Completing a Claim Form in PIP

Overview

To claim expenses for travel, committee and meeting attendance a claim setup will be created by Physician Compensation. In Physician Invoice Portal (PIP) a provider does not have access to create/originate a claim setup; one must be created for you. Once the template is created, an email is electronically sent to you (via your preferred email) for you to create a claim.

You will receive an email notification (*figure 1*) that you have a claim form "waiting for your creation". Itemized receipts must be scanned and attached (uploaded) to your claim form that is electronically submitted for review, approval, and payment. **Please note, original receipts are no longer required to be sent, they are now scanned and uploaded to the claim.** Physician Compensation is not able to accept faxed copies of documents.

If you are on an IH computer:

From the email you receive from PIP:

1. Double click on the attachment (*figure 1*).
2. Click ***Open i***n Opening Mail Attachment window (*figure 2*).

Figure 1: Email notification - claim ready for your creation.

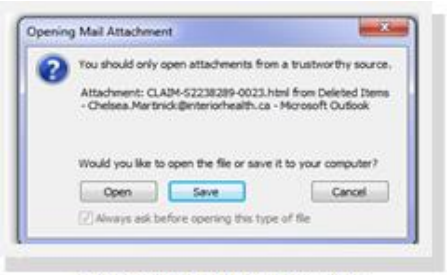

Figure 2: Opening Mail Attachment.

3. Click ***ASC Login*** *(figure 3)*.

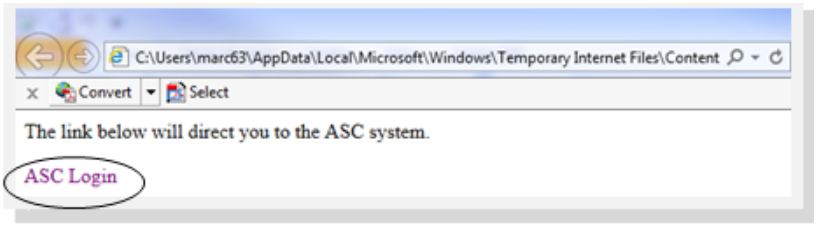

Figure 3: ASC Login Link.

If you are on a personal computer

1. Type *IH Anywhere* in your Internet search bar.
2. Click *IH Anywhere* link.

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3. * **Note**: You **do not** have to install VMWare Horizon.

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4. Enter IH Username and Password.
5. Select method to receive passcode; *E-mail* **OR** *Text* (recommend selecting *Text* for quickest response.

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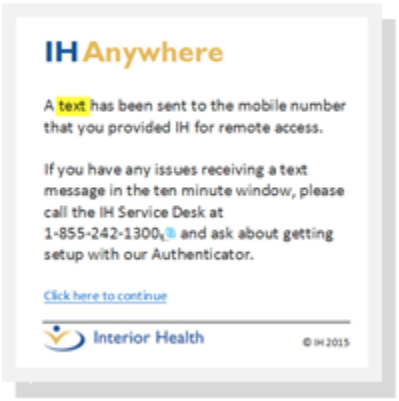
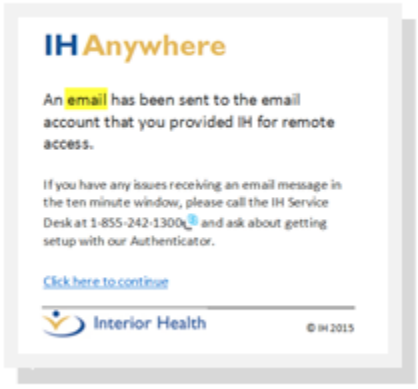
6. If *Text* selected, you will see this message.
7. If *E-mail* selected, you will see this message.

6

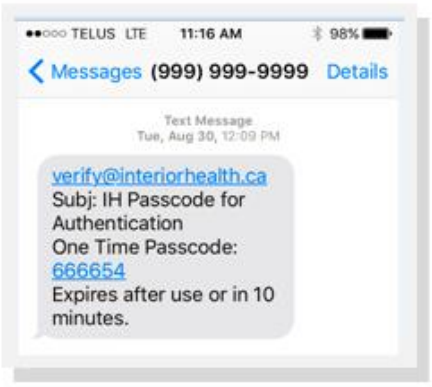


7

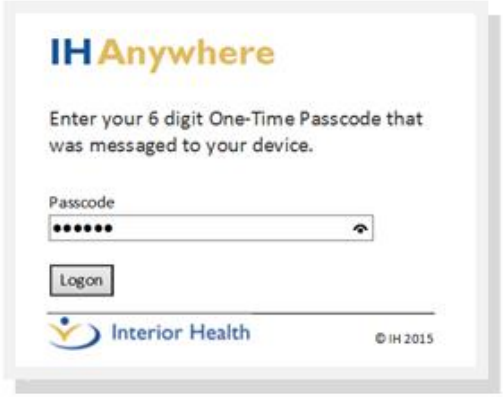


8. Text message received containing passcode for IH Anywhere access.
9. Enter passcode received in email or text message.

8



9



10. IH Anywhere screen. Click PIP Live icon—do **NOT** click on IH Anywhere Icon—it will open another screen
11. PIP Live login screen (*figure 11*). Use IH User Name and Password to log in.

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Using the Physician Invoicing Portal

4. Enter your ***IH User Name*** and ***Password*** in the applicable fields in login window (*figure 4*).
5. Click blue ***Sign In*** button. The login window closes and the Main Menu opens, displaying your default start up page, which in most cases will be *My List*.

Figure 4: Log in using IH user name & password.

6. Click ***Create,*** then ***New*** from Main Menu (*figure 5*).

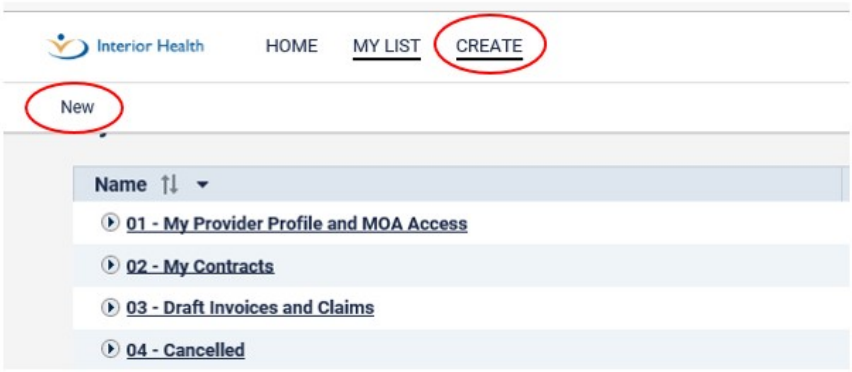

Figure 5: Click Create, then New from Main Menu

7. Select claim you wish to complete for submission (*figure 6*).

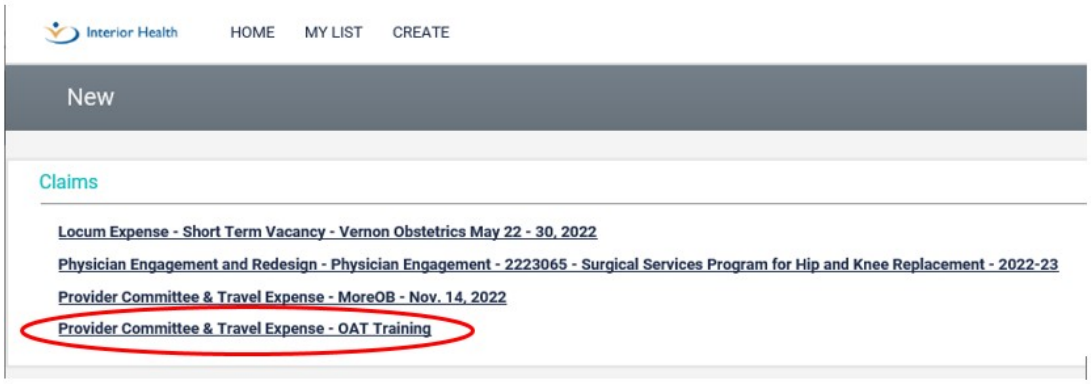

Figure 6: Select from list of available claims

Entering Claim Information

8. Confirm claim information entered by CCM/delegate is correct (*figure 7)*.

Claim Information

Confirm correct information has been entered. As this is a read only field, information cannot be edited. If corrections need to be made, contact your CCM or delegate (see #18, Submission Address).

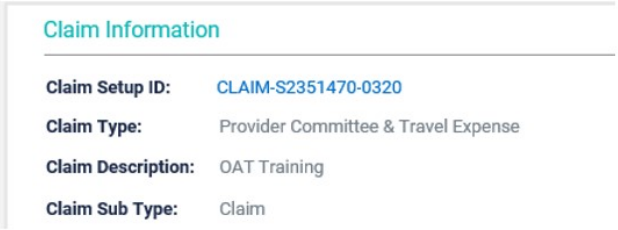

Figure 7: Confirm Claim information is correct

9. Instructions (*figure 8)*.

For your information only - not applicable.

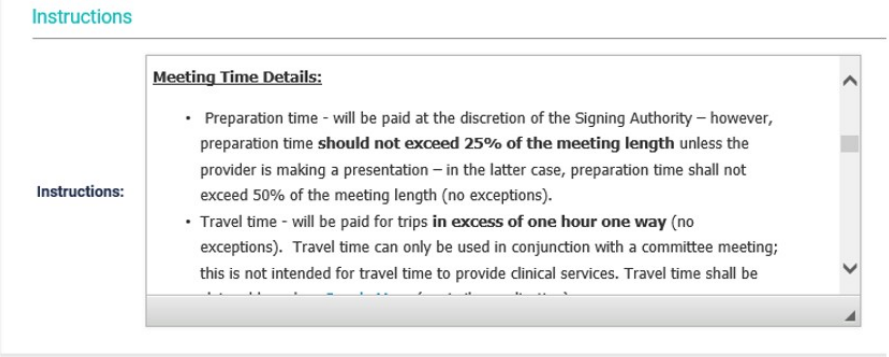

Figure 8: Instructions

10. Meeting Details (*figure 9)*.

Meeting Details

Confirm correct information has been entered. As this is a read only field, information cannot be edited. If corrections need to be made, contact your CCM or delegate (see #18, Submission Address).

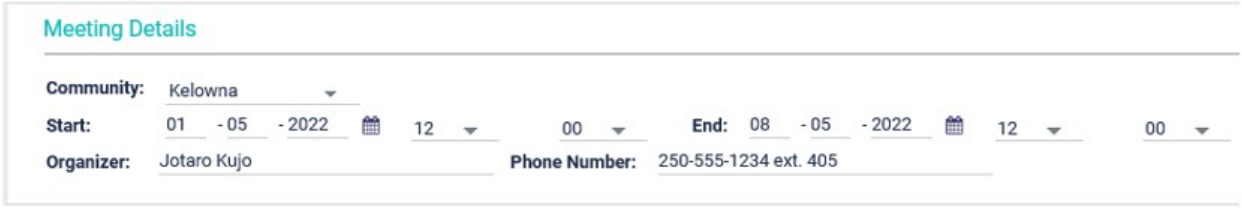

Figure 9: Meeting Details

11. Enter Time (*figure 12*).

Time

Enter date meeting took place (use calendar icon), meeting start and end time, type of time (preparation, meeting, other), and description of meeting (eg: HAMAC, RMAC, etc.). Hours payable field is automatically calculated based on *meeting start and end time* entered.

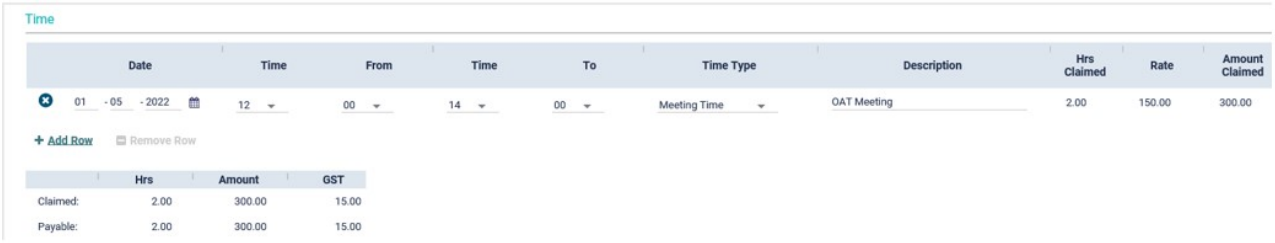

Figure 12: Meeting time Details

Add a line using ***Add Row*** button **IF** claiming meeting time AND preparation time for the meeting (figure 13).

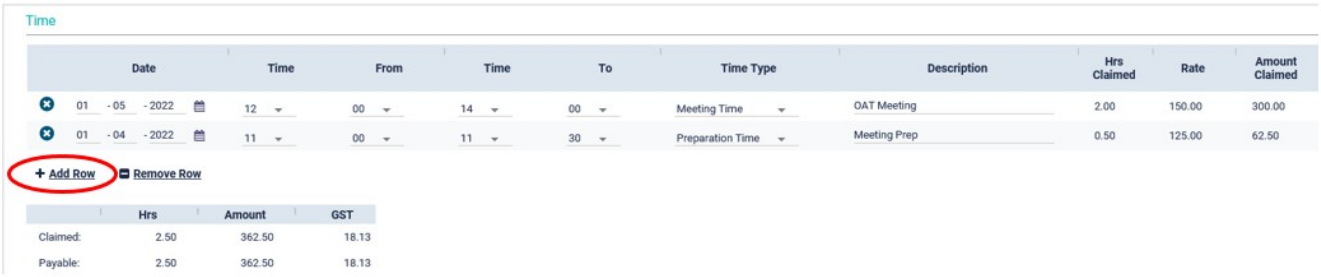

Figure 13: Add a line using "Add Row" button

12. Enter Travel and Accommodation Expenses (*figure 16*).

Travel and Accommodation Expenses

Enter ALL travel and accommodation expenses (hotel, meals, other transportation, vehicle rental, etc.). Each expense is a separate line. Use ***Notes*** column as required.

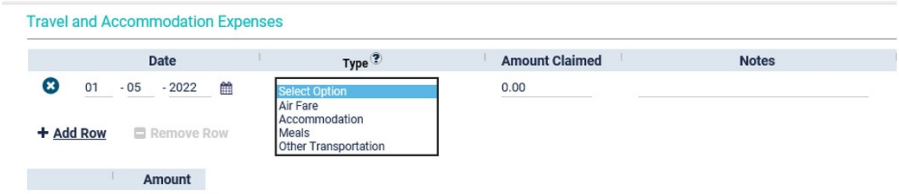

Figure 16: Add all Travel and Accommodation Expenses

TO ADD, REMOVE OR DELETE AN EXPENSE LINE (*figure 17*)

Click ***Add Row*** to add another line.

Click ***Remove Row*** to remove a line.

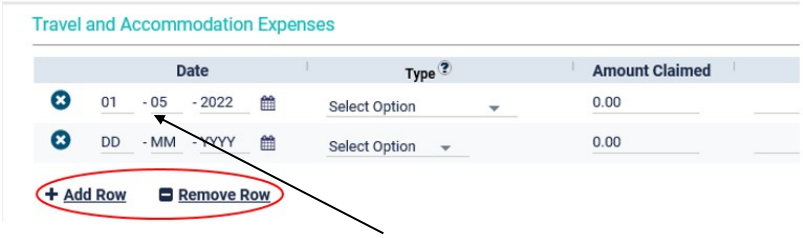

Figure 17: Click Add Row or Remove Row to add or remove lines.

Use ⊗ button to ***Delete*** a selected line.

13. Enter Mileage Expenses.

Mileage

Mileage is automatically calculated when town/city is selected in drop down menu in To and From fields (*figure 18*).

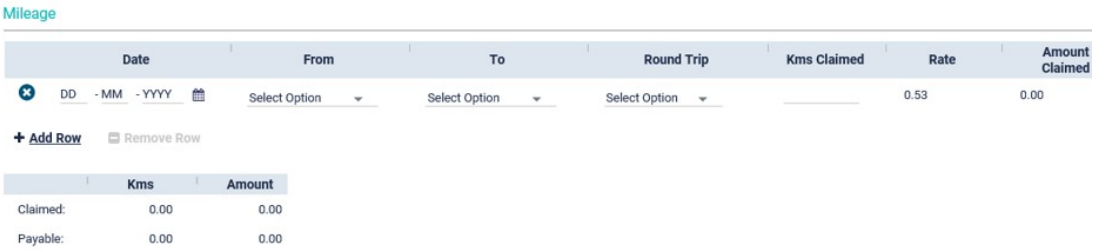

Figure 18: Mileage, automatically calculated when To and From dropdown menus are used

Manual Mileage Entry

A manual mileage calculation must be entered if town/city is not listed in the drop down menus (*figure 19*).

- Select ***Other*** from drop down menu.
- Manually enter city/town traveling To/From.
- Enter mileage calculation (use ***Google Maps,*** a copy must be attached/uploaded to your electronic claim form in *Comments & Attachments* section.)

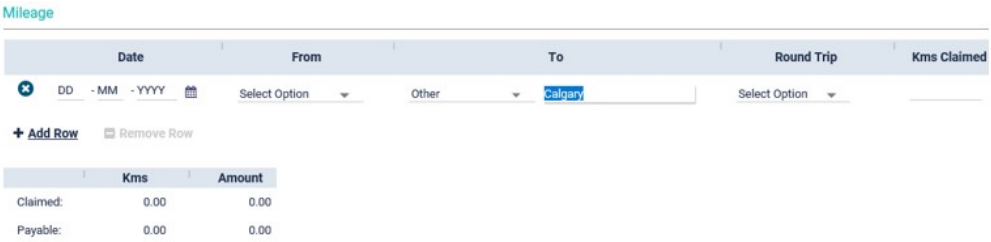

Figure 19: Manually enter when selection not available in dropdown menu

14. Claim Summary - Information Only.

Claim Summary

View the total amount claimed for expenses (*figure 20)*.

Figure 20: View total amount claimed

15. Receipts - Information Only.

Receipts

Indicates if receipts are required for your claim submission (*figure 21*).

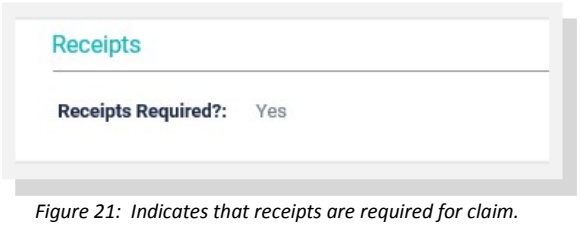

Figure 21: Indicates that receipts are required for claim.

16. Submission Address - Information Only.

Submission Address

This is the delegate/CCM that created your claim form. Contact the delegate listed if a correction is needed for your claim. (*figure 22*).

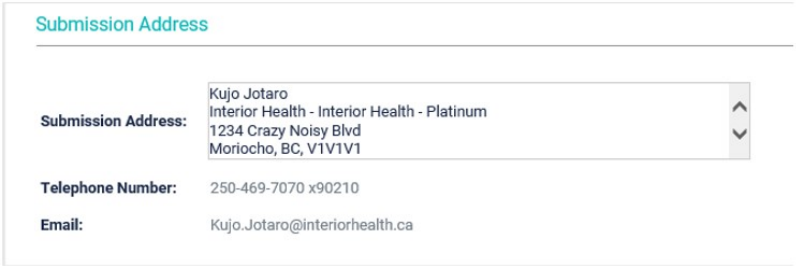

Figure 22: Delegate's contact information

17. Click ***SAVE.*** The page will refresh and the browse button will appear in the attachment section

18. Attach Receipts and Documents in *Comments & Attachments* section.

Comments & Attachments

Your receipts & documents are attached in this section (*figure 23*).

- Scan and save receipts and/or documents to folder of your choice (or desktop).
- Click ***Browse***.
- Chose the document you wish to attach from where you have it saved.
- Click ***Open***.

Click More to add a line for each receipt/attachment.

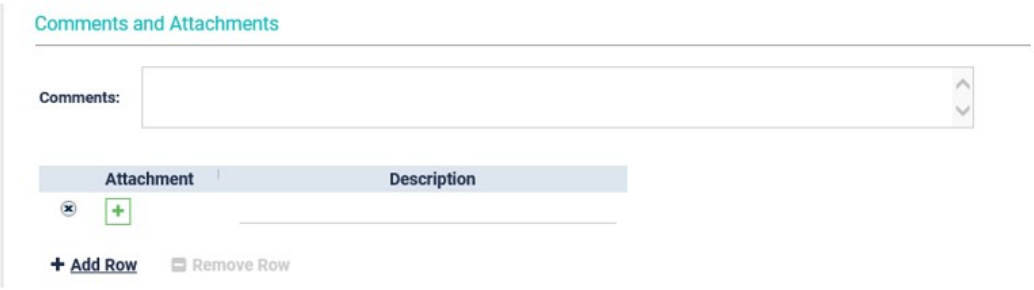

Figure 23: Attach receipts and documents in this section

Attachment Types

Receipts: Hotel, meals (minus alcohol), vehicle rental, taxi, etc.

Documents: Google maps printout

19. Provider Information - N/A.
20. Remittance Address - N/A.
21. Internal Use Only - N/A.
22. Click Provider Declaration.

Provider Declaration

Clicking the ***I Accept*** box is considered your electronic signature for your claim submission (*figure 24*).

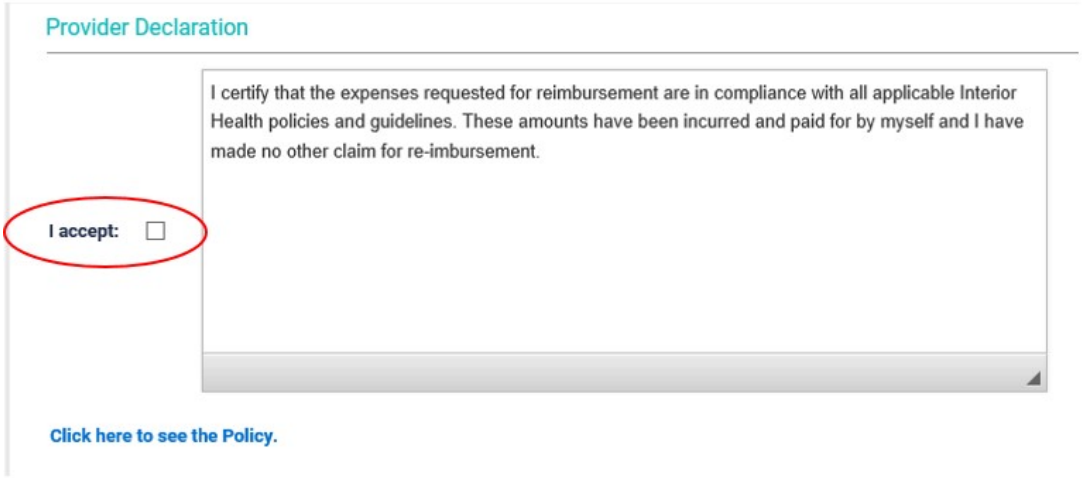

Figure 24: Provider Declaration check box

23. Click Save
24. Click Submit.

If the Browse button does not appear to attach documents

1. Ensure ALL requested travel and expense information has been entered.
2. Ensure ALL required fields (indicated by red stars) have been completed.
3. Ensure you have clicked ***Save***.

Cannot Submit Claim?

1. Ensure ALL requested travel and expense information has been entered.
2. Ensure ALL required fields (indicated by red stars) have been completed.
3. Ensure you have clicked ***Save***.
4. Ensure ALL receipts and documents are attached.
5. Ensure ***I Accept*** box has been checked in *Provider Declaration* section.
6. Click ***Submit.***

* ***Note***: This claim will now appear in your *Claim (Pending IH Review)* in My List.