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Connecting Disconnected Data™

## FastAttach® Stand Alone User Guide

Revision Date: 09/15/2017

This guide covers the use of *FastAttach Stand Alone*. The *FastAttach* application must be installed on the workstation prior to these steps. If you have not installed *FastAttach* please call 800-782-5150, and select option 3 for tech support.

### Creating an Attachment

**(Note: Attachments must be created BEFORE the claim is sent to the insurance company.)**

1. From your desktop, double-click the *FastAttach* icon. The *AutoUpdater* window will appear for a short time and close, then the *NEA FastAttach: Login* window will appear.
2. Enter your password and click the **Login** button. The *NEA FastAttach: Main* window will open.
3. Click the New/Search button. The *NEA FastAttach: Patient Search* screen will open.
4. If you have created an attachment for the patient in *FastAttach* before, their information will be available under the **Patient Lookup** section. Enter the patient's first and last name in the appropriate fields and click the **Search** button. If the patient is found, their name will be displayed in the **Search Results**.
  - a. Locate the name of the of the patient and click **Create Attachment**.
  - b. If you would like to review the patient information before creating the attachment, click **Edit** next to the patient's name. You will be taken to the *Patient Information* screen and can make any necessary edits. Click **Create Attachment** to continue.
  - c. If the patient is not found, click the **New Patient** button at the top of the screen. The *NEA FastAttach: Patient Information* screen will open. Enter in the patient's information and click **Create Attachment** to continue.
5. The *NEA FastAttach: Data Entry* screen will appear. The claim information is listed on the left side of the window. To check the image requirements for the procedure codes on the claim, click **Check Requirements**. Internet Explorer will open and the *FastLook Payor Requirements* page will load.

6. You can enter a specific procedure code into the **Enter Code** field and click the **Search** button, or you can select from a range of codes from the **Select From the Below Ranges** drop-down menu.
7. The code, description, and any image requirements will be displayed at the bottom of the screen. When you are finished reviewing the image requirements, close Internet Explorer return to the *NEA FastAttach: Data Entry* window.
8. There are a few different methods that can be used to add images to an attachment:
  - a. Screen Capture (recommended for all digital images and files)
    - i. Click the **Screen Capture** button. The *NEA FastAttach: Data Entry* screen will be minimized, and the *NEA: Screen Capture* window will appear in the upper-right corner of the screen.
    - ii. Open an image that you want to attach. Make sure that the image is large enough so that x-rays and text are easy to read.
    - iii. Click the **Draw Rectangle** button. Your cursor will turn into a red cross.
    - iv. Position the red cross on the corner of the image that you want to capture. Click and hold the left mouse button and move the cursor diagonally to the opposite corner. A box will start to form. Make sure that the image is inside the box and release the left mouse button. The *NEA FastAttach: Edit Image* window will appear.
    - v. The image that you captured will be displayed on the right side of the *NEA FastAttach: Edit Image* window. If the image is bigger than the viewing area, scroll bars will be located on the bottom and right sides of the image.
    - vi. Additional information about the image needs to be entered on the left side of the *NEA FastAttach: Edit Image* screen. The information required depends on the type of image that you are attaching.
      1. X-Rays
        - a. Click the **Manual** tab (this is select by default)
        - b. Select either **The left side is the patient's right side** or **The left side is the patient's left side**.
        - c. Enter the date that the x-ray was taken in the **Date Taken** field.
        - d. Click **Select an Image Type** and choose the appropriate image type.

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- e. (Optional) Enter a note into the **Image Note** field. Information entered here will not be seen by the insurance company. This note is posted to the image archive.
2. Non X-Ray Images
    - a. Click the **Non-Xray** tab.
    - b. Click **Select an Image Type** and choose the appropriate image type.
    - c. (Optional) Enter the date that the image was created in the **Date Taken** field.
    - d. (Optional) Enter a note into the **Image Note** field. Information entered here will not be seen by the insurance company. This note is posted to the image archive.
  - vii. Click the **Next** button. You will be returned to the **NEA FastAttach: Data Entry** screen and the image will be listed to the right of the window.
- b. Twain/Scanner (requires a scanner with a Twain driver)
    - i. Click the **Twain/Scanner** button. A list of scanners that are available on this computer will appear.
    - ii. Select the scanner that you want to use and click the **Select** button.
    - iii. Your scanner software will open. Review your settings before scanning the image. The recommended settings are:
      1. X-Rays- Positive Film, Resolution= 100 dpi
      2. Paper Documents- Reflective, Resolution= 100 dpi
    - iv. Preview (overview) the image. This allows you to view the image before scanning it into FastAttach. If possible, crop the image.
    - v. Scan the image. When the scan is complete, the **NEA FastAttach: Edit Image** screen will appear.
    - vi. The image that you scanned will be displayed on the right side of the screen. If the image is bigger than the viewing area, scroll bars will be located on the bottom and right sides of the image.
    - vii. Additional information about the image needs to be entered on the left side of the screen. The information required depends on the type of image that you are attaching.

1. X-Rays

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2. Non X-Ray Images

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- b. Click **Select an Image Type** and choose the appropriate image type.
- c. (Optional) Enter the date that the image was created in the **Date Taken** field.
- d. (Optional) Enter a note into the **Image Note** field. Information entered here will not be seen by the insurance company. This note is posted to the image archive.

viii. Click the **Next** button. You will be returned to the *NEA FastAttach: Data Entry* screen and the image will be listed to the right of the window.

9. On the *NEA FastAttach: Data Entry* screen, enter your narrative or any additional notes into the **Narrative** box. This field is limited to 2000 characters.
10. Once you have added all of the images that you would like to send, click the **Save** button. You will be returned to the *NEA FastAttach: Main* screen.
11. The status of the attachment will be **Ready to Send**. Click the **Send** button. The *NEA FastAttach: View Reports* screen will open.
12. This is your Attachment File Receipt, which confirms that your attachment has been successfully sent and stored in the NEA database. Take the **NEA#** from the **Attachment File Receipt** and place it on the claim in the **Remarks for Unusual Services** section. The NEA number must be formatted like this: NEA#xxxxxxx. The claim is then sent to the payer. The payer uses the NEA# to locate the attachment in the NEA database.

## Sending Attachments in response to EOB

You may occasionally receive letters or EOBs from payers requesting additional information. This section will guide you through creating attachments in response to these letters.

1. Log into *FastAttach*.
2. On the *NEA FastAttach: Main* screen, click the **New/Search** button. The *NEA FastAttach: Patient Search* screen will open.
3. If you have created an attachment for the patient in *FastAttach* before, their information will be available under the **Patient Lookup** section. Enter the patient's first and last name in the appropriate fields and click the **Search** button. If the patient is found, their name will be displayed in the **Search Results**.
  - a. Locate the name of the of the patient and click **Create Attachment**.
  - b. If you would like to review the patient information before creating the attachment, click **Edit** next to the patient's name. You will be taken to the *Patient Information* screen and can make any necessary edits. Click **Create Attachment** to continue.
  - c. If the patient is not found, click the **New Patient** button at the top of the screen. The *NEA FastAttach: Patient Information* screen will open. Enter in the patient's information and click **Create Attachment** to continue.
4. The *NEA FastAttach: Data Entry* screen will appear.
5. Locate the question, '**Did the payor request this attachment?**' and click **Yes**. This will activate the **Payor Reference Number** field. Enter the reference number from the EOB/letter. The reference number could be the DCN, FRN, or claim number. It is typically the longest number on the document.
6. Attach any required images or documents using any of the methods outlined earlier in this guide. When you are finished, click the **Save** button. You will return to the *NEA FastAttach: Main* screen.
7. The patient's name will be listed and have a status of **Ready to Send**. Click the **Send** button. The *NEA FastAttach: View Reports* screen will open.
8. In most cases, attachments created in response to EOBs and letters do not require you to resend the claim with the NEA#. When you include a Payor Reference Number with an attachment, NEA sends a notification to the payor to let them know that the attachment that they requested from you is available.