

Welcome to CQuest: EI-CBO

Early Intervention – Central Billing Office

OVERVIEW

The Early Intervention Central Billing Office is providing an electronic billing solution for Early Intervention providers to submit their claims electronically to the CBO. This document outlines how to start using SolAce EMC Enterprise.

Please note that these instructions apply to all EI provider types *except* transportation providers. Procedures for transportation providers are still being tested. As soon as the testing is complete, information specific to transportation use of SolAce will be posted on the CBO website.

SIGN-UP

To sign-up to use SolAce Enterprise to send electronic claims directly to the Early Intervention Central Billing Office:

- Visit the website <http://spiclaims01.eicbo.info/>.
- Click on the “Sign-Up” link at the top of the page in your web browser.
- Enter your tax ID and zip code when prompted with no hyphens.
 - (example: use 12345678 not 12-345678 or 123-45-678)
- You will be taken to a page where you will be required to enter some specific information, which only you would know, in order to confirm your identity and configure the SolAce application for your use.

INSTALLATION

JAVA INSTALLATION

The SolAce application is written in Java, a computer programming language. Because of this, SolAce can run on any computer that has Java installed. If Java is already installed on your computer, you will automatically be sent to the SolAce launch page.

To install Java:

- Click on the “Start SolAce” link at the top of the page in your web browser. The browser will check to see if you have Java installed. If you don’t, the software will install it for you.

NOTES ON JAVA INSTALLATION

- LINUX/UNIX users may need to be logged in as “root” in order to install Java.
- WINDOWS users may need to contact your network administrator or computer consultant if unable to complete Java installation.
- Installing Java over a dial-up internet connection may take up 40 minutes. The good news is you only have to do it once!
- If you receive an error stating that the Java application cannot be found once the download is complete, you will have to follow the steps to manually download and install Java. Here’s how you do that:
 1. Go to <http://www.java.com/>.
 2. Click the “Manual Download” link.
 3. Click the “Download” button next to the version of Java that is for your computer (Windows users: You should choose the off-line installation package, not the on-line installation package.)
 4. Run the package you just downloaded, and it will install on your computer.

SolAce INSTALLATION

Once you arrive at the SolAce Launch page:

- Click on the “SolAce EMC” icon on the left side of the page. Clicking on this icon will install and launch the application.
- Dialup users will spend about 20 minutes downloading and installing the application. Future launches will only download any updates to the SolAce application. This should be much faster than downloading the entire application.

STARTING SOLACE

1. Click the “Start SolAce” link at the top of the page.
2. Click the “SolAce EMC” icon on the left side of the page.
3. Enter your Tax ID (without hyphens) in the “Site ID” box of the sign-in dialog box.
4. Enter the user name you selected in the “User ID” box of the sign-in dialog box.
5. Enter the password you selected in the “Password” box of the sign-in dialog box.

Helpful Hints

*****NOTE:** All providers are set up as Group Practice and Group Provider, regardless of working as an independent provider or working for an agency. This means that under the Setup and Providers tab you will see two separate entries, one for Group Practice and one for Group Provider.

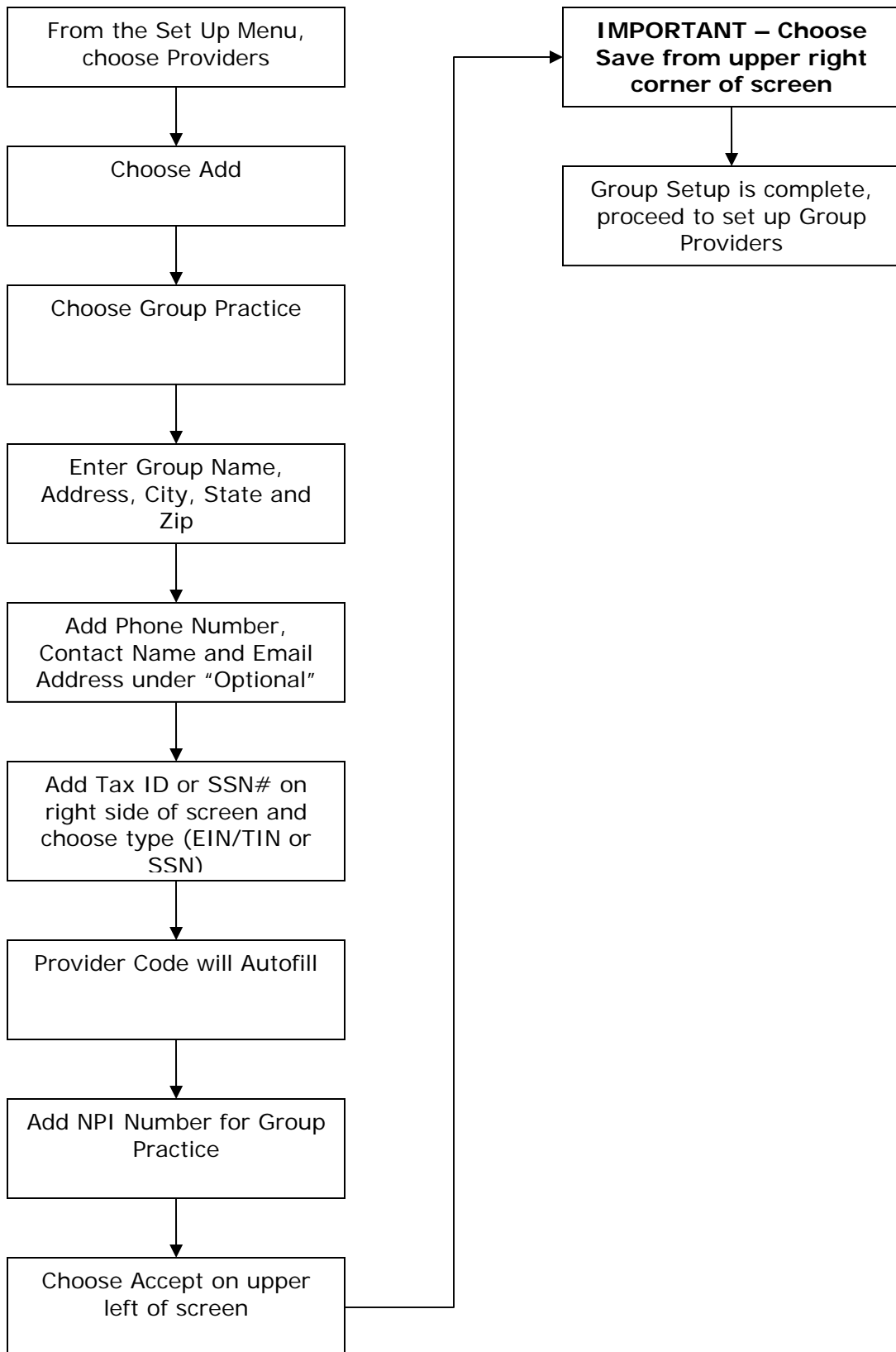
1. Before attempting QClaims setup, please call the EI – CBO help desk @ 1-800-634-8540 for verification on how to be set up...the setup info has to match what the CBO has on file EXACTLY.

IMPORTANT NOTE: If you are currently set up as a provider and your status changes from independent to agency or agency to independent status, IT IS IMPERATIVE to call the Help Desk for assistance with changes in the QClaims setup to ensure any future claims will be processed correctly.

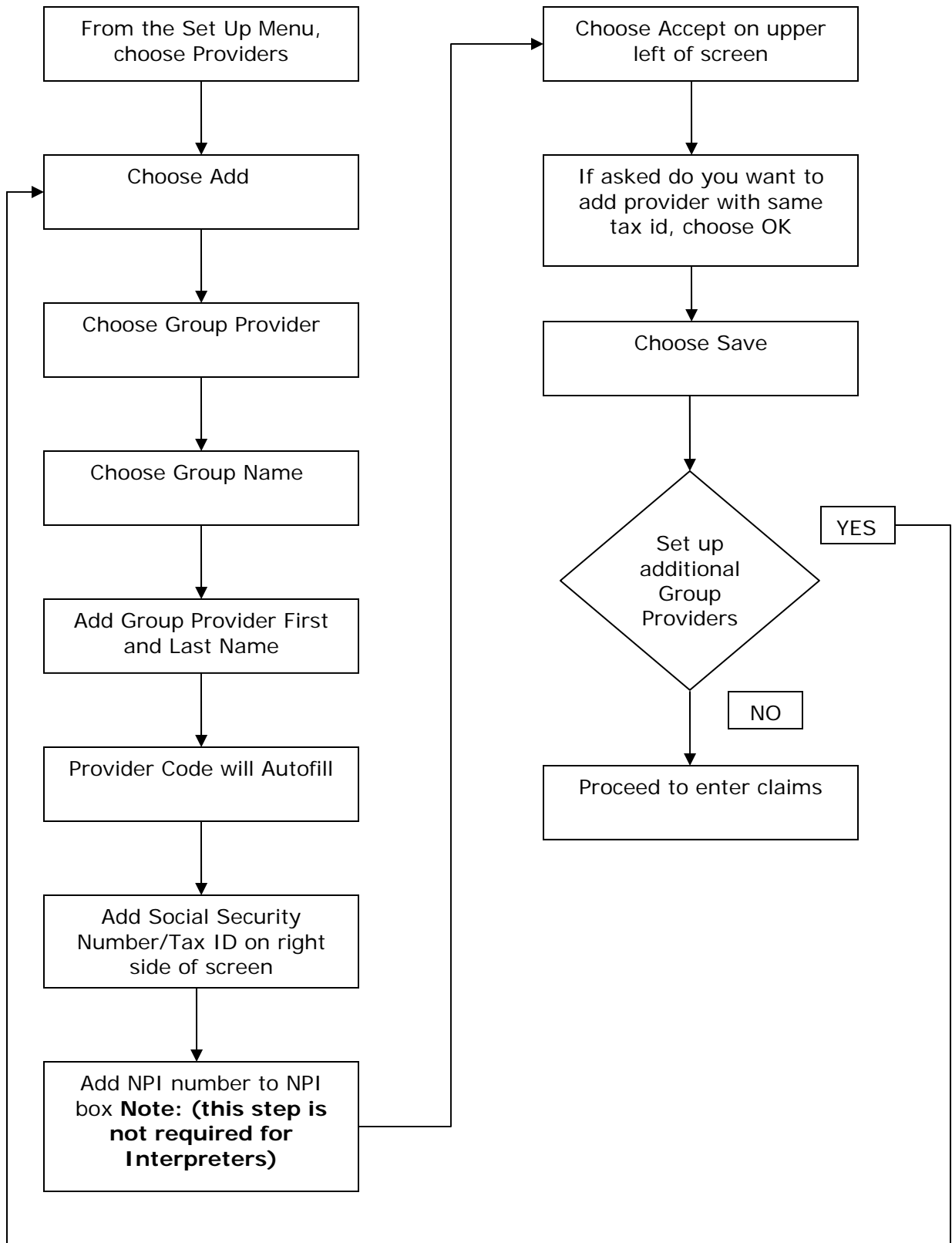
2. When you click on "verify" after completing a claim, you can double click on any error messages (warnings) and it will take you to the field containing the error.
3. Note for Modifiers: Modifiers are a two letter code after the cpt code. For example: 99499 GN, GN is the modifier and must be entered in the first box in all CAPS under modifier next to the cpt code (section 24D).
4. More than one claim may be entered per batch. This can be done by clicking "Accept" at the end of the entered claim and then click on the "ADD" button. Once all claims have been added, click "Accept" and "Save" to save the entire batch.
5. Note to Associate Providers: If there is an associate level provider providing services for a child, the associate will need to be listed in box 19 in the following format, "Associate Last Name, First Name". **NOTE:** the word **ASSOCIATE** will need to be spelled out prior to the last name, first name. (Example: Associate Doe, Jane).

*****NOTE:** Please refer to the website www.eicbo.info for important information regarding policy changes. Any changes will be posted to this site as soon as they are implemented.

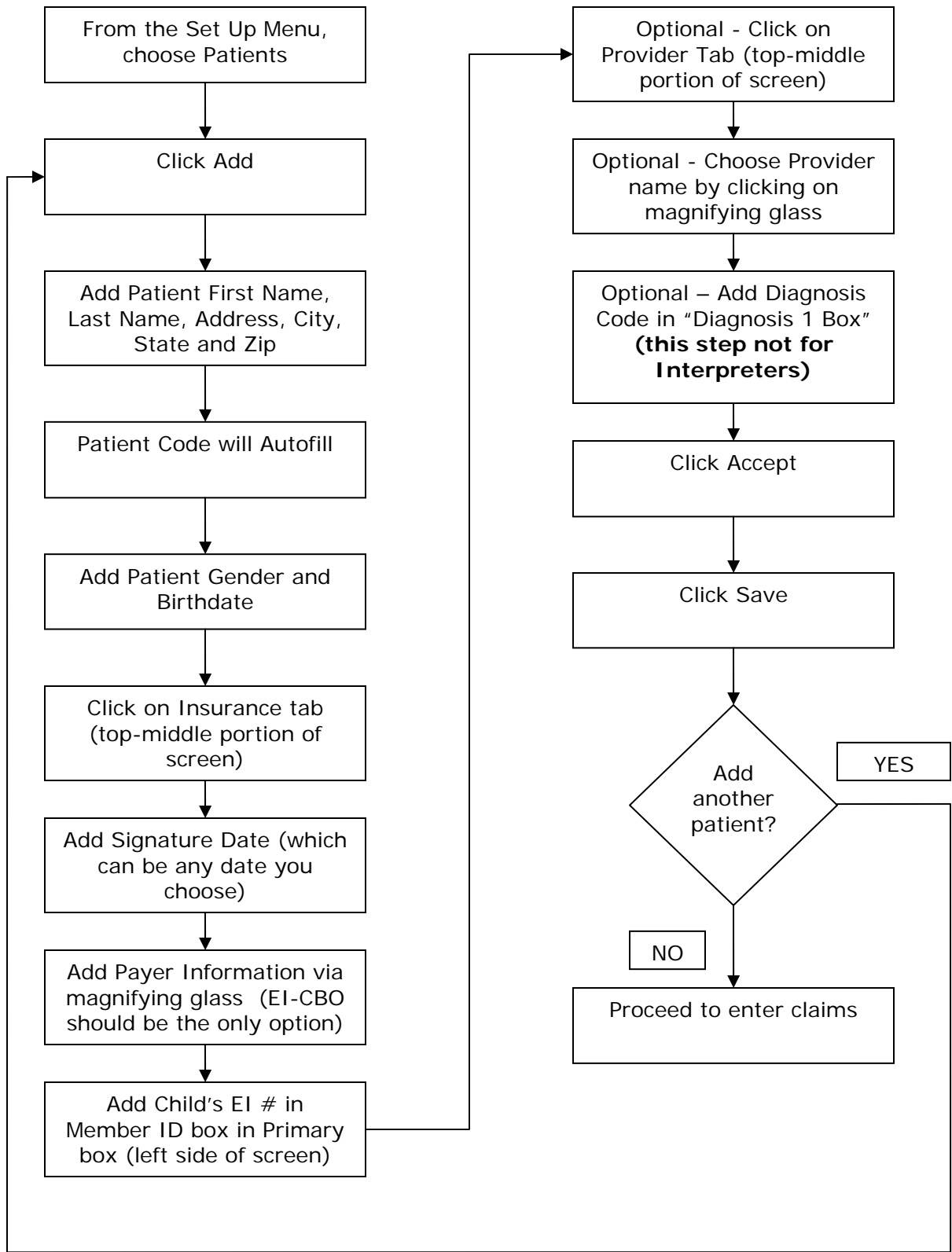
Set Up Group Practice



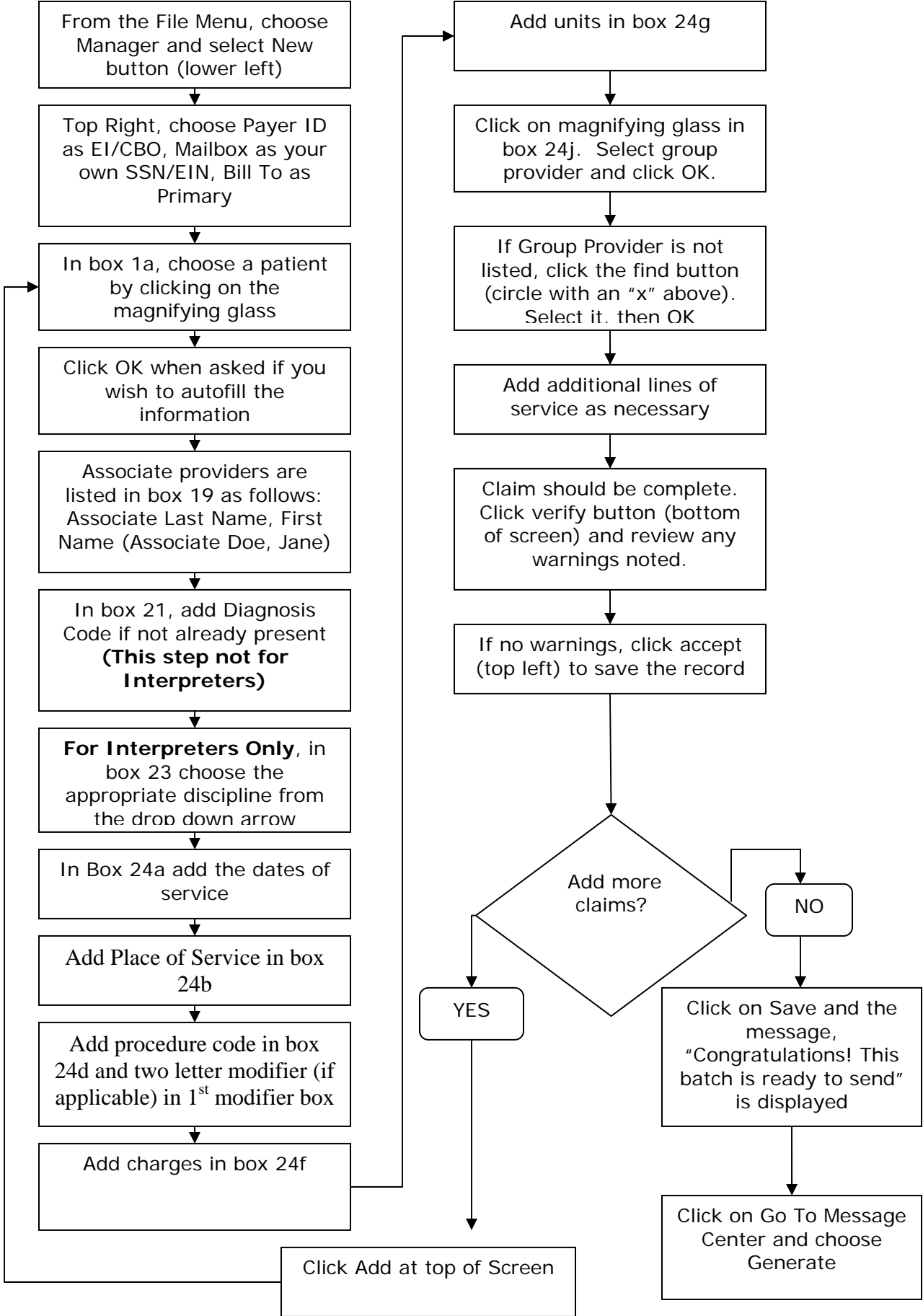
Set Up Group Providers



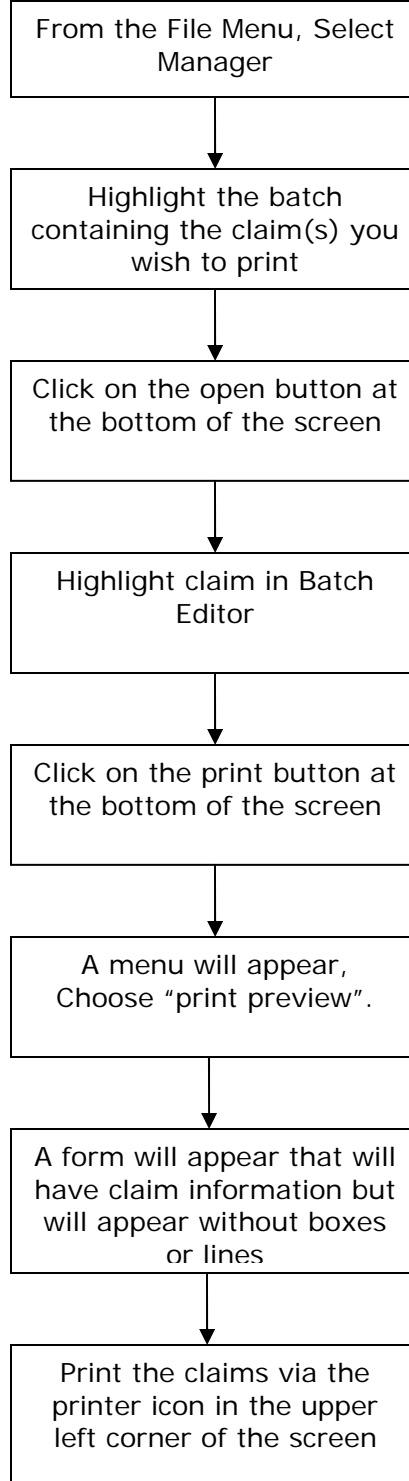
Set Up Patients



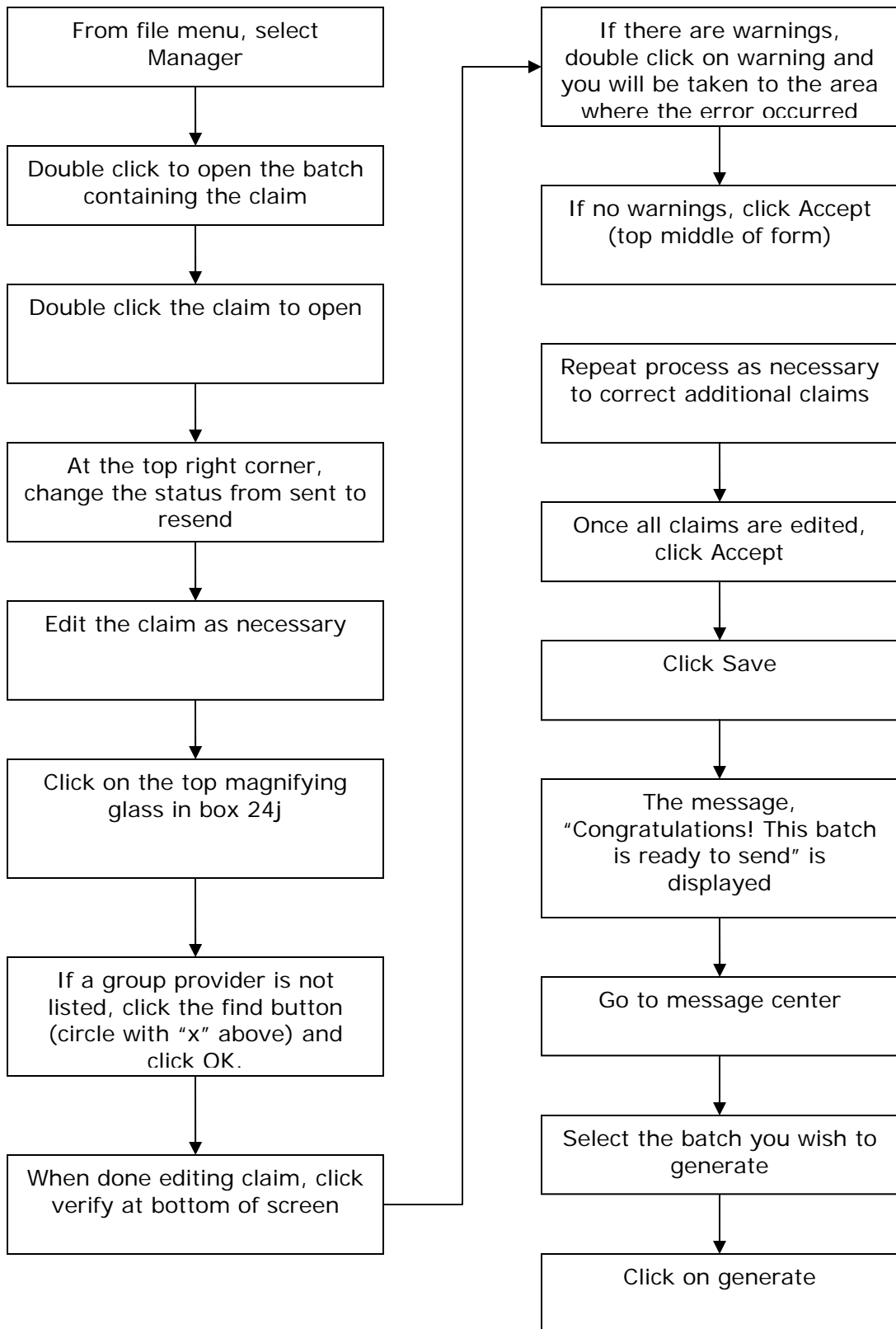
Entering a Claim – Group Practice/Group Provider



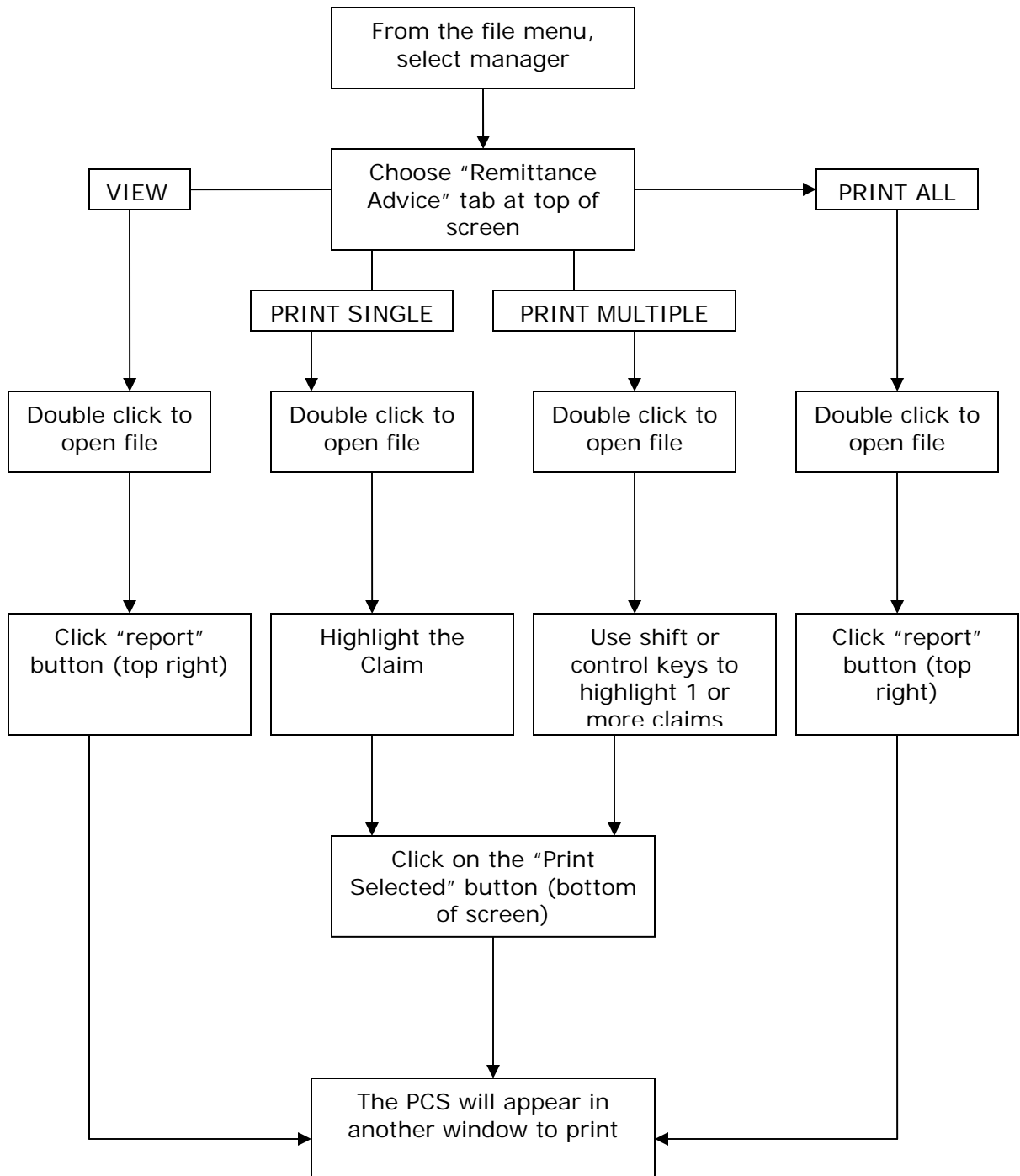
Printing "No Line" Claims to Submit to CBO



Steps to Resend a Claim



How to View or Print Provider Claims Summary EOB/Remittance Advice



When Providers Change Tax ID's

There is a process involved that **HAS** to be done at the CBO

Contact the Help Desk for assistance and an incident will be sent to CBO to complete this process

Note: Failure to do so will result in denial of claims