HOW TO SET UP MEDENT'S INTERFACE WITH

Carisk™

PARTNERS

Carisk Intelligent Clearinghouse

Specializing in Worker's Compensation and Auto/No-Fault

Table of Contents

Introduction

MEDENT has interfaced with Carisk Partners to submit Electronic Workers' Compensation/No Fault claims.

The Workers' Compensation claims are submitted to the Workers' Compensation Board for New York State and the insurance carriers by Carisk. There is a per-claim fee that is charged from the clearinghouse to submit the claims; there is no fee associated from MEDENT.

MEDENT offers three interfaces with Carisk Partners:

- Workers' Compensation (all states except NY)
- Workers' Compensation New York (formerly iHCFA)
- No Fault MVA (all states)

Before you can electronically submit claims to Carisk Intelligent Clearinghouse, there are a few things that need to be done to get your provider(s) set up.

Note, Carisk offers several video tutorials as well as a claims calculator and webinars.

To contact Carisk:

Website
www.cariskpartners.com/
contact-general-inquiries

Phone
888-207-6366
973-795-1641
Customer Support: Option 1
Sales/General Info: Option 2
Implementation: Option 3

Technical Support
cic_support@cariskpartners.com

Address
Carisk Intelligent Clearinghouse
25A Hanover Road, Suite 201
Florham Park, NJ 07932

Workers' Comp - All States (except NY)

All states except New York should follow these steps:

1 Enroll with Carisk Partners.

Visit www.cariskpartners.com/intelligent-clearinghouse-provider.

Click **Enroll Now**.

This will pull up the Carisk Intelligent Clearinghouse Registration form. Clients should fill out this form* and enter their payment information. Credit Card or EFT information is required to activate an account. Note: there are no fees to enroll; fees are only incurred upon acceptance of live bills.

Upon registering, clients will receive an FTP login and Password. Once you have received this information from Carisk, you should contact MEDENT to set up your control file. Note: if you are sending Workers Comp and No Fault, the login information will be the same.

Finally, your office will need to log into Carisk's website and add all doctors, locations and facilities under the **Admin Tab**.

*The Organization Submitter ID needs to be the Tax ID without the dash.

Workers' Comp - All States (except NY)

2 Set Up Workers' Comp Insurance in MEDENT

Your office is responsible for adding your own ECS IDs and Payer IDs to your current insurance file. If you need a new insurance added, fill out the new insurance request form at MEDENT.com. Please include Payer IDs and mark whether the insurance is comp or no fault.

a. Edit Billing Information.

From the Main Menu, under Practice Management, click **Setup > Insurance Co's/Col Agencies > Insurance Co's/Collection Agcy's**. Locate your comp insurance in the lookup screen and click **Edit**.

Under Billing Information, click **ECS ID** and set it to **601 - Workers Comp All States**. Then, check the box next to **ECS** and select **All Crossovers Electronically** under **Balance Due ECS**.

Billing Information				ECS Carrier Codes	
ECS ID	WORKERS COMP ALL STATES	Payer ID		Payer Ext	
Use ECS RPA (Install Option Off)	✓	RPA Payer ID		RPA Payer Ext	
RPA Secondary Claims use PRINT Pa...	☐				
RPA Tertiary Claims use PRINT Payer...	☐				
Insurance Type	Commercial				
Facility Type	Professional Billing				
ECS	✓	Balance Due ECS	All Crossovers Electronically		
Fee Schedule	1 - CPT	Insurance Form #	141		
Availity #					

Workers' Comp - All States (except NY)

b. Locate Payer IDs.

Click the **Help tab** on Carisk's website to locate Payer IDs. Please use the Payer IDs for electronic submission; these usually start with "E." If do you not find one, please contact Carisk for assistance.

Back in MEDENT's insurance setup, under **Payer ID**, place 5 characters in the first box. Any extra digits will go in the **Payer Ext** box to the right.

Billing Information				ECS Carrier Codes
ECS ID	WORKERS COMP ALL STATES	Payer ID		Payer Ext
Use ECS RPA (Install Option Off)	✓	RPA Payer ID		RPA Payer Ext
RPA Secondary Claims use PRINT Pa...	☐			
RPA Tertiary Claims use PRINT Payer...	☐			
Insurance Type	Commercial			
Facility Type	Professional Billing			
ECS	✓	Balance Due ECS	All Crossovers Electronically	
Fee Schedule	1 - CPT	Insurance Form #	141	
Availity #				

Note: for any Comp Free Text W1 type of insurances, the office can add the ECS ID 601 to the insurance setup and Payer IDs can be added at the patient level. MEDENT is moving away from Free Text insurances, so it is best to have all comp insurances added into the setup area.

Once these steps are complete, the office should call MEDENT to review the setup and run any necessary utilities.

Workers' Comp - All States (except NY)

C. Edit Patient Insurance Info.

In the patient's insurance screen, please **add the employer information**, including name, street address, city, state and zip code. Note: the claim number goes in the **Insured ID #** field and the **Onset Date** is under member information. Note: Progress Notes must be linked to the eSuperbill with the onset date you want sent to Carisk.

Insured			
Insured	Video Producer		
15 Hulbert St			
Address Line 2			
AUBURN,NY 13021			
Birthday	07/16/1991	Sex	Female
ID #			
Employer	MEDENT		
Contact	Name		(315)- -
15 Hulbert St			
Auburn, NY, 13021			
CHAMPUS		Grade	Status

Member		
Video Producer		ID#
07/16/1991		Expired 02/10/2020
S = Self Bill Order = 2		Onset 01/20/2020

Workers' Comp - All States (except NY)

d. Edit Provider Credentials.

Back in the insurance master file, click **Provider #'s** at the top of the screen and select **Doctor Provider #'s**. Then, set the appropriate **CR Credentialing** flag and **BA Bill As** flag based on your practice.

Edit Doctor Provider Numbers

Dr	Sp	Dr Name	CR	BA	AA	Provider #	Group Provider #	Tier
1		Doctor-Test, Ryan,	G	R	N			
2		Test, Jonas, X, MD	G	R	N			
3		Test, Sarah, M.D.	N	F	N			

Credentialing Key:

G=Group
I=Individual
N=Not Credentialed
P=Pending Credentialing
H=Hold Claims

Bill As Key:

S=Supervising
R=Rendering
B=Both Supervising & Rendering
F=Fee Line Setup

Note: MEDENT sends NPI numbers; therefore, you do not have to add a provider number here.

Workers' Comp - New York

Practices in New York State should follow these steps:

1 Visit wcb.ny.gov.

Log into New York's Workers' Compensation Board website and fill out the **XML agreement** for all providers.

2 Log into Carisk.

After receiving the Board's approval, the office biller for Carisk will need to **log into Carisk** with their provided credentials and **add the providers** to the account. The office also needs to **add all locations** where the provider will be performing said duties.

Please contact Carisk for further assistance on this step.

3 Complete MEDENT Setup.

Your office is responsible for adding your own ECS IDs and Payer IDs to your current insurance file.

If you need a new insurance added, fill out the new insurance request form at MEDENT.com. Please include Payer IDs and mark whether the insurance is comp or no fault.

Please refer to the instructions on the following pages to properly add the patient's insurance information.

Workers' Comp - New York State

a. Select ECS ID 600 and Enter Payer ID.

Select **ECS ID 600 - Workers Comp NY Only** and **enter the Payer ID** that was found under the **Help tab** on Carisk's website. Note: try to find Payer IDs that are electronic; these usually start with "E." If none are available, then the claim will be sent from Carisk to the Carrier on paper.

Billing Information	
ECS ID	WORKERS COMP NY ONLY
Use ECS RPA (Install Option Off)	☐
RPA Secondary Claims use PRINT Payer ID	☐
RPA Tertiary Claims use PRINT Payer ID	☐
Insurance Type	Workers' Comp/No Fault: Free Text: Workers' Compensation
Facility Type	Professional Billing
ECS	✓
Fee Schedule	19 - Wcomp
Availity #	

If the Payer ID is more than 5 characters long, any extra digits should go in the box to the right.

Note: please refrain from using Free Text insurances in your system.

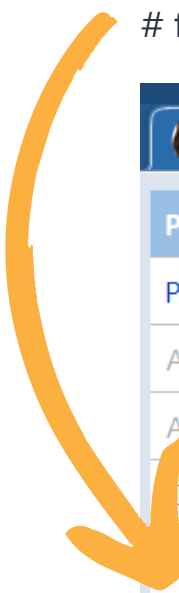|			ECS Carrier Codes
Payer ID		Payer Ext	
RPA Payer ID	PAPER	RPA Payer Ext	
Balance Due ECS	All Crossovers Electronically		
Insurance Form #	141		

Workers' Comp - New York State

b. Enter Patient Employer Information.

Enter the patient's employer information in full, including the name, street address, city, state and zip code.

Insured			
Insured	Video Producer		
15 Hulbert St			
Address Line 2			
AUBURN,NY 13021			
Birthday	07/16/1991	Sex	Female
ID #			
Employer			
Contact	Name		Phone Number
Address Line 1			
City, State Zip			
CHAMPUS		Grade	Status

Workers' Comp - New York State

c. Enter WCB #.

All insurances need a carrier case ID. Enter the WCB # in the Group # field, if known. Note: do not add "WCB" in front of this number.

Workers' Comp - New York State

d. Select Onset Date.

Click the check mark ✓ and select an onset date.
Then, click the check mark again.

Members for WORKERS COMPENSATION - Insured: Video Producer								

*The Effective date is required for proper insurance billing.

Member Name	Covered	Order	Relation	ID#	Effective	Expires	Onset	MSP
Video Producer	Yes	4	Self		08/01/22		08/01/2022	

Accident	
Onset Date	08/01/2022
Accident Related	No
Reason for Case	▤
Apportionment	▤
1st Service Date	
Referring Provider	
Accident State	
Treatment Under Volunteer Firefighters Law	
Treatment Under Volunteer Ambulance Law	

Note: the Workers Comp Insurance needs to be on the eSuperbill so the Progress Note is created with the actual onset date. This is easily done if the appointment was scheduled as comp with the onset date.

When charges are entered and sent to Carisk, the notes should send with the name being the onset date as well as a possible reason pulled from the member screen.

e.g. WC08/01/2022back

Workers' Comp - New York State

e. **Enter Additional Workers Comp Info.**

Fill in the Job Title (e.g. Policeman). Note: "work activities" is not how the patient was injured; it is the usual duties the patient did the day they were working. If you do not know, enter UNKNOWN.

Additional Workers Comp
Enter Place of Injury
Enter Time of Injury (HHMM Military Time)
Enter Date of Injury Job Title
Usual work activities (On date of accident/injury)

Workers' Comp - New York State

f. Complete Reason for Case and Apportionment fields.

Enter a reason for case and any applicable apportionment information. Go to the board site and search for 1500 form narrative requirements. Note: these cannot be copied from a previous note.

Accident		
Onset Date	08/01/2022	
Accident Related	No	
Reason for Case	📋	
Apportionment	📋	
1st Service Date		
Referring Provider		
Accident State		
Treatment Under Volunteer Firefighters Law		
Treatment Under Volunteer Ambulance Law		

Workers' Comp - New York State

g. EMR Clients - Check Your Printer Settings

Before selecting a file, always check to make sure your printer is set correctly. To do so, click the notification menu ☰ in the upper right hand corner of MEDENT and select Settings > Options > Printer Setup.

Main Printer Profile for: RYAN Doctor-Test

	Number	Description
Standard Printer	84	Dan Test PDF Printer
Triage Printer	84	Dan Test PDF Printer
Document Printer	84	Dan Test PDF Printer
SuperBill Printer	84	Dan Test PDF Printer
ESuperBill Printer	84	Dan Test PDF Printer
Med Script Printer	84	Dan Test PDF Printer
Eye Script Printer	84	Dan Test PDF Printer
Lab Label Printer	76	SAMC ZD410
Med Sample Printer	1	Markb PS
Label Printer	1	Markb PS
Reports to Screen?	Yes	displayed

OK

Enter Document Printer #

Make sure your printer #'s are the same for the Standard, Triage and Document printer.

Note: the PC that controls the printer needs to be on. If you get a message that the printer is not turned on or the PC controlling is not, do **not** send your file until you check your settings. If you do, the claims will send without your progress notes.

Workers' Comp - New York State

When you have completed the previous steps, notify Carisk that you added providers to their site. This way Carisk can review them and make sure everything is properly set up on their end.

In New York State, midlevels--PAs, NPs, PTs, etc.--can be credentialed. They will also need the XML agreement completed on the board's site. You can review this with MEDENT as some of these providers might assist in surgery and require a different setup.

h. Add Dr Provider #.

In MEDENT, **add the Dr Provider #** for the different Workers Compensation insurances. This would be the **WCB auth#** issued from the board.

Select the workers comp insurance, choose the company or companies you use individually and click **Provider #'s** at the top of the screen. Select Doctor Provider #'s and set the **CR field to "G" for Group**. Add the provider number under **Provider #** if there is one. This is required for narratives.

			Edit Doctor Provider Numbers					
Dr	Sp	Dr Name	CR	BA	AA	Provider #	Group Provider #	Tier
1		Doctor-Test, Ryan,	G	R	N			
2		Test, Jonas, X, MD	G	R	N			

Under the **Provider #'s** button, you can also enter the **WCB Rating code**. Note: MEDENT has utilities for both of these areas if you have several comp insurances and we can assist your office with this setup.

Workers' Comp - New York State

Once the previous steps have been completed, contact MEDENT to complete the setup. When you call, please be prepared to give us the FTP login and password that Carisk provided. Note: this is not your login credentials.

If you have Department of Labor/Federal Employee compensation cases, ask us for more information on how this would be set up as these claims can also go through Carisk.

The Board has just finalized 1500 forms for New York State as of July 1, 2022. The format will be a 1500 form and the narrative report needs to be created according to the board guidelines. These guidelines can be found on their website--www.wcb.ny.gov--by searching 1500 narrative.

Please contact MEDENT when you are ready to submit your first file so we can make sure everything goes smoothly.

Clients should be pulling reports and logging into Carisk to review claims. Your office should be running the insurance snapshot and open item reports on a regular basis.

To contact MEDENT:

Phone
(315) 255-0900

Website
www.medent.com > Support

No Fault

All states should follow these steps:

1 Enroll with Carisk Partners.

Visit www.cariskpartners.com/intelligent-clearinghouse-provider.

Click **Enroll Now**.

This will pull up the Carisk Intelligent Clearinghouse Registration form. Clients should fill out this form* and enter their payment information. Credit Card or EFT information is required to activate an account. Note: there are no fees to enroll; fees are only incurred upon acceptance of live bills.

Upon registering, clients will receive an FTP login and Password. Once you have received this information from Carisk, you should contact MEDENT to set up your control file. Note: if you are sending Workers Comp and No Fault, the login information will be the same.

Finally, your office will need to log into Carisk's website and add all doctors, locations and facilities under the **Admin Tab**.

*The Organization Submitter ID needs to be the Tax ID without the dash.
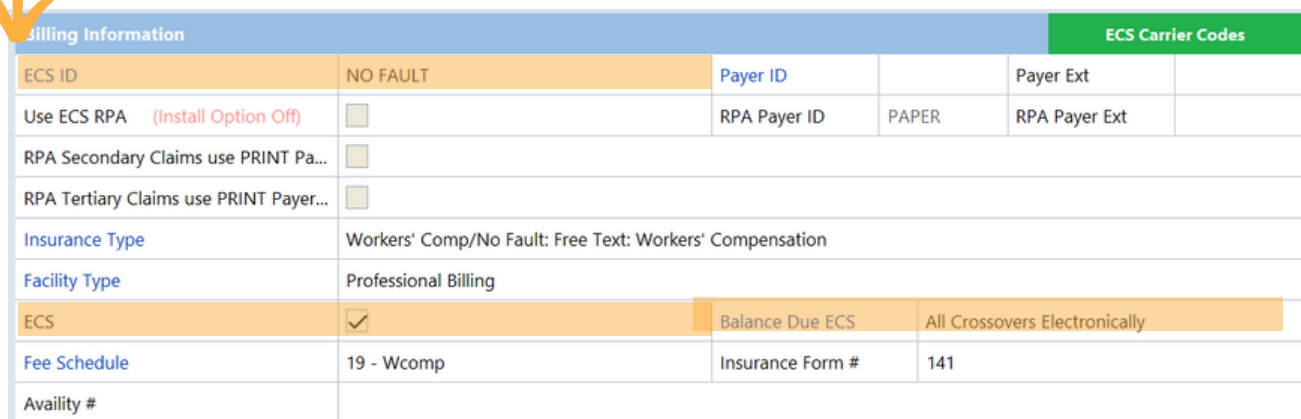
No Fault

2 Complete Insurance Setup in MEDENT

Your office is responsible for adding your own ECS IDs and Payer IDs to your current insurance file. If you need a new insurance added, fill out the new insurance request form at MEDENT.com. Please include Payer IDs and mark whether the insurance is comp or no fault.

a. Edit Billing Information.

From the Main Menu, under Practice Management, click **Setup > Insurance Co's/Col Agencies > Insurance Co's/Collection Agcy's**. Locate your comp insurance in the lookup screen and click **Edit**.

Under Billing Information, click **ECS ID** and set it to **602 - No Fault**. Then, check the box next to **ECS** and select **All Crossovers Electronically** under **Balance Due ECS**.

Billing Information					ECS Carrier Codes
ECS ID	NO FAULT		Payer ID		Payer Ext
Use ECS RPA (Install Option Off)	☐		RPA Payer ID	PAPER	RPA Payer Ext
RPA Secondary Claims use PRINT Pa...	☐				
RPA Tertiary Claims use PRINT Payer...	☐				
Insurance Type	Workers' Comp/No Fault: Free Text: Workers' Compensation				
Facility Type	Professional Billing				
ECS	✓		Balance Due ECS	All Crossovers Electronically	
Fee Schedule	19 - Wcomp		Insurance Form #	141	
Availity #					

No Fault

b. Locate Payer IDs.

Click the **Help tab** on Carisk's website to locate Payer IDs. Please use the Payer IDs for electronic submission; these usually start with "E." If do you not find one, please contact Carisk for assistance.

Back in MEDENT's insurance setup, under **Payer ID**, place 5 characters in the first box. Any extra digits will go in the **Payer Ext** box to the right.

Billing Information					ECS Carrier Codes
ECS ID	NO FAULT		Payer ID		Payer Ext
Use ECS RPA (Install Option Off)	☐		RPA Payer ID	PAPER	RPA Payer Ext
RPA Secondary Claims use PRINT Pa...	☐				
RPA Tertiary Claims use PRINT Payer...	☐				
Insurance Type	Workers' Comp/No Fault: Free Text: Workers' Compensation				
Facility Type	Professional Billing				
ECS	☑		Balance Due ECS	All Crossovers Electronically	
Fee Schedule	19 - Wcomp		Insurance Form #	141	
Availity #					

Note: for any No Fault/MVA Free Text W2 type of insurance, the office can add the ECS ID 602 to the insurance setup and add Payer IDs to the patient's insurance. MEDENT does not recommend the use of Free Text insurances.

No Fault

C. Add Onset Date & Accident Info.

In the patient's insurance screen, add the Onset Date, Insurance IDs, Reason for Case and Accident State.

Member			
Covered	Yes	MSP Type	
ID#			
Billing Order	4		
Relationship	Self		
Effective	08/01/2022		
Expired			
ACO Member			

Accident			
Onset Date		08/01/2022	
Accident Related		No	
Reason for Case			
Apportionment			
1st Service Date			
Referring Provider			
Accident State			
Treatment Under Volunteer Firefighters Law			
Treatment Under Volunteer Ambulance Law			

No Fault

d. Edit Provider Info.

Back in the insurance master file, click **Provider #'s** at the top of the screen and select **Doctor Provider #'s**. Then, set the appropriate **CR Credentialing** flag and **BA Bill As** flag based on your practice.

Credentialing Key:

G=Group
I=Individual
N=Not Credentialed
P=Pending Credentialing
H=Hold Claims

Bill As Key:

S=Supervising
R=Rendering
B=Both Supervising & Rendering
F=Fee Line Setup

Note: MEDENT sends the provider's NPI or group NPI based on the CR field.

Once the previous steps have been completed, contact MEDENT to review and assist with your first submission.

Clients should be pulling reports and logging into Carisk to review claims. Your office should be running the insurance snapshot and open item reports on a regular basis.