Suffix (text field).
- Provider Address:** Address (text field), Address (cont'd) (text field), City (text field), State (dropdown menu), Zip Code (text field). A note states: 'Billing and Service Facility Provider Zip MUST be 9 digits'.
- Provider Tax Identification Number:** ID Type (dropdown menu), ID Number (text field).
- Contact Information:** Contact Name (text field), Telephone # (text field with area code and extension), Fax # (text field), Email (text field).
- Additional:** A dropdown menu is open showing 'Employer's ID Number' and 'Social Security Number'. Below it are fields for Contact Name, Telephone #, Fax #, and Email.

Buttons at the bottom: Next Page, Save, Cancel.

4. In the Provider Address section complete the following fields:
 - Address. Enter the provider's physical address and press <TAB>
 - Address con't
 - City. Enter the name of the city in which the provider's practice is located and press <TAB>
 - State. Use the drop-down list box to select the state in which the provider is located and press <TAB>
 - Zip Code. Enter the postal zip code for the provider's office address and press <TAB>
5. In the Contact Information, section complete the following fields:
 - Contact Name
 - Telephone #
 - Fax #
 - Email
6. In the Additional Contact Information, section complete the following fields:
 - Contact Name
 - Telephone #
 - Fax #
 - Email

7. Click the Next Page button to enter Secondary Information.

The screenshot shows a software window titled "WINASAP5010 - GOLD COAST HEALTH PLAN" with a menu bar (File, Reference, Claims, Tools, Window, Help). A "Provider Data" dialog box is open, featuring two tabs: "Provider Data" and "Secondary Identification". The "Secondary Identification" tab is active and contains a grid of seven form sections. Each section includes a dropdown menu for "Identification Type", a text input for "Identification Number", and a text input for "Payer ID #". The second section in the grid has "Provider UPIN Number" selected in its dropdown menu. At the bottom right of the dialog, there are three buttons: "Prev Page", "Save", and "Cancel".

8. Click on the Save button.

Setting up Patient Data

1. From the WINASAP5010 Main Menu bar, select the Reference option.
2. Select the Patient option. (This will open the Patient List window.)
3. Click on the Add button. (This will open the Patient Data window.) Enter the 9 byte Recipient ID of the patient on the Patient ID field. Note: The GCHP ID is 8 numerics + 1 alpha character. This is required.

The screenshot shows the 'Patient Data' window in the WINASAP5010 - GOLD COAST HEALTH PLAN application. The window is divided into several sections for data entry:

- Patient Identification:** Includes fields for 'Patient ID #' and 'Patient Account #'.
- Patient Name and Demographic Information:** Includes fields for 'Last Name', 'First Name', 'Middle Name/Initial', 'Suffix', 'Date of Birth', 'Date of Death', 'Weight', 'Sex', and a 'Medicare Recipient?' checkbox.
- Property and Casualty Information:** Includes fields for 'Contact Name', 'Telephone #', 'Ext.', 'Property and Casualty Claim #', 'Property and Casualty Patient Code', and 'Property and Casualty Patient Identifier'.
- Patient Address Information:** Includes fields for 'Address', 'Address (con't)', 'City', 'State', and 'Zip'.

At the bottom of the window, there are buttons for 'Insurance', 'Save', and 'Cancel'. The status bar at the bottom left indicates 'Listing 0 of 0'.

4. Click the Next Page button to enter Insurance Information. Choose Self under the Insured Information. Choose Primary under the Payer Responsibility Sequence Code.

Setting up Patient Data

The screenshot displays the 'Patient Data' form within the 'WINASAP5010 - GOLD COAST HEALTH PLAN' application. The form is organized into several sections:

- Insured's Information:** Contains fields for Patient ID #, Insured's SSN, Patient Relationship to Insured (dropdown), Entity Type (dropdown), Insured's Primary ID, Organization Name, Insured's Group or Plan Name, Insured's Group or Policy #, Last Name, Insured's Address, First Name, Insured's Address (con't), Middle Name/Initial, Insured's City, Suffix, Insured's State (dropdown), and Insured's Zip Code. The Date of Birth field includes a calendar icon and a Sex dropdown.
- Property and Casualty Information:** Includes Contact Name, Telephone # (with area code and extension fields), and Property and Casual Claim #.
- Payer Information:** Includes Payer Name (pre-filled with 'GOLD COAST HEALTH PLAN'), Payer Address, Address (con't), City, State (dropdown), Zip, Payer Primary ID (pre-filled with '77160'), Payer Responsibility Sequence Code (dropdown), Insurance Type (dropdown), and Payer Secondary ID.

At the bottom of the form, there are buttons for 'Patient Data', 'Save', and 'Cancel'. The status bar at the bottom left indicates 'Listing 0 of 0'.

5. Click on the Save button.

Quick Tips for Using WINASAP5010

Make sure you enter all providers and patients that you are submitting claims for in the Reference Section of the software first, completing all the information (including the address).

Use the Tab key or the Enter key to advance to the next field when you are filling in any screen (Reference or Claims).

Do not use decimals or add extra zeros to procedure or diagnosis codes.

The F5 key is a "quick key" for adding the current date in all date fields.

For faster data entry, go to the Reference Menu first (located in the upper left corner) and fill out your applicable codes commonly used in your claims submission. Example:

If you use the same group of procedure codes repeatedly, enter the codes into the Procedure Code Reference Screen and use the drop-down menu on the claim form to select the code instead of data keying. You can also use this process for other reference information, such as patient data, diagnosis codes, etc.

Dates earlier than 1960 (1959 and before) must be entered in MMDDCCYY format (e.g., November 18, 1945 = 11181945). If not, WINASAP5010 will interpret the two-digit date as being 2045, vs. 1945.

To quickly select the appropriate date in a date field, click the calendar button then double-click the appropriate date. If you no longer want to select a date press the spacebar to exit the calendar window pop-up.

Free technical support is available from the EDI Support Unit at 1-800-952-0495.

Professional and Institutional Claim Types

This section will identify specific screen shots by transaction type found in WINASAP5010. Note: All field names that are underlined are required at minimum.

Professional Claim (HCFA1500)

Professional Claim Data Tab 1

The screenshot shows the 'Professional Claim Data' form within the WINASAP5010 - GOLD COAST HEALTH PLAN application. The form is organized into several sections:

- Claim Data:** Includes fields for Bill Date (//), User Batch #, User Claim Number, Claim Status (Keyed), and Claim or Encounter Identifier (Chargeable).
- Patient Information:** Includes Patient ID, Patient Account #, Date of Birth (//), Sex, Last Name, First Name, and Middle Name/Initial.
- Provider Information:** Includes Billing Provider, Pay-to-Address, Rendering Provider, Referring Provider 1, Referring Provider 2, and Supervising Provider. It also features buttons for Tax ID and Taxonomy Code, and a Signature on File checkbox (No/Yes).
- Claim Data (Detailed):** Includes Health Care Diagnosis Codes (Diagnosis Type Code, Principal Diagnosis, Other Diagnosis Codes), Anesthesia Related Procedure (Anesthesia Related Procedure Code 1, Anesthesia Related Procedure Code 2), and Condition Information (Condition Code List, Condition Codes).
- Other Fields:** Place of Service and Claim Frequency Type Code.

At the bottom of the form, there are buttons for 'Next Page', 'Save', and 'Cancel'.

Professional Claim Codes Tab 2

Professional Claim Data

Claim Data | Claim Codes | Claim Information | Claim Line Items

Claim Codes

Medicare Assignment Code: [dropdown]
Release of Information Code: [dropdown]
Patient Signature Source Code: [dropdown]
Special Program Indicator Code: [dropdown]
Delay Reason Code: [dropdown]
Claim Filing Indicator: [dropdown]

Claim Indicators

Homebound Indicator: Yes
Benefits Assignment Certification Indicator: [dropdown]

Claim Amounts

Patient Amount Paid: [text box]

Claim Numbers

Mammogram Certification Number: [text box] Referral Number: [text box]
Medical Record Number: [text box] Prior Authorization: [text box]
CLIA Number: [text box] Other Claim Level Numbers: [text box]

Professional Claim Information Tab 3

Professional Claim Data

Claim Data | Claim Codes | Claim Information | Claim Line Items

Claim Information

Additional Claim Level Information

Ambulance Transport Info	Other Subscriber Info
Claim Note	Spinal Manipulation Info
Claim Price/Reprice Information	Supplemental Info
Contract Info	Related Causes Info
EPSDT Info	Service Facility Info
File Info	Vision Info
Miscellaneous Dates	

Professional Claim Line Items Tab4

Professional Claim Data

Claim Data | Claim Codes | Claim Information | Claim Line Items

Claim Line Items

Service Date(s) // // Service Qual Proc Code Procedure Modifiers Unit Code Units 1

Charges Diagnosis Code Pointers Place of Service Line Item Description

Add line item

Additional Line Item Information

Attachment Info	File Info	Medical Equipment Info	Miscellaneous Providers
Ambulance Transport Info	Form ID Info	Miscellaneous Amounts	Purchased Service Info
Contract Info	Line Adjudication Info	Miscellaneous Dates	Service Facility Info
DMERC Condition Info	Line Item Notes	Miscellaneous Indicators	Supplemental Info
Drug Information	Line Price/Reprice Info	Miscellaneous Numbers	Test Results

Delete Copy First Previous Next Last

#	Service Dates		Proc Code	Modifiers				Units of Service	Charges
	From	To		1	2	3	4		
1									
2									
3									
4									
5									

Total Claim Charges:

Institutional Claim (UB92)

Institutional Claim Data Tab 1

Institutional Claim Data

Claim Data | Claim Codes | Claim Line Items

Bill Date: // | User Batch #: | Claim Number: | Claim Status: Keyed | Transaction Type: Chargeable

Patient Information

Patient ID: | Patient Account #: | Date of Birth: / / | Sex: |
 Last Name: | First Name: | Middle Name/Initial: |

Provider Information

Billing Provider: | Pay-to Address: | Service Facility Location: |
 Taxonomy Code: |
 Attending Provider: | Taxonomy Code: | Operating Physician: | Other Operating Physician: |
 Rendering Provider: | Referring Provider: | Pay To Plan: |

Claim Data

Admission: Date: / / | Hr: | Min: | Type: | SRC: |
 Discharge: Stat: | Hr: | Min: |
 Statement Coverage Period: From: / / | Through: / / |
 Referral #: | Prior Authorization #: | Type of Bill: |
 Auto Accident State: | Medical Record #: | Repricer Received Date: / / |

Institutional Claim Codes Tab 2

Institutional Claim Data

Claim Data | Claim Codes | Claim Line Items

Procedure Codes

Principal Procedure Code Qualifier: | Principal Procedure Code: | Principal Procedure Date: / / | Other Procedure Codes: |

Diagnosis Codes

Principal Diagnosis Code Qualifier: | Principal Diagnosis Code: | Present on Admission Indicator: | Other Diagnosis Codes: |
 Admitting Diagnosis Code Qualifier: | Admitting Diagnosis Code: |

Additional Claim Codes

Assignment or Plan Participation Code: |
 Release of Information Code: |
 Delay Reason Code: |
 Claim Filing Indicator Code: |
 Assignment of Benefits Indicator: | DRG Code: |
 Patient Reason for Visit Codes | External Cause of Injury Codes | Occurrence Span Codes | Occurrence Codes |
 Value Codes | Condition Codes | Treatment Codes | Claim Pricing / Repricing Info |

Additional Claim Information

Patient Responsibility Amount: |
 Claim Notes | Billing Notes | Other Subscriber Info | Other Reference Info |
 Supplemental Info | Contract Info | File Info | EPSDT Info |

Institutional Claim Line Items Tab 3

Institutional Claim Data

Claim Data | Claim Codes | Claim Line Items

Claim Line Items

<u>Service Line Revenue Code</u>	<u>Product / Service ID Qualifier:</u>	<u>Procedure Code:</u>	<u>Procedure Modifiers:</u>	<u>Description:</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="1"/>
<u>Line Item Charge Amount:</u>	<u>Unit or Basis for Measurement Code:</u>	<u>Service Units Count:</u>	<u>Non-Covered Charge Amount:</u>	<u>Service Date(s)</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="//"/> <input type="text" value="//"/>
<u>Line Item Control#:</u>	<u>Repriced Line Item Ref #:</u>	<u>Adjusted Repriced Line Item Ref #:</u>	<u>Service Tax Amount:</u>	<u>Facility Tax Amount:</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<u>Operating Physician:</u>	<u>Other Operating Physician:</u>	<u>Rendering Provider:</u>	<u>Referring Provider:</u>	<input type="button" value="Add line item"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Additional Line Item Information

<input type="button" value="Drug Information"/>	<input type="button" value="Paperwork"/>	<input type="button" value="Adjudication Information"/>	<input type="button" value="Line Pricing / Repricing Info"/>
---	--	---	--

#	Service Dates From	To	Revenue Code	HCPCS Code	1	2	3	4	Service Units Count	Charge Amount
1										
2										
3										
4										
5										

Total Claim Charges:

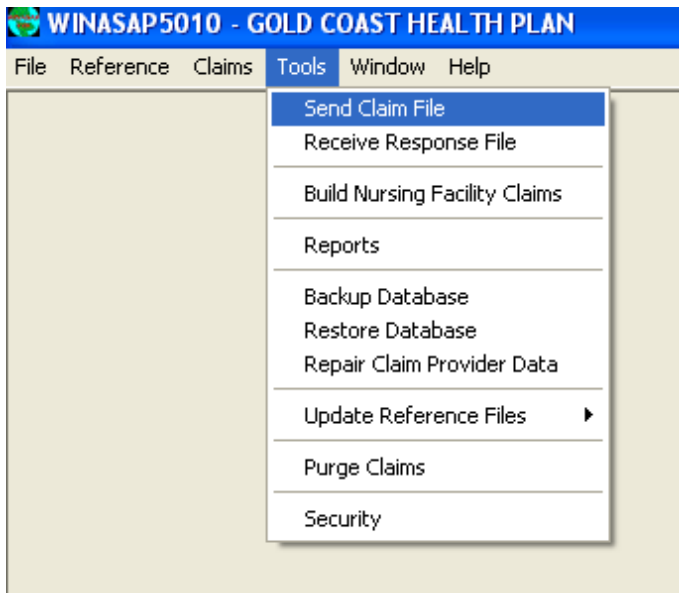
Transmitting Claims/Receiving Responses

This section details two options to send claims electronically once they have been keyed. The first option is to use WINASAP5010 to send your claims to Conduent EDI using a asynchronous (dial-up) modem and the second option is submitting your batch claims file generated by WINASAP5010 to the EDI DIRECT website.

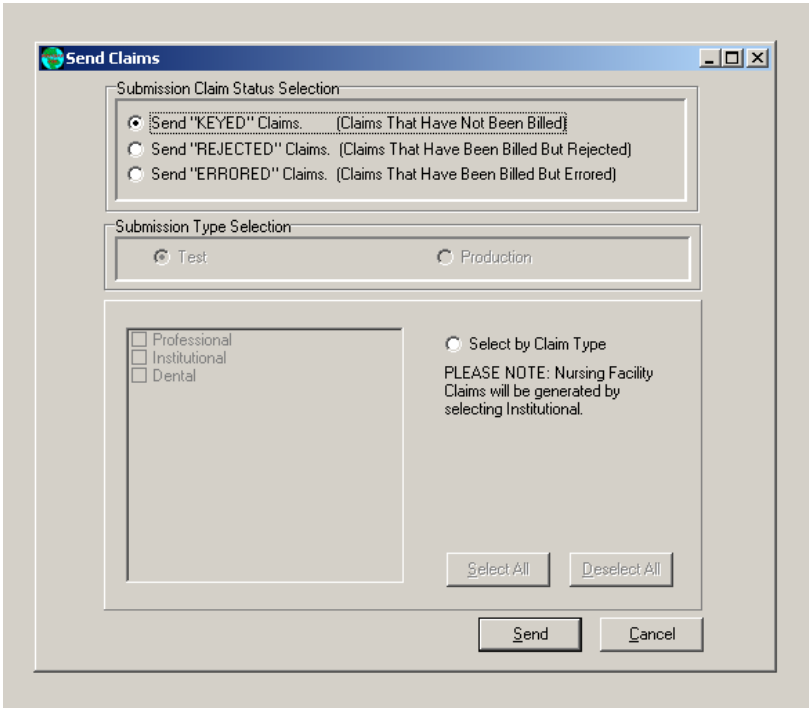
Option 1: WINASAP

This option provides instructions to submit your WINASAP claims via asynchronously (dial-up; requires a phone line and dial-up modem).

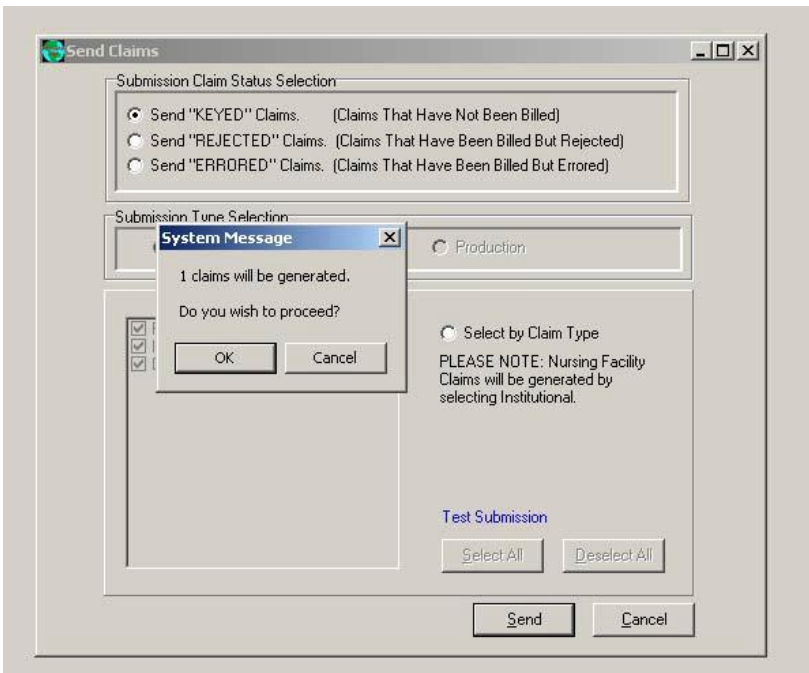
1. Select Tools/Send Claim File



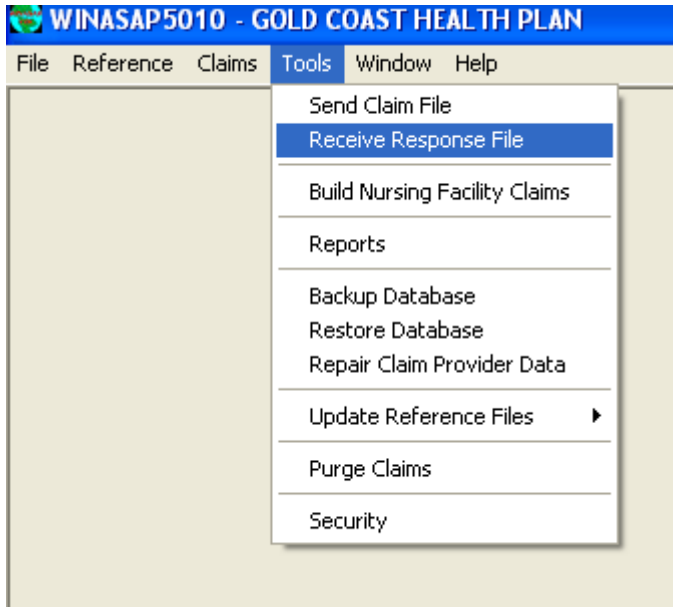
2. Then select Send Keyed Claims, choose production and click Send.



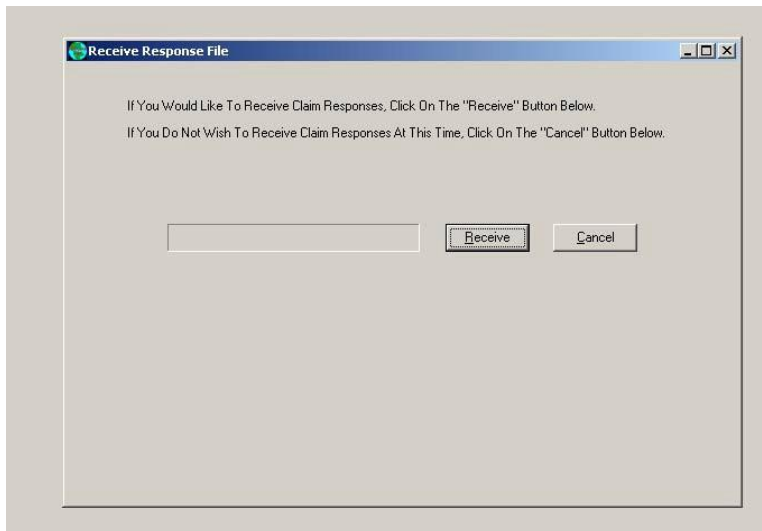
3. The following dialogue box "System Message" will appear. Click Ok, if the number of claims is correct.



- WINASAP5010 will generate the claims and then dial the modem to send them. You will see a confirmation report appear. NOTE: WINASAP5010 stores the last 50 confirmation reports in the reports section.
- After at least 2 hours go back into WINASAP5010 and receive your response file. This will let you know if the file was accepted or rejected.
- Select Tools/Receive Response File



- Click Receive



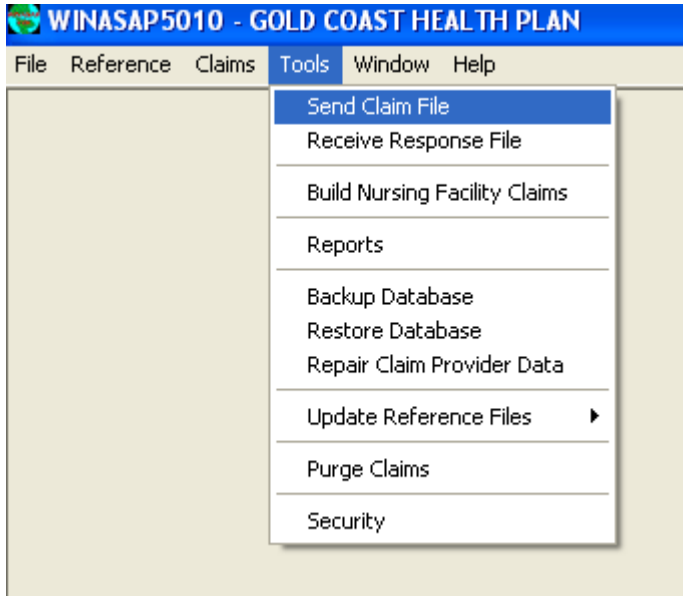
- You will not actually see the file, but it will change the status of your claims to either accepted or rejected. If they are rejected, contact the EDI Support Unit for assistance.

Option 2: EDI Direct

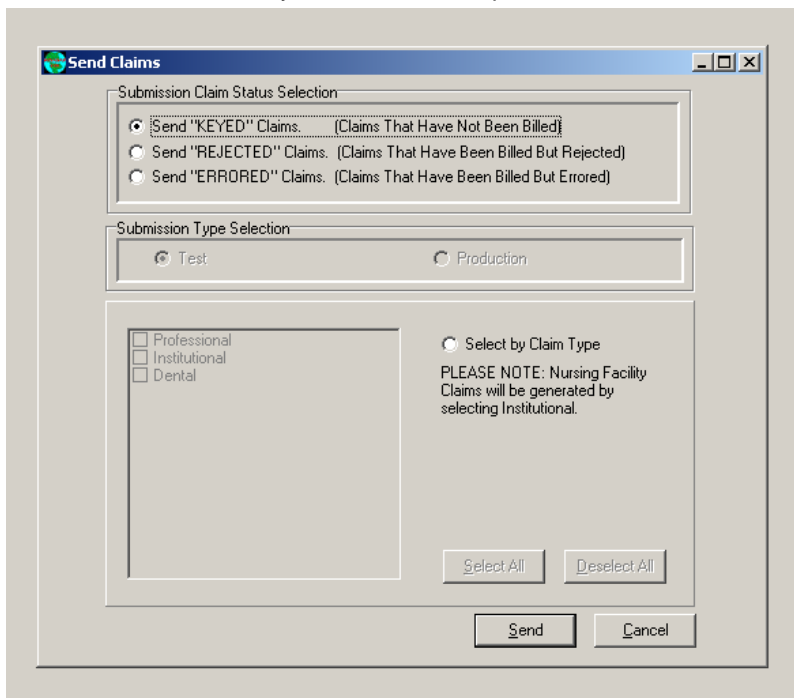
Requires Technical Knowledge to use option two

This option allows you to submit your WINASAP generated claims file (.bil) via the web using EDI Direct.

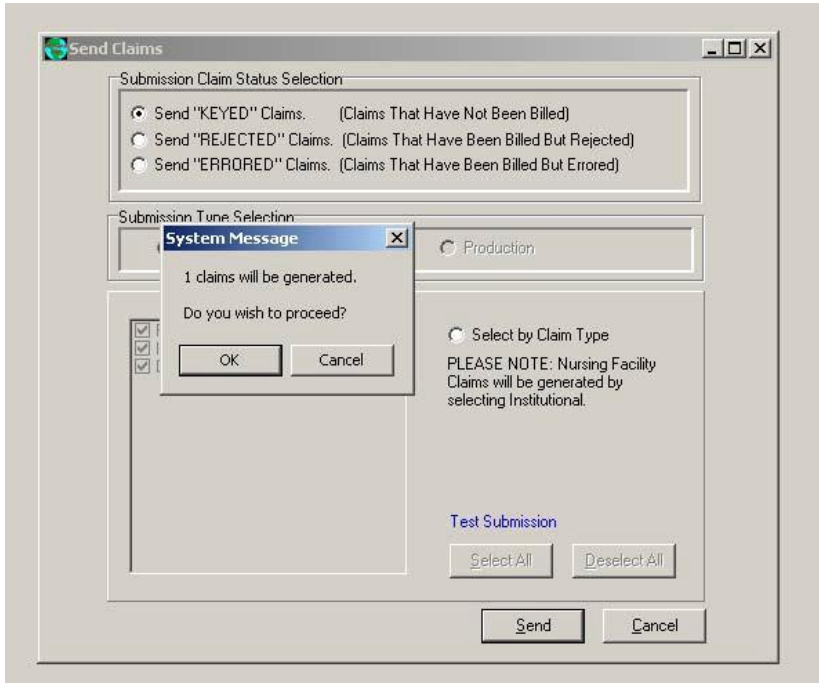
1. Select Tools/Send Claim File



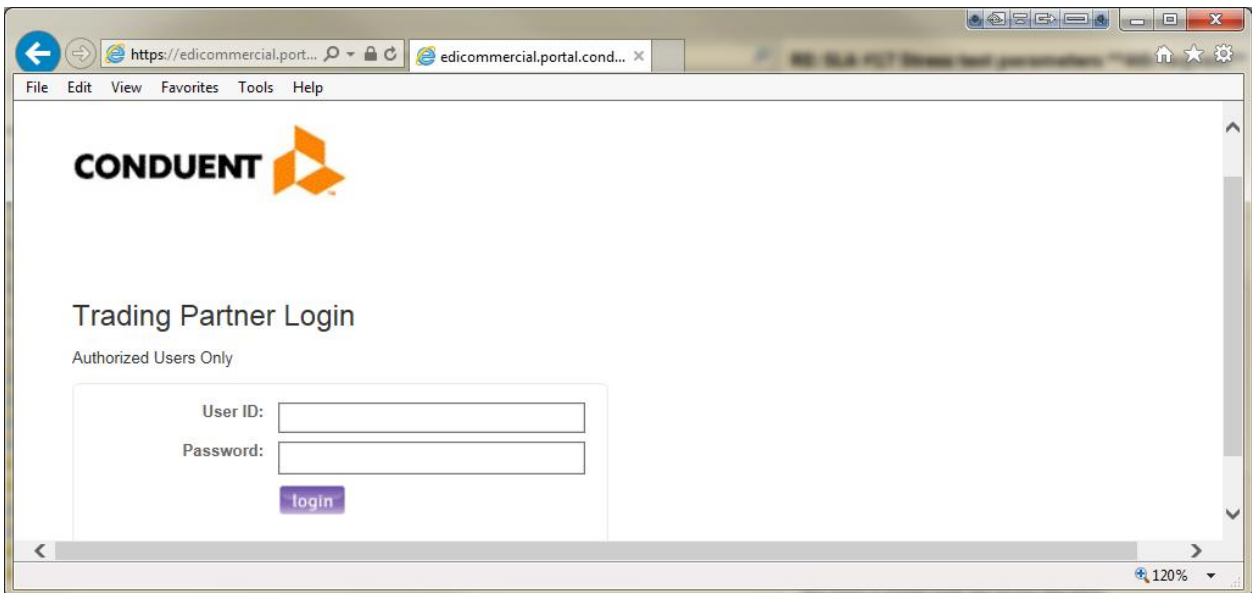
2. Then select Send Keyed Claims, choose production and click Send.



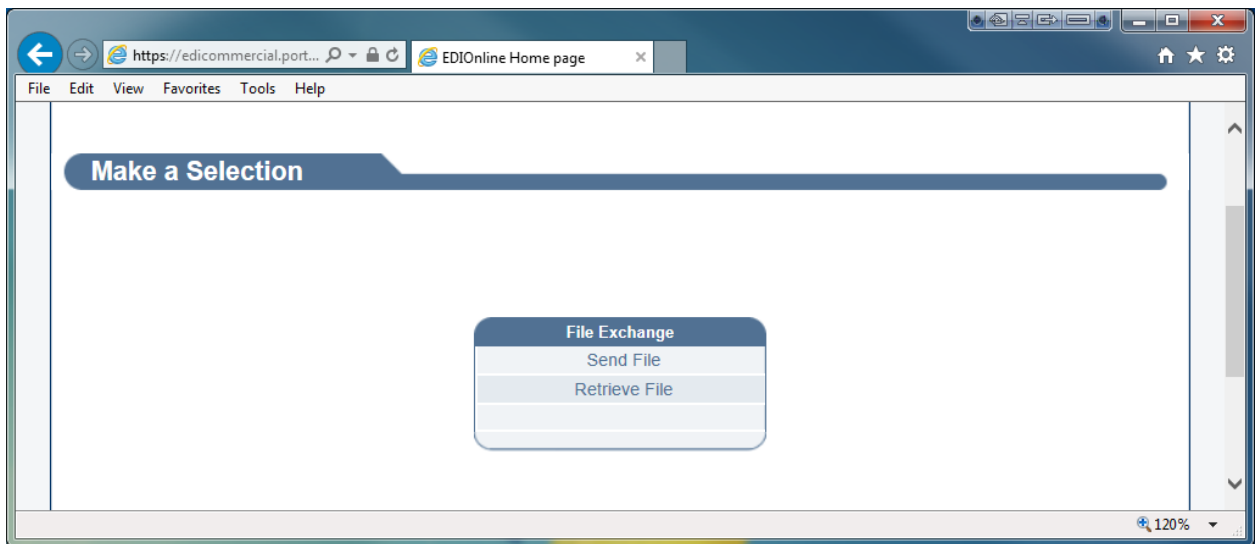
- The following dialog box will appear, click Ok, if the number of claims is correct.



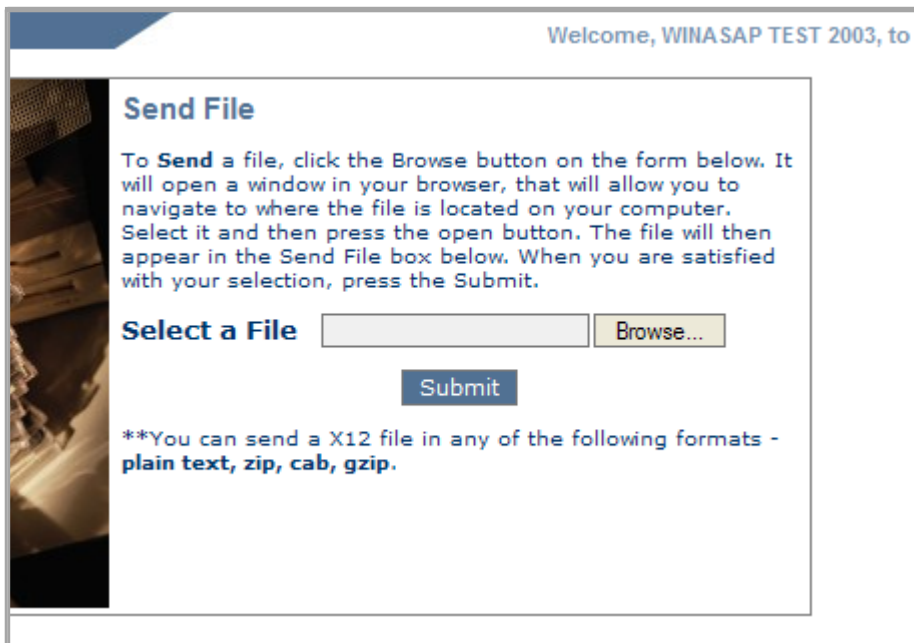
- Next, WINASAP5010 will generate the claims file. After you have generated your file, go to C:\Program Files\Conduent\W5010\db\77160 and save the .bil file to your desktop (NOTE: create a file name you will remember).
- Then go to our EDI Direct website at <https://edicommercial.portal.conduent.com/edidirect/login.do> and login using your assigned logon ID and password.



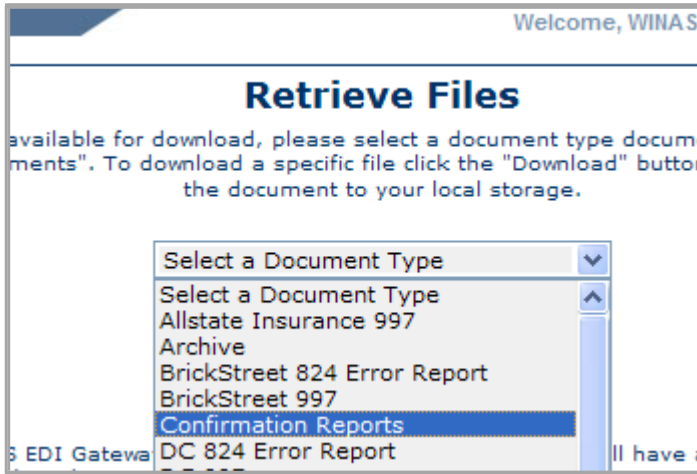
6. From "File Exchange" click "Send File"



7. Select browse and upload file. Please note: This will be the file you saved on your desk top.



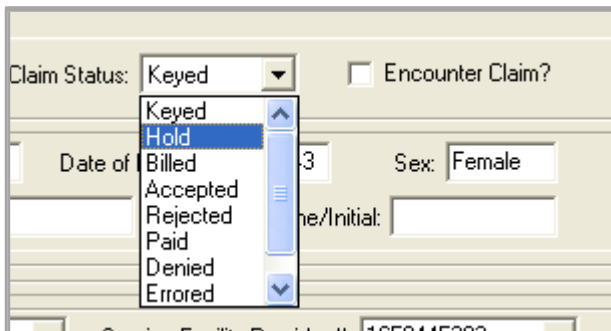
- Wait at least 15 minutes and go back to the home screen and retrieve your Confirmation Report.



- The next business day you will need to go back in and retrieve your Gold Coast Health Plan-GCHP 999.



- After you have reviewed your 999 acknowledgment, go back into the WINASAP software and update the claim status from "Keyed" to "Hold". Updating this information is important, or the next time claims are generated, claims previously submitted will be generated again.



11. Please note: When you are reviewing your acknowledgement report from the GCHP999 folder. Look at the AK*5 for an "A" or "R". If you receive an A, you may HOLD your claims in the WINASAP software, if you receive an "R", contact us and we will assist you in reviewing your errors.