

# Navigation Icons

## Overview

The Physician's Invoice Portal (PIP) pages contain a variety of icons used to visually represent functions or sections of online forms. All of these icons can be clicked to activate their functionality. Listed below is a list of common icons needed for you to navigate the site.

More/Fewer



Add or delete lines for claim and/or invoice forms.

View



Allows user to view online forms in read-only format.

Look Up



Allows user to view source information which can be selected to automatically complete the specific field currently in.

Date Selector



Allows user to view a calendar for date selection.

Select



Allows user to select item to view and/or run.


Delete



Delete an entry and/or line.

# Look Up Function

## Overview

All searchable fields are identified with the look up tool icon  and the look up icon must be used when filling these fields.

**Tip:** When completing a field with the look up tool icon (figure 1), start typing your entry (eg: Kelowna) and press the look up tool icon. This will short list possible entries for you to select.

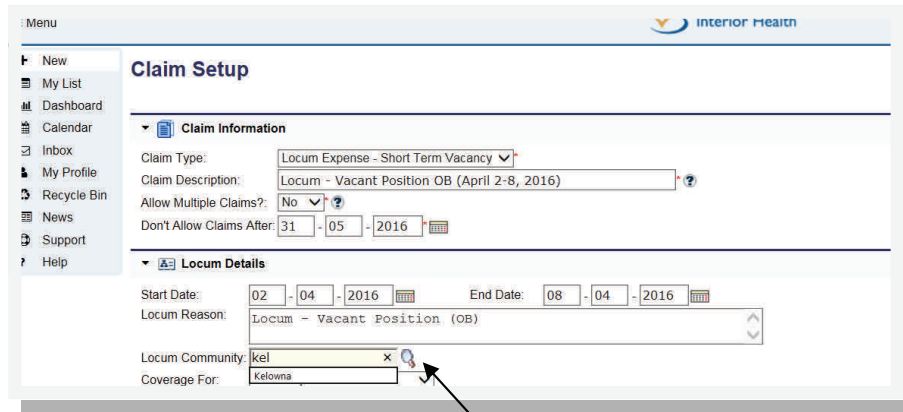


Figure 1: Start typing entry, click look up tool to search possible entries.

**Note:** When you start to type an entry into a field, sometimes an auto-fill drop down menu appears (figure 2). The system will allow you to select from this drop down menu; however, upon saving you will receive an error message (figure 2) that you did not use the look up tool.

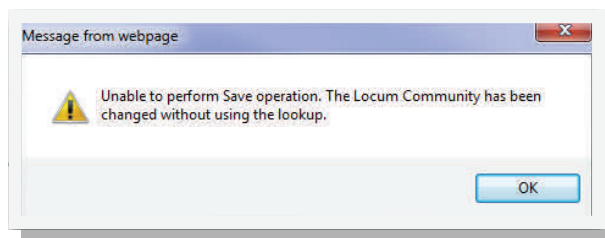


Figure 2: Error message - look up not used.

Additionally, using auto-fill options will not fill linked fields automatically; look up tool must be used to select provider name and MSC number (figure 3).

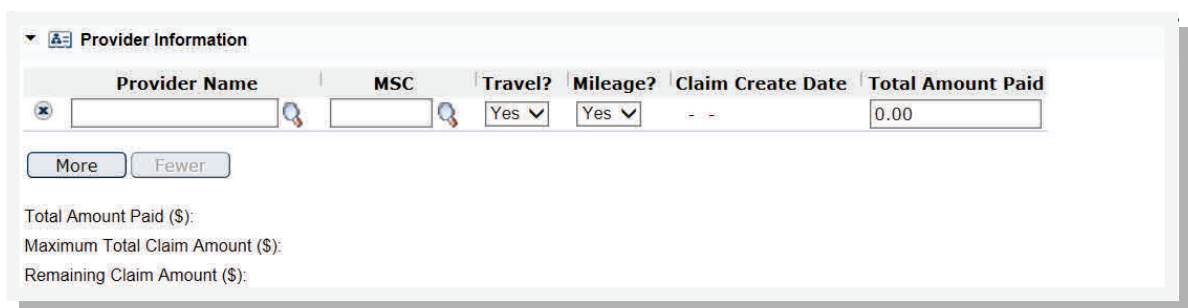


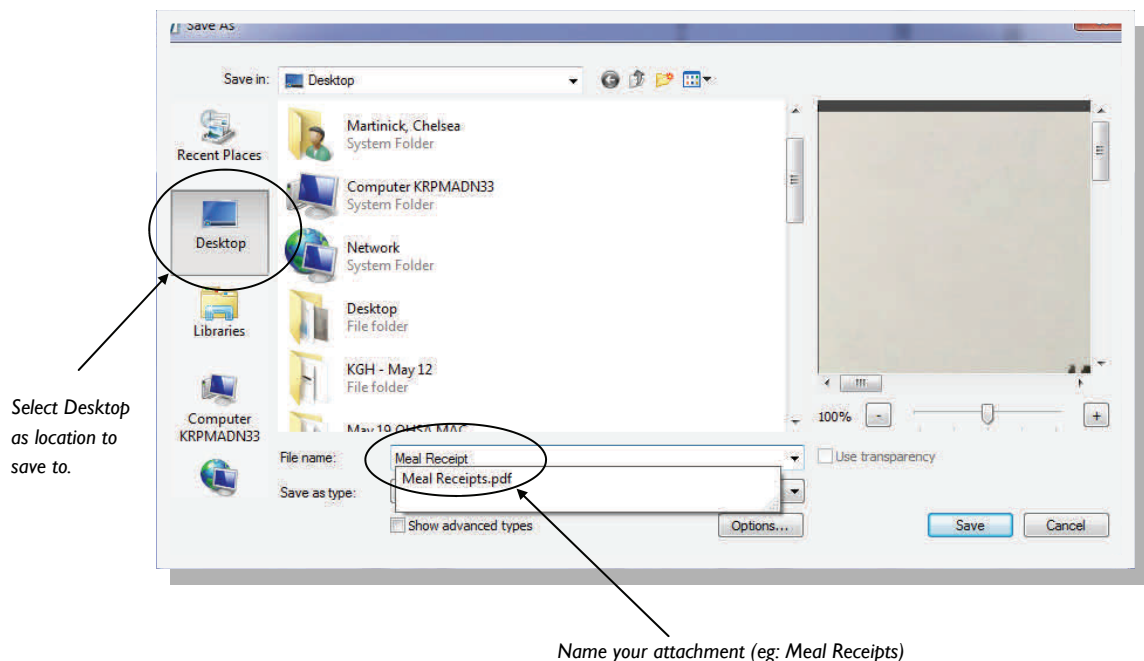
Figure 3: Must use look up icon to fill linked field (Provider Name & MSC).

# Alternative to Scanning Documents to Attach to Claims

## Overview


An alternative to using a scanner for your receipts is to take a picture of receipts with your phone. Pictures of receipts can be emailed to yourself and saved to your desktop so that you can attach receipts to your claim.

- Take a picture of your receipt(s) with your phone.
  - \* Each receipt should be a separate photo.
  - \* Ensure receipt(s) are clear and legible.
- From the camera roll of your phone, select each picture individually, attach to email to send to your email account.
- From your computer, open email attachment (picture of receipt) in your email account.
- Save picture to your desktop.
  1. Click **File**.
  2. Click **Save As**.
  3. Select **Desktop** as location to save to.
  4. Name your attachment (eg: Meal Receipt, Hotel Receipt, etc.).
  5. Attach your receipts in *Comments & Attachments* section of claim forms (detailed instructions in Provider's User Guide).
    - Each receipt should be entered using a separate line on the claim form.



# Filtering Data

## Overview

Data displays in *My List* can be filtered or refined. Using the down arrow icon  allows you to search data columns. You can search by form number, claim type, or any other heading listed in a data column. Only one entry can be entered to search with (eg: claim number, date, etc.).

Refining your search criteria will assist you in finding claims more easily (figure 4).

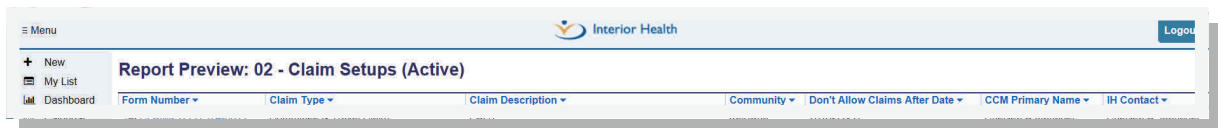


Figure 4: Search by any data column heading (eg: form number, claim type, claim description, etc.)

1. Click the down arrow to search that data column. You can search by form number, claim type, claim description, etc. (figure 5).

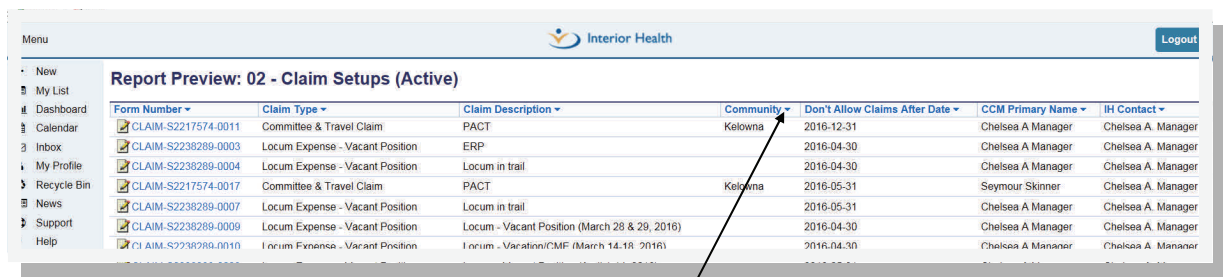


Figure 5: Click down arrow to search data in that column.

2. Enter search criteria (eg: claim number) to search for claim (figure 6).

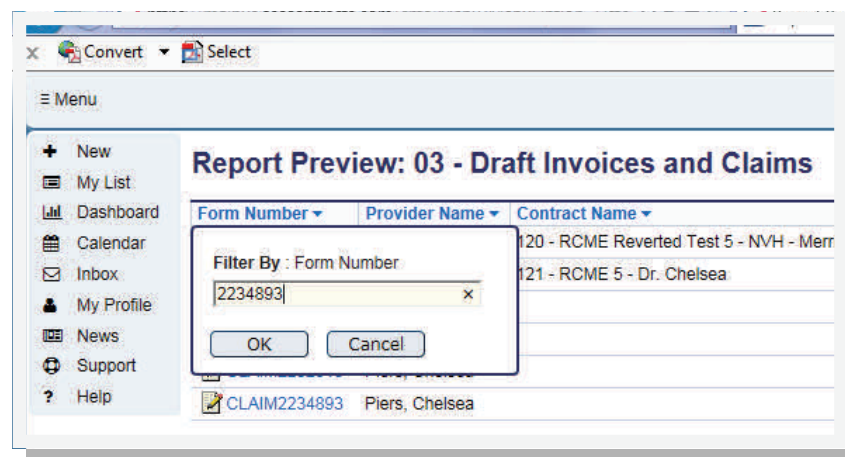


Figure 6: Enter criteria to filter data; searching by claim number.

## Selection not Available in Drop Down Menu

1. Select **Other** in drop down menu (figure 7).
2. Manually type entry in field provided (figure 8).

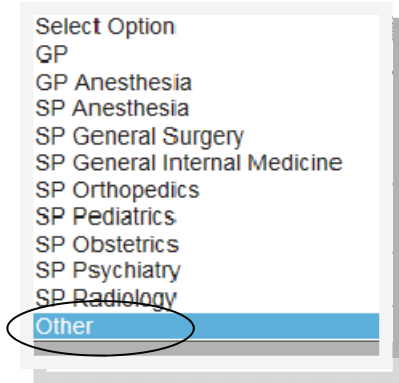


Figure 7: Select other

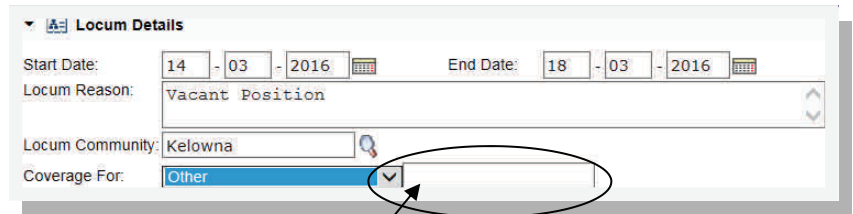
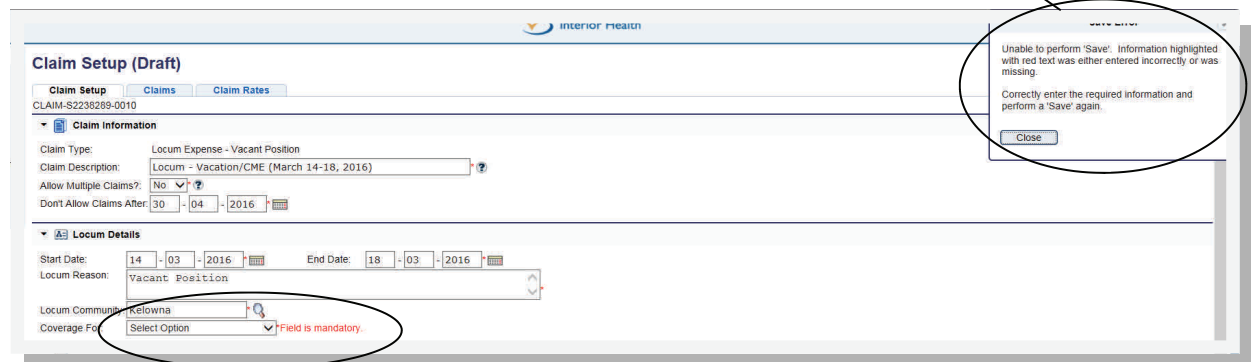
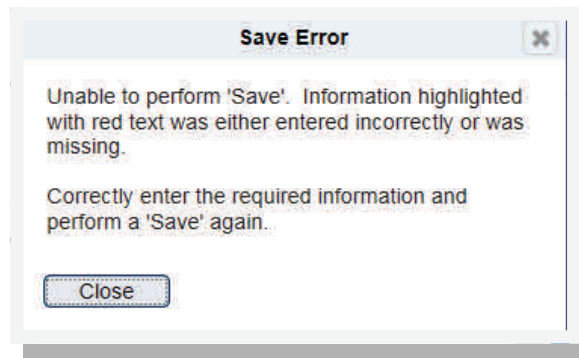


Figure 8: Manually type entry in field provided.

## Unable to Save



1. Review form for missing entry indicated by **“\* Field is mandatory”**
2. Enter all mandatory field(s) information.
3. Click **Save**.
4. Click **Activate**.
5. An email notification is automatically generated and sent to provider that a claim is ready for their completion and submission.

## Collapsed Menu Bar

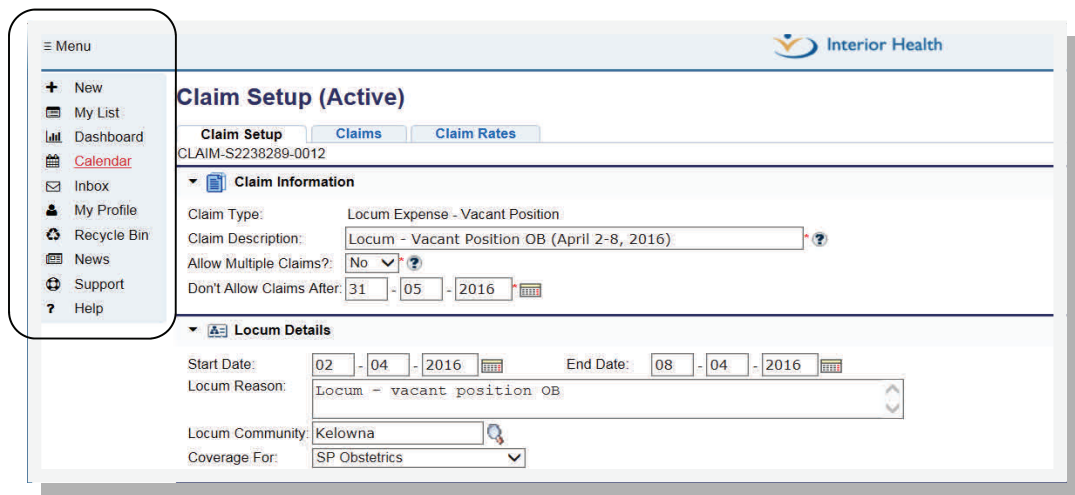
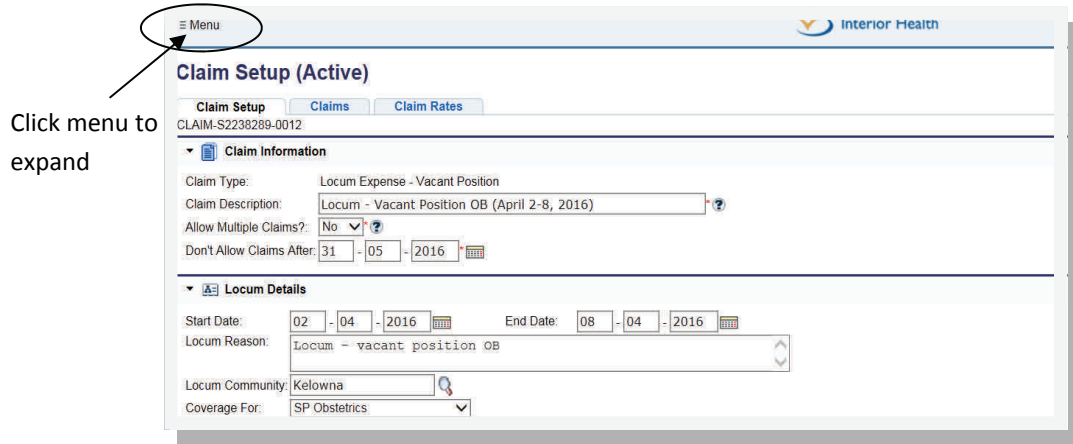


Figure 9: Menu expanded.

## Collapsed Claim Section

All sections of a claim form can appear collapsed (figure 10).

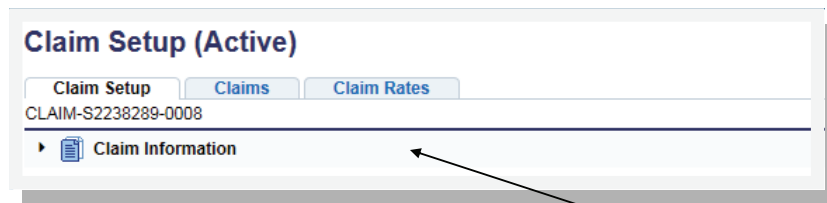


Figure 10: Collapsed claim information section.

Sections of claim forms can be expanded (figure 11) by clicking anywhere on the blue line.

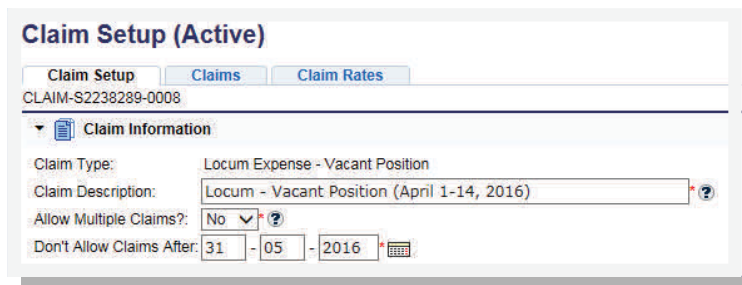


Figure 11: Expanded claim information section.

# My List

## Overview

*My List* contains sections or “inboxes” that stores claims in different parts/variation of the process (figure 12) .

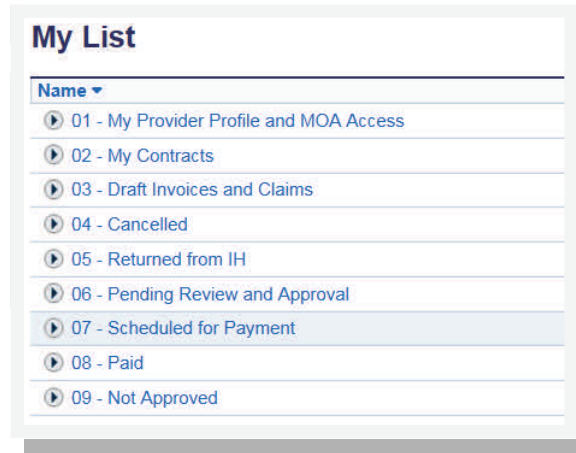


Figure 12: *My List*.

### **My Provider Profile and MOA Access:**

This section and stores personal information required to calculate and pay your claims. The contact information stored in PIP is populated from the Cactus Provincial Credentialing system (from the yearly reappointment process). MOA information is also viewed and can be changed in this location.

### **My Contracts:**

View your current contracts with Interior Health. View RCME and Reverted RCME funds available here.

### **Draft Claims:**

Claims you have saved while in progress. Find draft claims here to complete and submit.

### **Cancelled:**

Cancelled claims are viewed here.

### **Returned from IH:**

Claims returned to you as your claim requires action from you. More information or documentation is required to process your claim (eg: missing receipts, etc.).

### **Pending Review and Approval:**

Claims submitted by you, pending review and approval prior to processing and payment.

### **Scheduled for Payment:**

Claims in this section have been reviewed and approved for processing and payment.

### **Paid:**

Your paid claims; archived for a number of years.

### **Not Approved:**

Your claims that were not approved for processing and payment.