Payment details and Support Tickets

The below information will provide you with step-by-step instructions for the following subjects:

1. **Updating Banking Information**
2. **Add/Update/Change Users**
3. **Access the Explanation of Payments**
4. **Review Claims Details**

How to update banking information

Log into the QuickCap Portal. Once logged on, click on "My Profile" in the top right hand corner. Then navigate to the "Banking Information" tab, and select the button under "Edit". Finally, input the required banking information.

How to access explanation of Benefits for FLEX and REACH

Log into the QuickCap Portal. In the QuickCap home screen:
FLEX: Go to Payment Processing -> Claims EOB.
You will then enter your Organization Name and click on Retrieve Checks. This will bring up a list of recent checks that have been disbursed to your organization.

How to create support tickets & add/update/change users

Log into the QuickCap Portal. In the Customer Service screen > Add Support Ticket, Select correct reason for the ticket under "Regarding" complete all required fields and enter as much detail as possible.

To Add Users:

- **Regarding:** Select User Access
- **Pref. Comm:**Keep the Default as Email
- **Reason:** Identify if we are adding, removing, changing a user.
- **Priority:** Keep Default as Medium
- **Email:**enter the email address for the requester. Select the save button.

How to review claims details

For practices who e-Post through a clearinghouse, the 835 files can be downloaded for each check run linked to your organization.
ERA's can be downloaded from the portal, and uploaded to the practice's system.

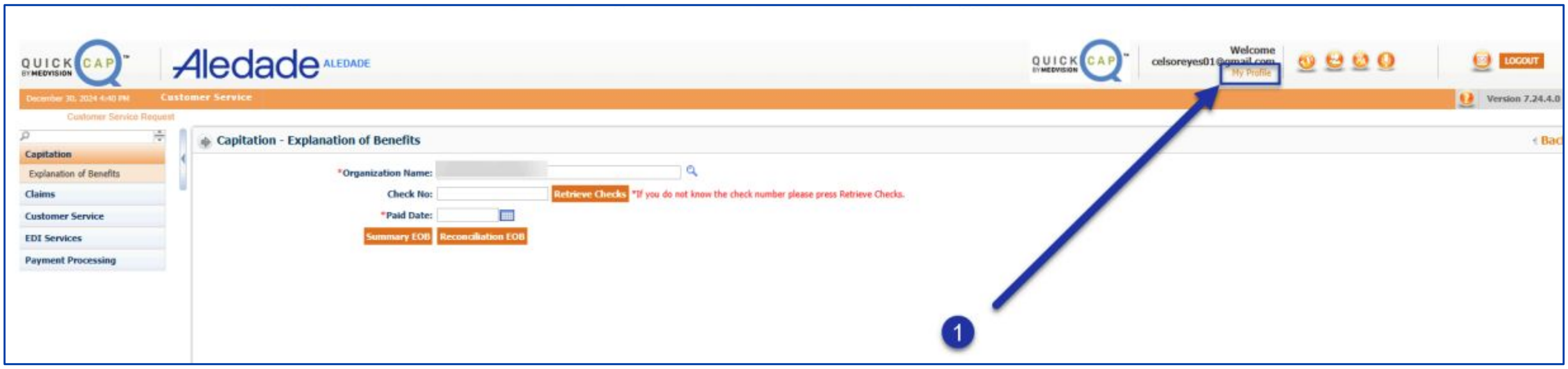
To ensure timely payment at the end of the month, please make sure all of your information is up to date. Feel free to contact us with questions. https://aledade.com/pc-flex-support

Here is a link to the QuickCap system:
https://aledade.quickcap.net/php/general/index.php)

How to update banking information

To prevent avoidable payment rejections, please validate your banking information in the [QuickCap Portal] ensuring the routing and account numbers are correct and the bank type aligns (ex. Checking accounts should have a bank type of checking not savings).

1. Log into the QuickCap Portal
2. Once Logged on, click My Profile in the top right corner



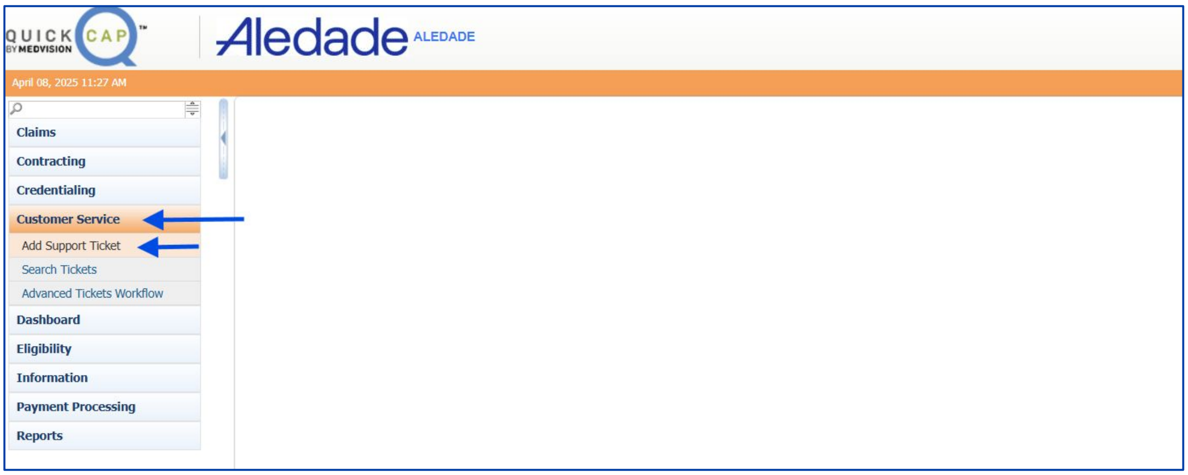
3. Then navigate to the "Banking Information" tab and select the button under "Edit"

4. Finally, input the required banking information for your practice.

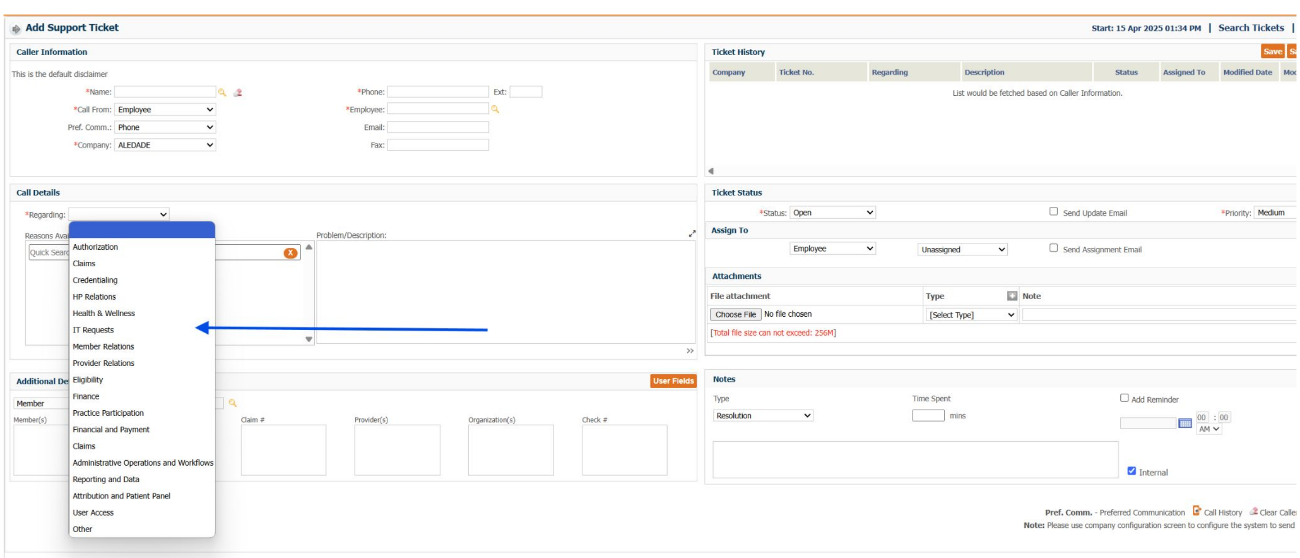
How to create support tickets

End users that will need to access the system to process claims, release payments, download EOBs need to be independently provisioned for access to this system in addition to other Aledade applications.

1. Log into the QuickCap Portal.
2. In the Customer Service screen > Add Support Ticket.



3. Select Reason for the Ticket
4. Complete all required fields and enter as much detail as possible.



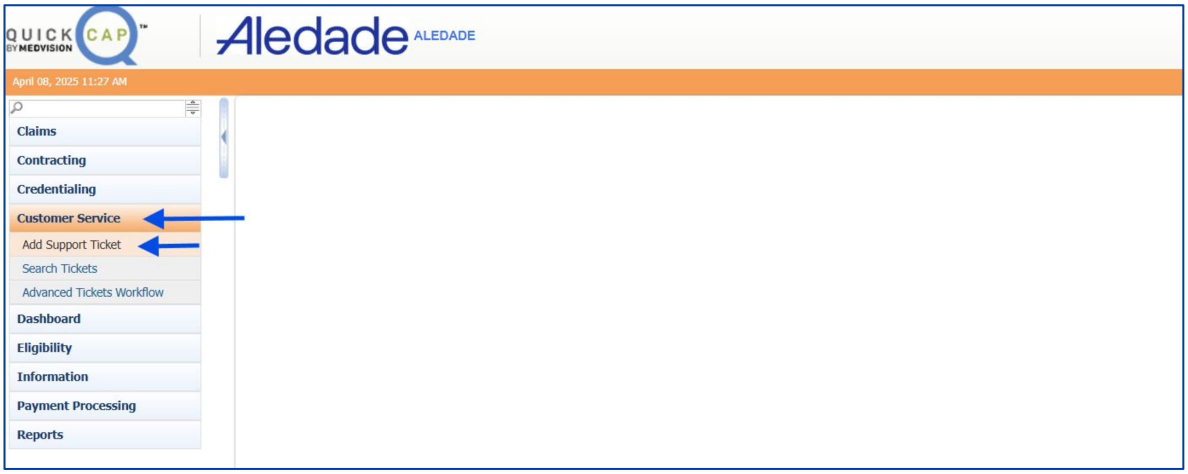
5. Click the **Save** button.

How to add/update/change users

End users that will need to access the system to process claims, release payments, download EOBs need to be independently provisioned for access to this system in addition to other Aledade applications.

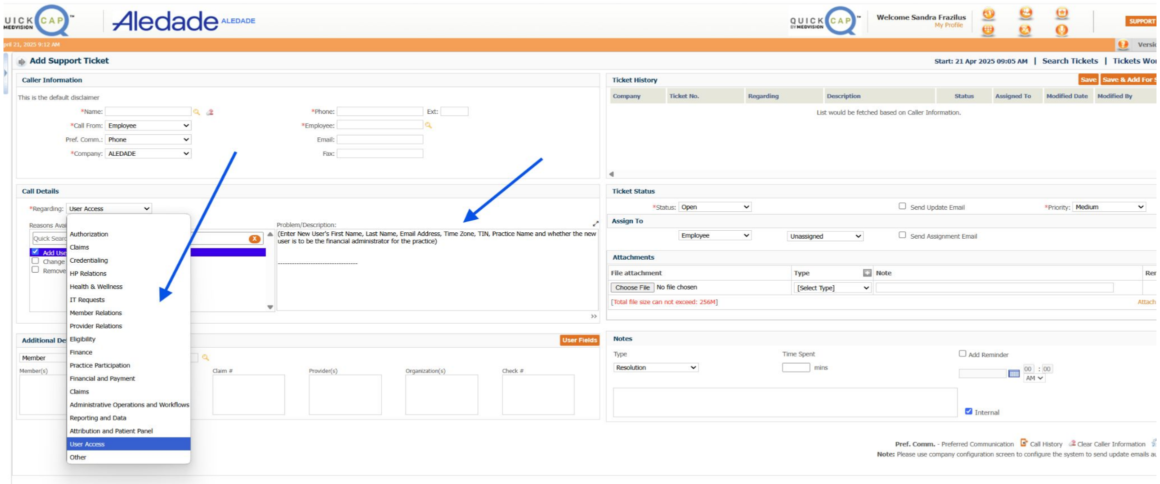
1. Log into the QuickCap Portal.
2. In the Customer Service screen > Add Support Ticket,
3. Select Reason for the Ticket

Complete all required fields and enter as much detail as possible.



To Add a user be sure to provide the below details

- **Regarding:** Select User Access
- **Pref. Comm:**Keep the Default as Email
- **Reason:** Identify if we are adding, removing, changing a user.
- **Priority:** Keep Default as Medium
- **Email:** Enter the email address for the requester



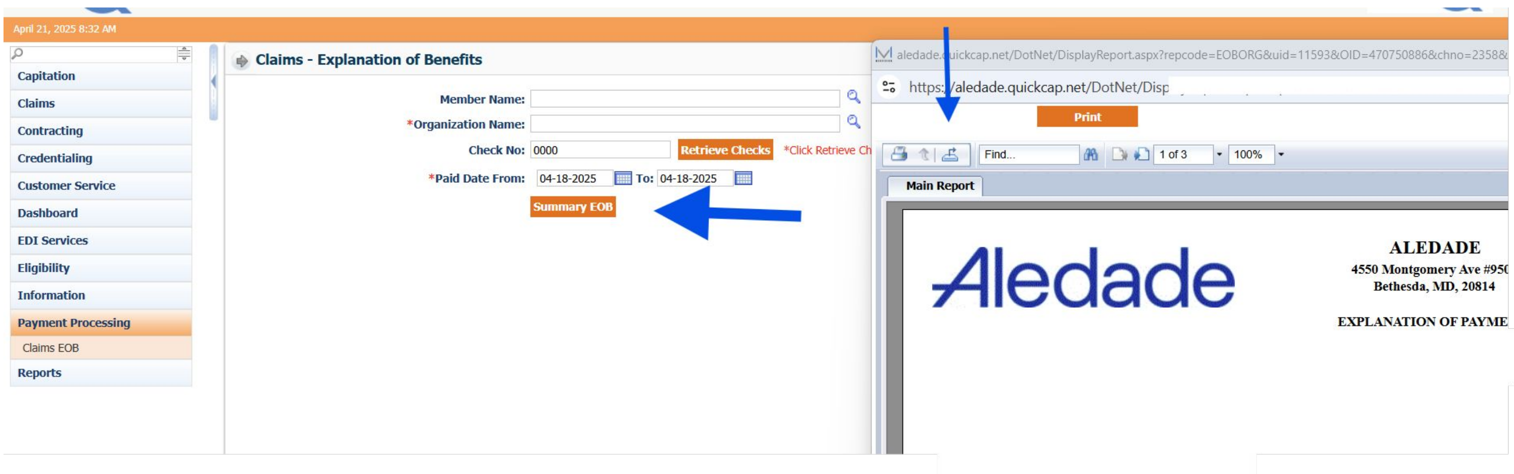
4. Click the **Save** button.

How to access FLEX Explanation Of Benefits

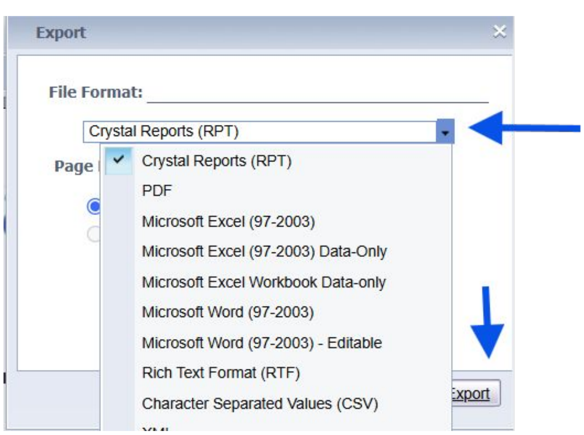
Providers and practices will have access to being able to log into the payment processing module for the EOB's.

1. Log in to **QuickCap**.
2. From the **QuickCap Home** screen, navigate to **Payment Processing**.
3. Select **Claims EOB**.

4. Click the **magnifying glass icon** next to **Organization Name**.
5. In the pop-up window, enter your **Organization Name** in the **Name** field, then click **Search**.
6. In the results, click the number listed under **Organization ID**.
7. Next to the **Check Number** field, click **Retrieve Checks**.
8. A new pop-up window will display all checks paid to your organization.
9. Click a **Check Number** to view the **Explanation of Benefits (EOB)** associated with that check run.
10. Select **Summary EOB** and the EOB will open in a new window.



11. To export the EOB, click the **Export this Report** icon..
12. A pop-up screen will appear, prompting you to select the format in which you would like to export the EOB.



- **Practices have the option to retrieve EOB's based on a date range**
- **Note, if a user is linked to multiple practices, Org name will be required**
- **If a user is only linked to one Org, All EOB's will display as default**

How to review claims details

Aledade

For practices who e-Post through a clearinghouse, the 835 files can be downloaded for each check run linked to your organization. ERA's can be downloaded from the portal, and uploaded to the practice's system.

Navigate to the EDI Services tab on the menu screen and select 835 Download.