Empire E-Capture

User Manual

Updated by Pramila Arun, Conduent Business Analyst

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Version	Date	Revision by	Section	Description of Revision
1	01/15/2013	Oscar Gonzalez	ALL	Formatting
2	07/30/2013	Scott Marzigliano	All	Included .TIF as accepted extension.
3	07/31/2013	Scott Marzigliano	All	Updated for Crosswalk.
4	02/24/2014	Scott Marzigliano	All	General updates
5	12/5/2014	Scott Marzigliano	3a	Added LOB notations
6	12/14/2016	Pramila Arun	4a	Updated the IP address
7	09/21/2017	Pramila Arun	All	Replaced badging 'Xerox' with 'Conduent'.
8	06/10/2021	Pramila Arun	All	Upgrade to Microsoft Edge
9	8/26/2022	JP McElligott	All	Updated URLs from IP Addresses to Anthem facing URLs
10	2/28/23	Claudine Mears	First section	Added "A Note About Your Submission" section as per Matching Attachments Project which will now reject incomplete submissions back to the submitter via email
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Empire E-Capture Portal Guide

****A NOTE ABOUT YOUR SUBMISSIONS****

For your document to route correctly, you must have COMPLETE, VALID, and LEGIBLE information for the document that you are submitting. Required items are listed below. If the complete information is NOT provided in your submission and the document has to be rejected, it will be returned to you for correction.

- Claims: Claim forms must be complete, and all fields filled out according to the claim filing guidelines. Any claim that is not complete runs the risk of rejecting back to the provider or member who submitted it originally.
- Correspondence: if this is claim related correspondence, then the goal is to link it back to its original claim submission. Required items in order for the document to be linked back to the claim to which it refers are Member ID or HCID, Date of Service, and Claim Number. If these three items are not present, and there is not enough additional information with which to create output, then the item will be rejected back to you via email.
    - Other correspondence fields that are helpful, but not required regarding a claim related correspondence item: Total Charge, Reference or Authorization number, Member first/last name, Provider name/NPI/Address/TAXID, Patient Date of Birth.

## 1. Requesting and creating an account

All Anthem (ANTHEM) users must request an E-Capture account through Vendor Management (VM) only. VM will forward the request to Conduent Production Control including their email address as this will be the user login. Please note that E-Capture and Empire Portal logins are separate accounts and if the ANTHEM user does not already have access to Empire Portal that will need to be requested as well. After the account request is sent, the Conduent Production Control Team will send out an E-Capture account invitation to the requestor's email address.

a) Log into the Conduent Esubmit Web Portal: https://global.acswellpoint.com/Esubmit/Login.aspx
b) You will be redirected to the E-Submit Web Portal which hosts the E-Capture tool. Select Request Account from the below menu.
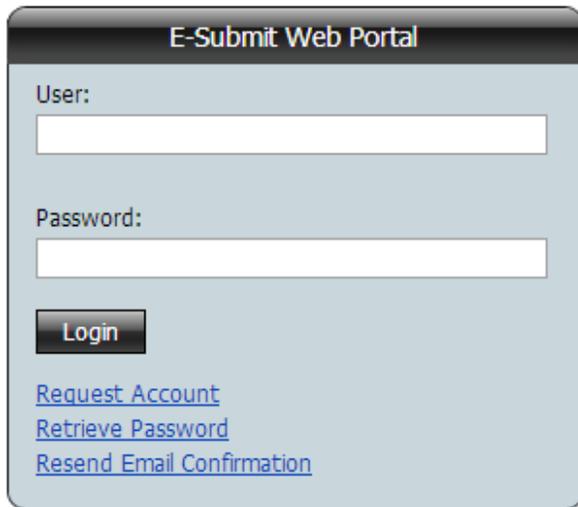
E-Submit Web Portal

User:

Password:

Login

Request Account
Retrieve Password
Resend Email Confirmation

c) The following interface will open to be filled:
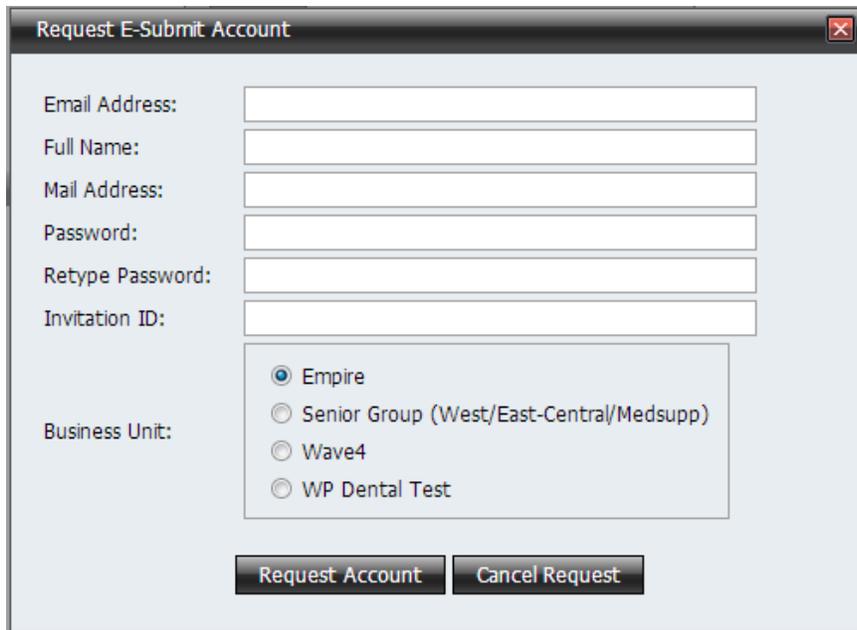
Request E-Submit Account

Email Address:

Full Name:

Mail Address:

Password:

Retype Password:

Invitation ID:

Business Unit:
- ◉ Empire
- ○ Senior Group (West/East-Central/Medsupp)
- ○ Wave4
- ○ WP Dental Test

Request Account   Cancel Request

a. Enter your email address
b. Enter your full name
c. Enter your MAIL STOP address
d. Select a password (you can set this to be the same as your Empire Portal password if you choose)
e. Retype your password
f. Enter your invitation ID that Conduent sent to you in your email (will always be Inv$t3)
g. Select EMPIRE for business unit.

d) The results should look something like this:

f. Select REQUEST ACCOUNT. Once this is processed you will receive and email titled "Activate User account of E-Submit Web Portal" from noreply@acs-inc.com. This will contain account confirmation and a link to activate the account.

2. Login into E-Capture/E-Submit Portal

a) Enter your email address and password that you registered when you submitted the account request then click LOGIN.

b) You will then be brought the portal page. Under the E-Capture drop down arrow choose <u>E-Capture JS.</u> You should also notice the Active Business Unit of "Empire".
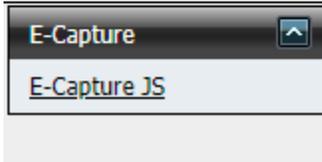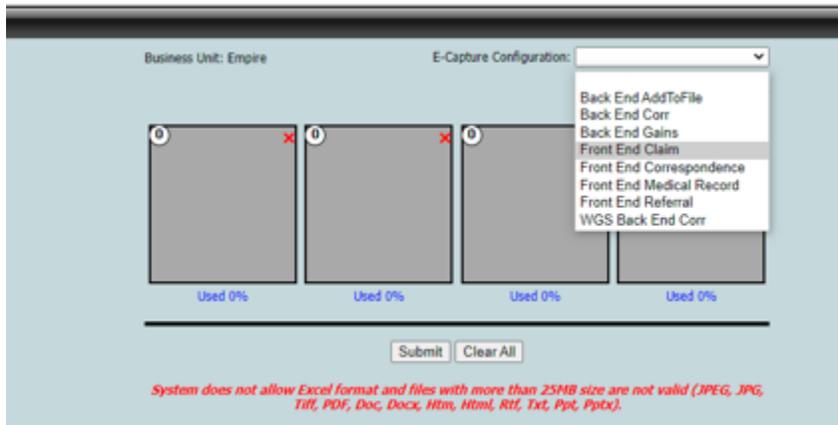

c) The E-Capture Tool Interface then loads.
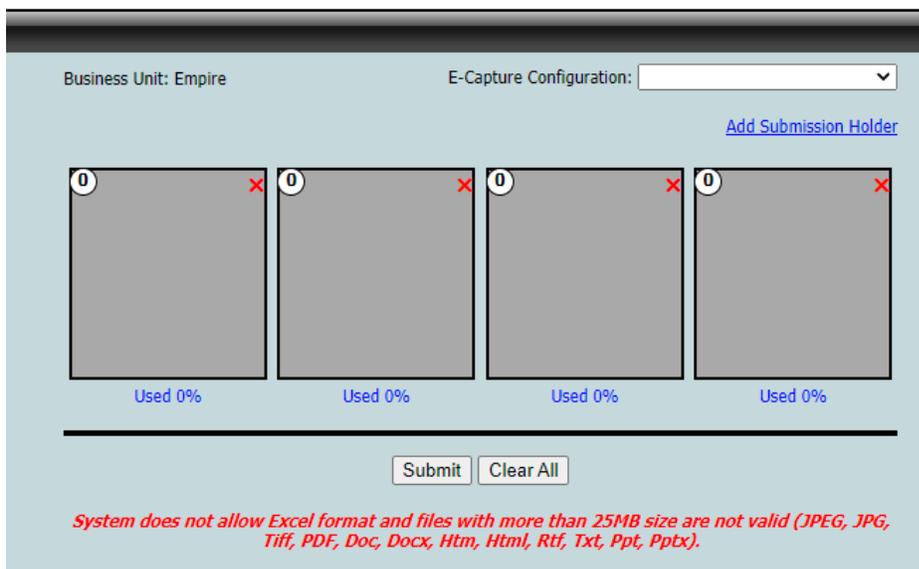
3. Creating an E-Capture submission(s)

<u>NOTE:</u> The E-Capture tool was designed to replace paper submissions. It is important to note that all paper submission business rules still apply such as: Change Item, RTP/Mailback, Splitting of an item.

a) Select the applicable E-Capture submission type in the E-CAPTURE CONFIGURATION pull down.

System does not allow Excel format and files with more than 25MB size are not valid (JPEG, JPG, Tiff, PDF, Doc, Docx, Htm, Html, Rtf, Txt, Ppt, Pptx).

1. Back End Add To File (Host/Home LOB only)
2. Back End Corr (Host/Home LOB only)
3. Back End Gains (Host/Home LOB only)
4. Front End Claim (All LOBs)
5. Front End Correspondence (All LOBs)
6. Front End Medical Record (All LOBs)
7. Front End Referral (Host/Home LOB only)
8. WGS Back End Corr (for image only) (HIX/PEX/AEP) LOB only)

b) After selecting an E-Capture document type (for this manual we will sample a Front End Corr) the interface will open windows explorer so you can navigate to where your images are stored.

c) Each folder is 1 submission and each submission can have 1 or more attachments. The following attachment types are allowed. These can all be multiple page attachments:

   - PDF, DOC, DOCX, TIFF,**TIF**, JPEG, JPG.

d) Clicking on each submission folder will prompt you to find the path for the image(s)

Business Unit: Empire   E-Capture Configuration: Front End Correspondence ▾ ❓

Add Submission Holder

1	002049725.PDF	❌
1	s word ecapture HCFA doc.doc	❌
1	s word ecapture HCFA.docx	❌
3	20121562081756003.tiff E20121562081756002.tiff E20121562081756001.tiff	❌

Used 1%   Used 0%   Used 0%   Used 0%

1	Multi Page TIFF.tiff	❌
1	capture JPEG.jpeg	❌
1	capture JPG.jpg	❌

Used 0%   Used 0%   Used 0%

Wellpoint Date: 1/4/2013 📅 *

Submit   Clear All

e) In bulk submission example above, it is assumed that all documents have a Anthem In-House **back** Date of 1/4/2013.
   1. **Please note**: If you have documents with different Anthem In-House dates you will need to break them up into separate submissions.
   2. The maximum size per file is 15MB and the total file size between all uploaded files cannot exceed 25MB. This maximum is per holder not per submission

f) After you have your documents images submitted click the SUBMIT button.

g) You will get a confirmation dialogue with an attachment count for each folder:
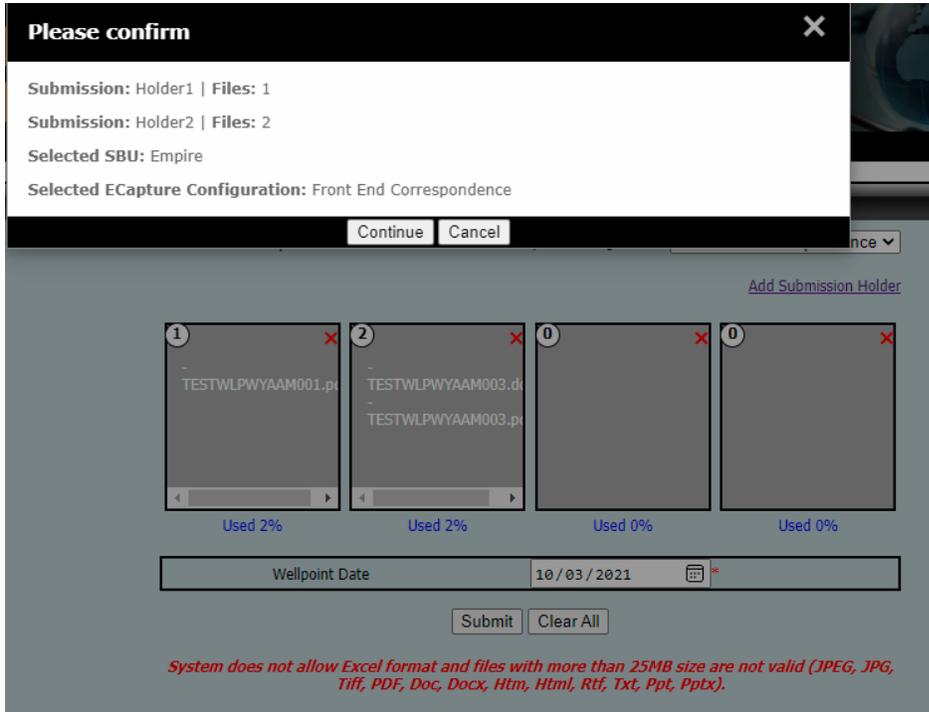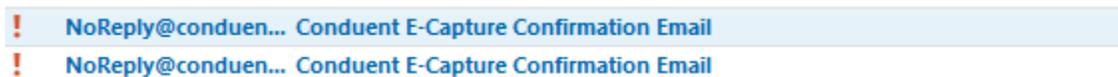

h) Scroll to the end (if applicable) and choose CONTINUE.
i) A submission menu will begin to process. After it is completed you can view the report, print the report or close it.
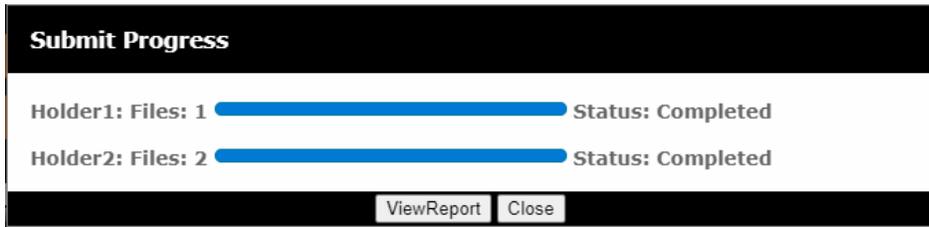
j) You will receive and email for EACH DCN /Submission folder that was submitted. for above example, you will get 2 emails:

k) Each email will have the following information for your record (sample)

E-Capture Confirmation Message:

-E-Capture Business Unit: Empire

-E-Capture Type: Front End Correspondence

-Submitted By: pramila.arun@conduent.com

-Document Control Number: E2021277C000057

-Total Images Received: 1

4. Cross walking the Conduent DCNS to Anthem ClaimNum and FileNet DCN

a) Log into the Conduent Empire Web portal: https://empire.acswellpoint.com/EmpireReports/ To retrieve the DCNs for bulk submissions or to see a date span summary by user:

- Enter your email address and select a date span, the press VIEW REPORT. You will see a count by date breakdown like the below sample: (Please note that all reports on this page can be exported or printed for your use.)

- Click on the desired date. You will see a drill down with the below columns: Conduent DCN, Client Claim Num, FileNetDCN, Split DCNs, Submitted by, Create Date, Anthem Date, Document Type , Mailback type

ECapture Report Detail

	Document Control Number	Client Claim Num	FileNetDCN	Split DCNs	Submitted by	Create Date	Wellpoint Date	Workflow Type	Document Type	Mail
	E2013168C000097	31570296810	13168ANB000244		kristine.brady@anthem.com	2013/06/17	2013/06/06	Front End	NYHCFANS	
	E2013168C000098	31570296820	13168ANB000245		kristine.brady@anthem.com	2013/06/17	2013/06/06	Front End	NYHCFANS	
	E2013168C000099	31630297040	13168ANB000240		kristine.brady@anthem.com	2013/06/17	2013/06/12	Front End	NYHCFANS	
	E2013168C000100	31630297050	13168ANB000241		kristine.brady@anthem.com	2013/06/17	2013/06/12	Front End	NYHCFANS	
	E2013168C000101	31630297060	13168ANB000242		kristine.brady@anthem.com	2013/06/17	2013/06/12	Front End	NYHCFANS	
	E2013168C000102			True	kristine.brady@anthem.com	2013/06/17	2013/06/12	Front End	NYHCFANS	

- If the item(s) have been transmitted the Claim Num and FileNetDCN columns will be prefilled, if not, blank.
- For items with a "TRUE" in Split DCNs, click on the Conduent DCN/Doc Control # column to see the child DCNs that were created:

ECapture Split Report Detail

Document Control Number	Client Claim Num	FileNetDCN	Submitted by	Create Date	Wellpoint Date	Workflow Type	Document Type	Mail
E2013163168ID000001	31630297070	13168ANB000247	kristine.brady@anthem.com	2013/06/18	2013/06/12	Front End	NYHCFANS	
E2013163168ID000002	31630297080	13168ANB000248	kristine.brady@anthem.com	2013/06/18	2013/06/12	Front End	NYHCFANS	

- If an Item has a value in the Mail Back Type column, this means the document was sent as an RTP/Mailback file.

Note: Please remember that all paper submission business rules will apply to E-Capture submissions.

If you have any questions or suggestion for this guide please email: jeremiah.mcelligott@anthem.com