New Client Access Services

SYSTEM REQUIREMENTS

The information acquired in this document will ensure that you have the requirements to use our systems that will allow ClaimSecure to maintain proper support and ensure maximum performance.

System Contact:

Name		Title
Telephone	Ext.	Fax
E-Mail Address		

Technical Contact:

Name		Title
Telephone	Ext.	Fax
E-Mail Address		

SYSTEM INFORMATION

ITEM	MINIMUM	RECOMMENDED	ACTUAL
Operating System	**Windows 9x/NT/ME/2000**	**Windows 9x/NT/ME/2000/XP**	
Hardware	**Pentium II 266Mhz**	**Pentium III or higher**	
PC System Memory (RAM)	**64MB**	**128MB**	
Internet Browser	**Internet Explorer Version 6.0**	**Internet Explorer 6.01 SP1**	
SSL	**128 bit**	**128 bit**	
Adobe Acrobat Reader	**Acrobat Reader 4.0**	**Acrobat Reader 5.0**	
Screen Resolution	**800 X 600 256 Colours**	**1024 X 768 32 Million Colours**	
Internet Connection	**(Minimum 56k)**	**Dedicated Internet Connection**	
Citrix ALE Web Client (Online Reporting)	**Plug-in (32-bit) version 4.21.779**	**Plug-in (32-bit) version 4.21.779**	☐

CLIENT SUPPORT

ClaimSecure Web Site	**http://www.claimsecure.com**
ClaimSecure Online Reporting	**http://www.claimsecure.com/en/webreports/**
ClaimSecure Web Support (e-mail)	**websupport@claimsecure.com**
ClaimSecure Helpdesk (e-mail)	**helpdesk@claimsecure.com**
ClaimSecure Helpdesk Phone	**1-705-669-2621**

WEB APPLICATIONS
(Benefits and Eligibility)

CLIENT SECURITY PROFILE

Client Name	_____	I.E.: ClaimSecure
Client ID	_____	(8 Alphanumeric Characters – no spaces)
Client Logo	☐ Please Attach	Graphic Size: 205 pixels wide by 56 pixels high, in a GIF, or JPG format

	PRIVILEGES	GROUP	DIVISIONS	UNITS
☐	Eligibility Entry	_____	_____	_____
☐	Eligibility Query	_____	_____	_____

The following is for TPA USE ONLY

	PRIVILEGES	GROUP	DIVISIONS	UNITS
☐	Drug Claims Entry	_____	_____	_____
☐	Drug Claims Query	_____	_____	_____
☐	Patient Exceptions	_____	_____	_____
☐	Exception Totals	_____	_____	_____
☐	Dental Claims Entry	_____	_____	_____
☐	Dental Claims Query	_____	_____	_____
☐	EHC Claims Entry	_____	_____	_____
☐	EHC Claims Query	_____	_____	_____
☐	Regular Price Query	_____	_____	_____
☐	Generic Price Query	_____	_____	_____

Note: TPA Use only – these functions are utilized by our Insurer and TPA (Third Party Administration) clientele. Some Unions, Associations and/or Trustees may also perform claims submission, patient exceptions and price query using these internet applications.

WEB APPLICATION USERS

Full Name	_____	I.E.: (Jane Smith)
Admin. ID	_____	I.E.: (jsmith) (Max 8 Alphanumeric Characters)
Privileges	_(type any relevant information)_	

Full Name	_____	I.E.: (Jane Smith)
User ID	_____	I.E.: (jsmith) (Max 8 Alphanumeric Characters)
Privileges	_(type any relevant information)_	

Full Name	_____	I.E.: (Jane Smith)
User ID	_____	I.E.: (jsmith) (Max 8 Alphanumeric Characters)
Privileges	_(type any relevant information)_	

Full Name	_____	I.E.: (Jane Smith)
User ID	_____	I.E.: (jsmith) (Max 8 Alphanumeric Characters)
Privileges	_(type any relevant information)_	

Full Name	_____	I.E.: (Jane Smith)
User ID	_____	I.E.: (jsmith) (Max 8 Alphanumeric Characters)
Privileges	_(type any relevant information)_	

Full Name	_____	I.E.: (Jane Smith)
User ID	_____	I.E.: (jsmith) (Max 8 Alphanumeric Characters)
Privileges	_(type any relevant information)_	

Full Name	_____	I.E.: (Jane Smith)
User ID	_____	I.E.: (jsmith) (Max 8 Alphanumeric Characters)
Privileges	_(type any relevant information)_	

ONLINE REPORTING

Client Name	_____	I.E.: ClaimSecure
Client ID	_____	(8 Characters – no spaces)
Client Number	_____	
Group Number	_____	Only required if there are groups to be excluded from the insurance company.

PRINTER CONFIGURATION

Printer Make	_____	HP, Canon, Lexmark, Etc
Printer Name	_____	Exactly as shown in Printer Folder

ENGLISH		FRENCH	
☐	**Enhanced Dental**	☐	**Evolués Dentaires**
☐	**Enhanced Drug**	☐	**Evolués Médicaments**
☐	**Standard All Benefits**	☐	**Indemnités des soins de la santé étendues**
☐	**Standard Dental**	☐	**Soins Dentaires**
☐	**Standard Drug**	☐	**Soins Médicaments**
☐	**Standard EHB**		

CLIENT DOWNLOADS
(Claims Extracts)

Client Name	_____	I.E.: ClaimSecure
Client ID	_____	(8 Characters – no spaces)
Client Number	_____	
Group Number	_____	Only required if there are groups to be excluded from the insurance company.

Download Options

☐	Drug	☐	Dental	☐	EHB
☐	Other	**Specify:**			

E-mail Destination: *user@company.com*

INTERNET BROWSER

This site has been designed to view optimally with Microsoft's Internet Explorer web browser, version 6.0 or later. This is, however, just the recommended configuration and every effort has been made to ensure the pages will view properly under earlier versions of Microsoft's Internet Explorer.   Additional support may be required for 100% compatibility with other browsers other than Internet Explorer 6.0. Support of any web browser below version 5.x is currently limited to the marketing areas of the ClaimSecure web site.

The top web browsing software from Microsoft is free, so ensure you are using the latest technologies by visiting their web site.

http://www.microsoft.com/ie

SSL (Secure Socket Layer)

Browser support for 128 bit Secure Socket Layer is required to support encrypted data streams between the client and web server.

SCREEN RESOLUTION

ClaimSecure.com is designed to be optimally viewed at a minimum screen resolution of 800 x 600. You may need to check your computer's resolution settings for best viewing. Horizontal scrolling may occur if viewed at a lower resolution.

HARDWARE

A Pentium III 733Mhz or higher running Windows 9x/NT/ME/2000/XP is recommended in order to support the required web browser and applications at the required screen resolution. Any computer running the required software will be adequate but performance may suffer as a result of using a slower system.

JAVASCRIPT AND COOKIES

To benefit from the full functionality on the web site, JavaScript must be enabled in your browser. Corporate clients should also configure their firewall and the proxy server on their network so as to support JavaScript and Java applications.

A "cookie" is a piece of data that is sent to your browser from a web server and stored by your browser on the hard drive of your computer. Your browser settings must be set to accept cookies before you can use **www.claimsecure.com.** Most browsers by default are set to accept cookies, but you can change your browser settings to refuse them.

ClaimSecure.com does not use cookies to retrieve personal information about you from your computer. Additionally, you will experience problems if your browser has cookies disabled.

You can ensure that JavaScript and Cookies are enabled on your browser by following the instructions for your browser:

FORMS LIBRARY

Due to the several different platforms in word processing software available, we are providing all our downloadable documents in the PDF (Portable Document File) format. To make use of these documents, please ensure that you have downloaded and installed the **(free)** *Adobe Acrobat Reader* software. Click the icon below to go to Adobe's web site.

To download a PDF, you can do either of the following:

1) Click a link to a PDF in your web browser. This will load the Adobe Acrobat plug-in/viewer software and display the PDF document within the web browser window. Use the save control button on the Adobe Acrobat Reader toolbar to save the open PDF document.

[OR]

2) Right-Click any link to a PDF document, and choose the "Save Target As" option from the context menu that appears.

http://www.adobe.com/products/acrobat/readstep2.html

ON-LINE REPORTING

To access ClaimSecure web reports via the Citrix Metaframe connection, you must have the Citrix Metaframe client software installed. To obtain this software for your browser, you may download the ICA client software and installation instructions from the Citrix web site.

ICA 32-bit Windows Web Plug-In Client for Web Browsers (recommended)
http://download2.citrix.com/FILES/en/products/client/ale/current/wfplug32.exe

FIREWALL INFO

Network Administrators please ensure that the following ports are enabled to access the On Line Reporting Application.

1494 TCP
1604 UDP