Central and West Frontend

E-Capture | E-Submit Tool User Guide

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Version Control

Date	Owner	Section	Comments
07/31/24 v.1.0	Oscar Gonzalez	All	Initial Draft.
08/15/24 v1.1	Oscar Gonzalez	All	Updates in general per feedback from Claudine Spilker and Darin Helfend from Elevance Health.
08/20/24 v1.2	Oscar Gonzalez	Pages 9, 14, 18 & 19	Resubmit references and updates per Darin Helfand's feedback
09/14/24 v1.3	Oscar Gonzalez	Pages 18 & 19	Updated the Resubmit and Reporting sections based on Claudine's email request from 08/27/24
09/23/24 v1.4	Oscar Gonzalez	Pages 9, 18 & 20	Updated bullet 6, page 9 for items previously submitted ~~through this tool~~, to Conduent. Updated screenshots to page 18 for ClientDCN. Added e-Capture User Preferences: Switch from Central to West Submission Setup to page 20.
10/07/24 v1.5	Oscar Gonzalez	Page 4	Update the eSubmit link to the correct one. Previous one was old version.

Introduction

What is the Conduent Central and West E-Submit tool?

- A tool by which users can submit claims or claims-related correspondence documents to Conduent for processing as per existing requirements without having to interoffice the documents.
- Is not a method by which to report defects.
    - If you feel a document has been processed in error, the defect reporting process should be followed, reaching out to your Vendor Management representative to assure that the potential defect is addressed, and fixes are put in place.
    - In addition, if a document is submitted that has been previously processed as per the rules at Conduent correctly, sending it back through modifying it in some way to make it process differently will yield the same results as the first transmission.
- **Is not** a rekey tool.
- **Is not** a site to have a claim keyed as Local that has previously been forwarded to another Blue Plan.
- **Is not** a site to enter EDI claim images to be rekeyed. We do not have the ability to reprocess claims previously processed by EDI and your submission will be rejected.

***** PLEASE READ *****

1. IF YOU DO NOT LOG INTO THE TOOL AT LEAST ONCE EVERY **30** DAYS, YOUR ACCESS MAY BE REVOKED. PLEASE SET A CALENDAR REMINDER TO LOG IN EVERY **29**TH DAY TO AVOID THIS.

2. THE TERMS "E-CAPTURE & E-SUBMIT" ARE SYNONYMS AND SIGNIFY THE SAME: NAME OF THE TOOL TO ELECTRONICALLY CAPTURE & SUBMIT WORK.

3. THIS TOOL DOES NOT ALLOW EXCEL FORMAT, ONLY JPEG, JPG, TIFF, PDF, DOC, DOCX, HTM, HTML, RTF, TXT, PPT, PPTX. FILES SHOULD NEVER EXCEED THE **25MB** SIZE LIMIT.

E-SUBMIT HOME PAGE: ACCESS REQUEST OPTIONS

1. The E-Submit Web Portal link is as follows: **https://esubmit.portal.conduent.com/Esubmit/** which should be accessed using Microsoft Edge as it is the only web browser that has full compatibility with this tool. Google Chrome may be used; however, the tool may not work as expected, so it is recommended to always use Edge. Note the link on the sample screenshots in this guide is different as we're using the test environment for screenshots.

2. From the home page, you will see the **User** and **Password** fields to login. The three other options in blue text are detailed below:

3. **Request Account**: This option is for brand new users to request a new account. Click on "**Request Account**", and a new window titled "Request E-Submit Account" will open. Enter your information in all fields and click "**Request Account**". You'll then receive an activation email. Below are descriptions of each field:

   a. **Email Address**: Provide your official email address to get all automated emails from E-Submit.
   b. **Full Name**: Your First and Last names.
   c. **Mail Address**: Same as bullet a. just put your email official email address again.
   d. **Password**: Must contain upper-lowercase letters, special characters & numbers. No length restrictions.
   e. **Retype Password**: Same as above to confirm.
   f. **Invitation ID**: You can copy/paste the following value into the field → **Inv$t3**
   g. **Business Unit**: Choose either **Central Claims** or **West Claims** as needed. If you need access to both, you can easily switch to either one once logged in. Click on "**Request Account**". Click Ok on the pop-up window to get account activation email
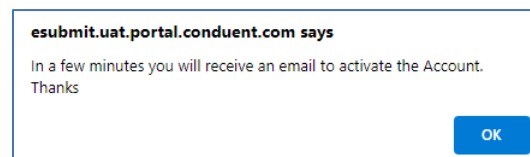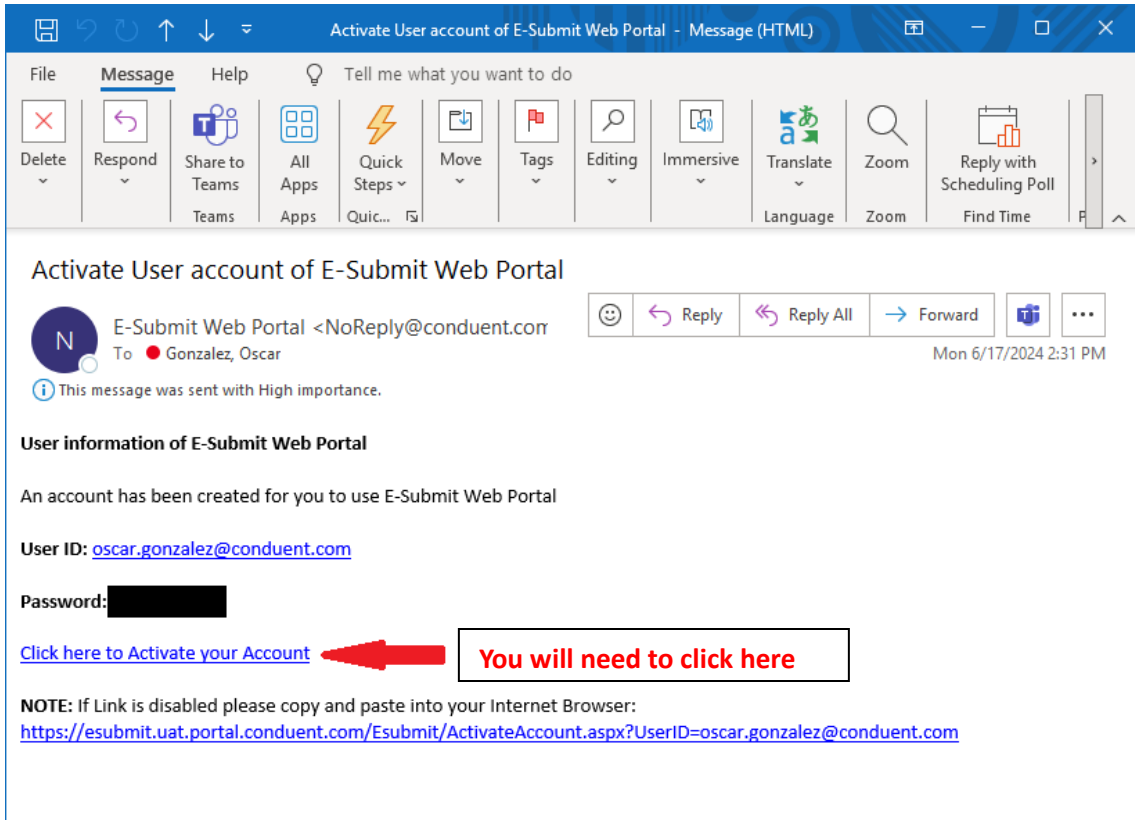
4. **Retrieve Password**: Use this option to retrieve the password for your existing account via an automated email. Click on the button and the following window will pop-up for you to confirm the email you have registered when the account was created. You should receive an automated email as follows:
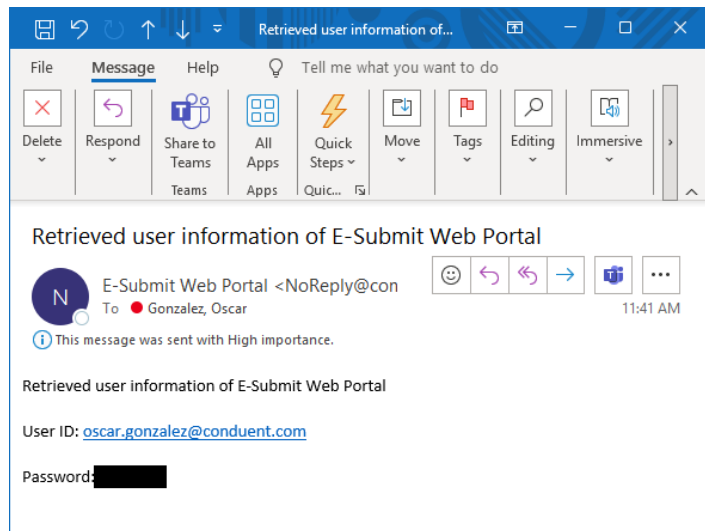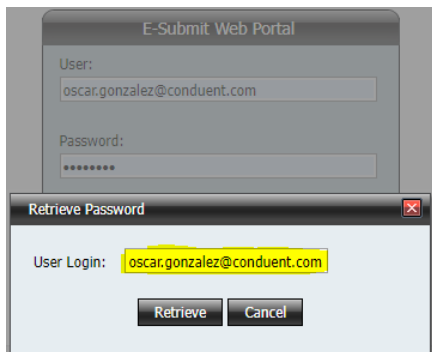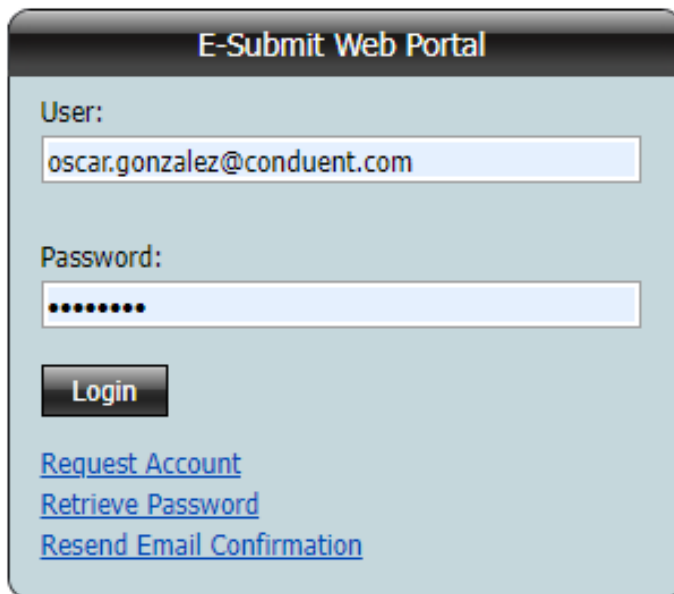
5. **Resend Email Confirmation**: When creating your access for the first time, if you don't get the email confirmation, you can request it again by clicking on this option:
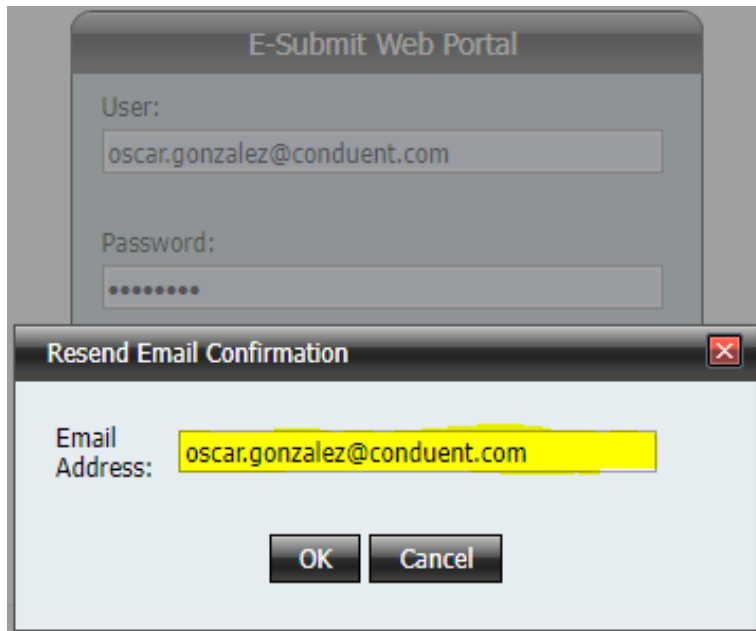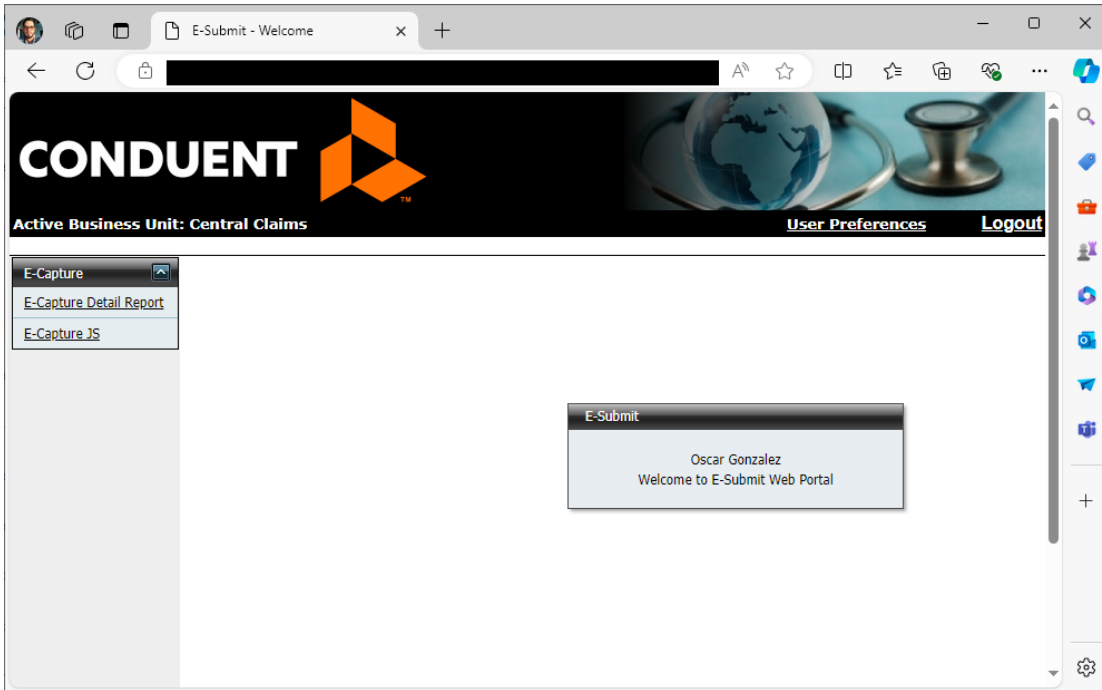

SUBMIT WORK: CLAIMS

1. Once you've confirmed your access as per the section above, proceed to login normally:

2. To start submitting live work for processing, click on the **E-Capture JS** option from the left side of the menu as depicted on the following screenshot:


3. The following window will pop-up, and depending on the type of work you're submitting, select either **Claims** or **Correspondence** as shown below:
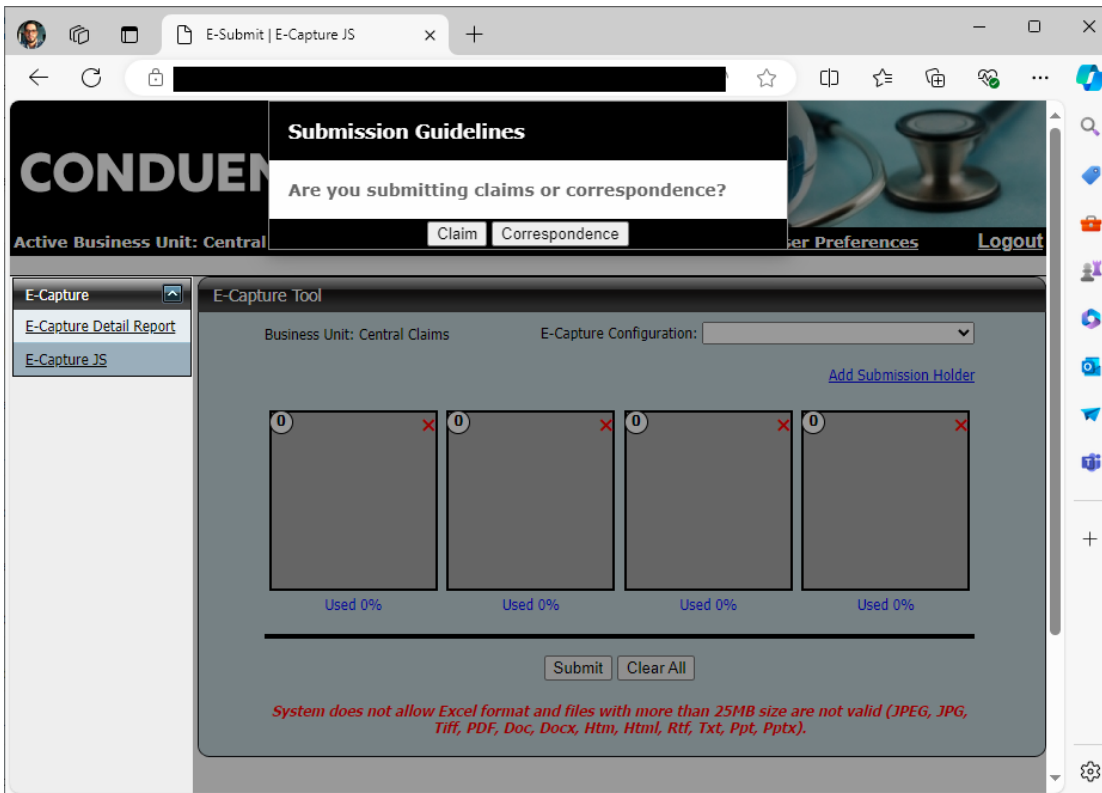
4. If you select the **Claims** option, the following Guidelines confirmation window will pop-up. In order to continue with the submission process, you'll need to mark the **Checkbox** to acknowledge your understanding of the process and then click on **Accept**.
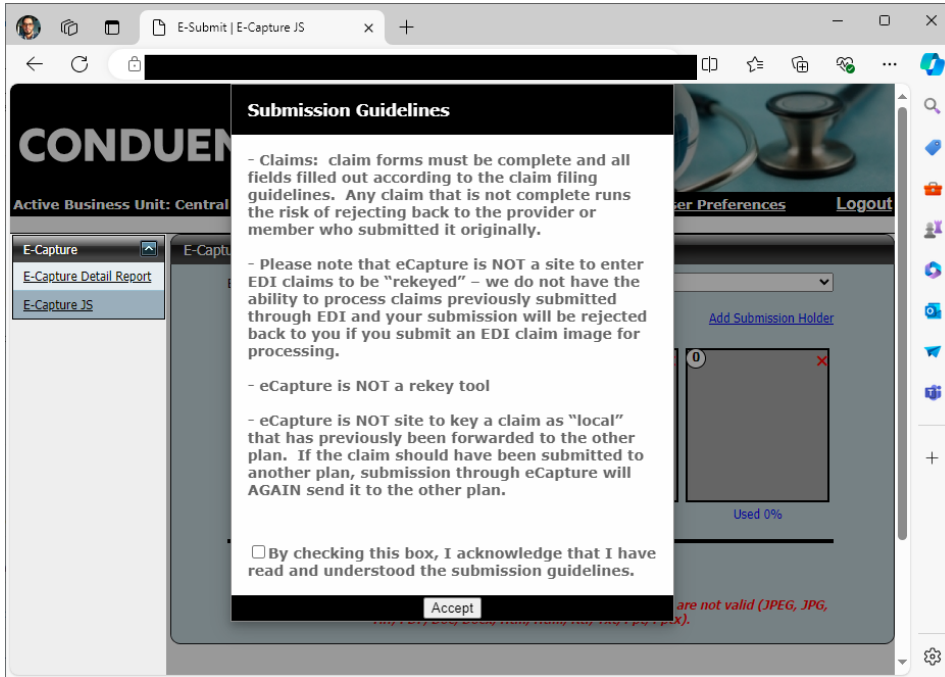

5. After you click on the Accept button, you will be directed to the following page where you will be able to submit electronic forms to Conduent.
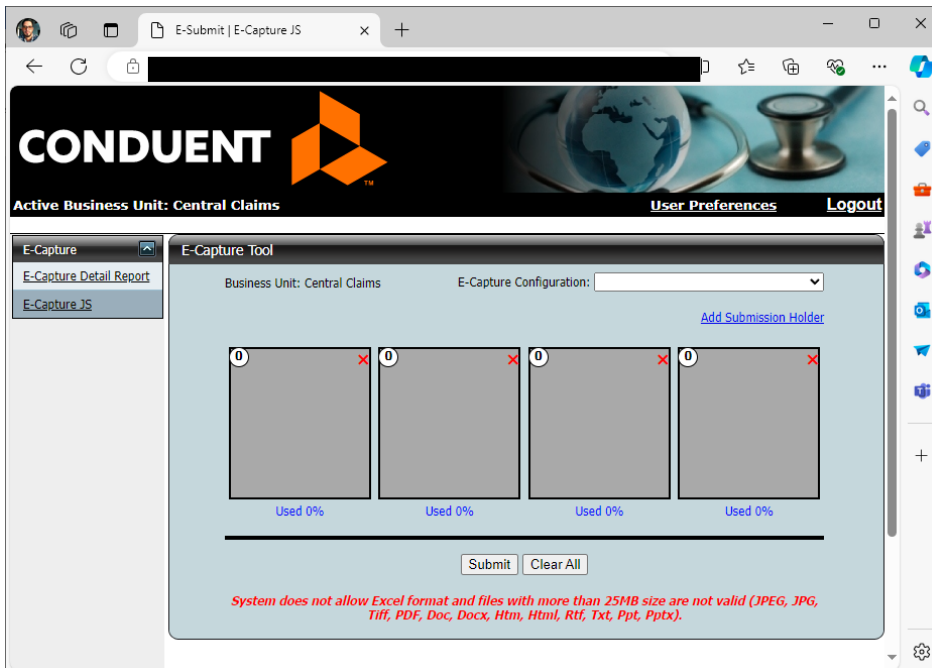
6. The first field to confirm is the **E-Capture Configuration** drop down box. You will need to specify the source of the work you're submitting, **Central Claim**, **Central Correspondence**, **Resubmit Central Claim** or **Resubmit Central Correspondence.** Use the Resubmit options when Claims or Correspondence items that had previously been submitted to Conduent need to be reprocessed. **NOTE:** These same 4 options can be found when the User Preferences are changed to **West** business.
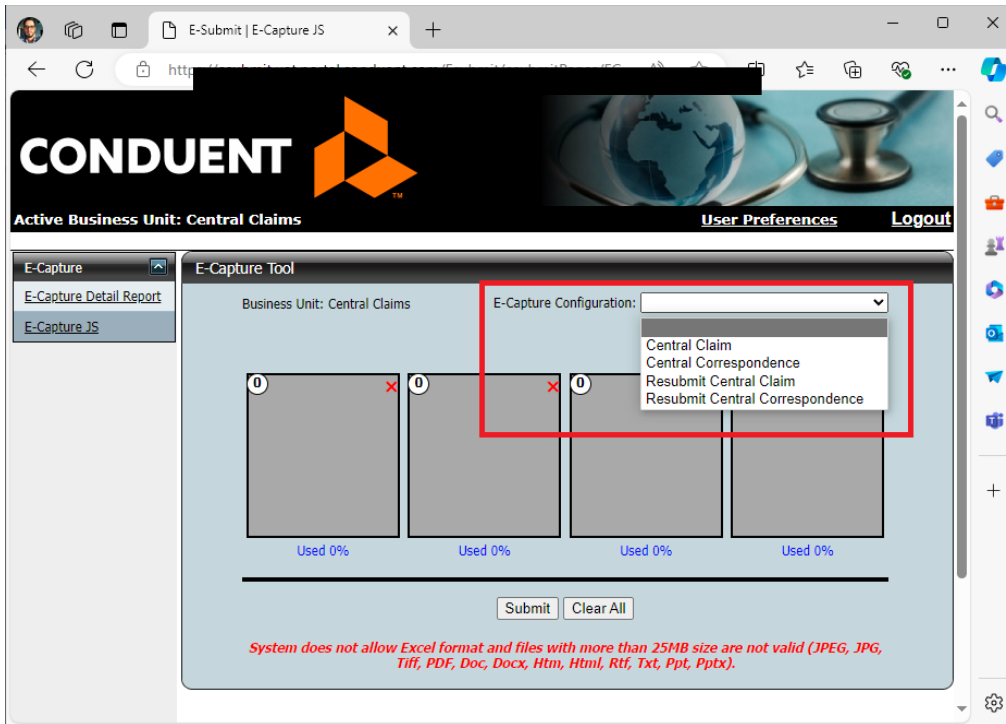

7. The next step is to load the electronic forms by clicking on any of the gray boxes, it doesn't matter if it's the first, middle or last box you pick to load the files. A pop-up browsing window will appear so you can locate the file(s) to load. **NOTE:** If you have (for example) a claim and its attachments in separate files that need to be submitted together, ==**they need to go into the same submission holder/box**==. Otherwise, they will be processed separately and likely not be output the way you had intended.
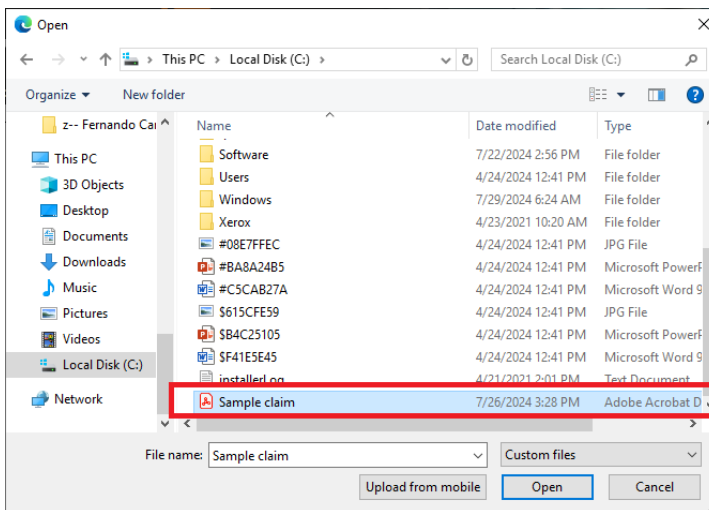
8. Once you've loaded the file, the file name will display within the gray box denoting it is ready to be submitted. Before you click submit, you will need to specify the **Elevance Health Received Date** which could be either the current date or the date that's identified as the Received Date.
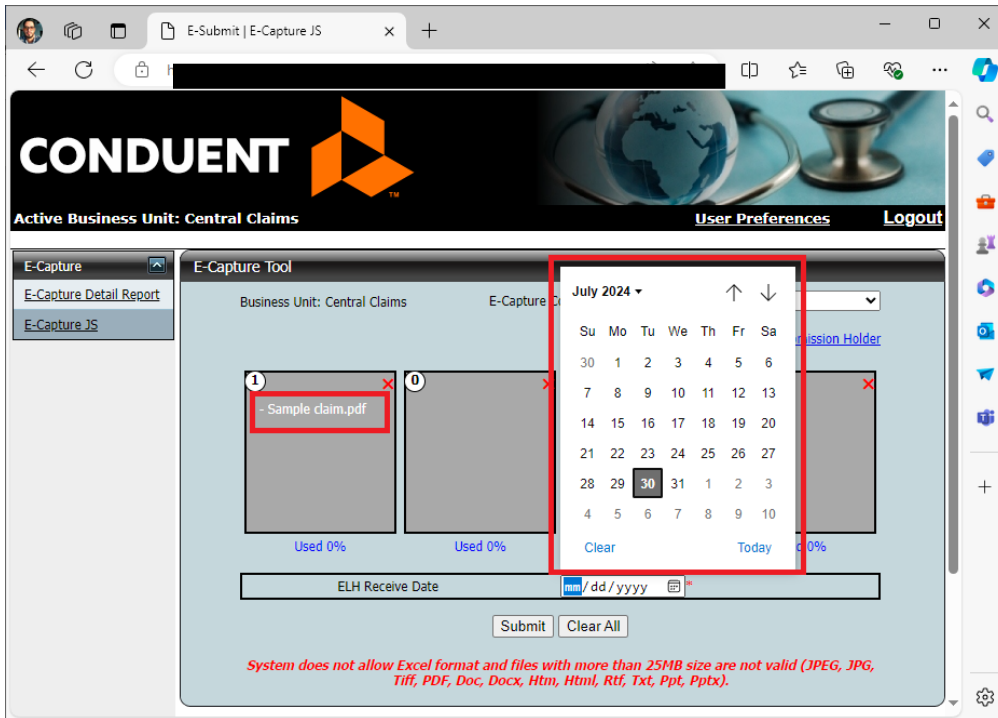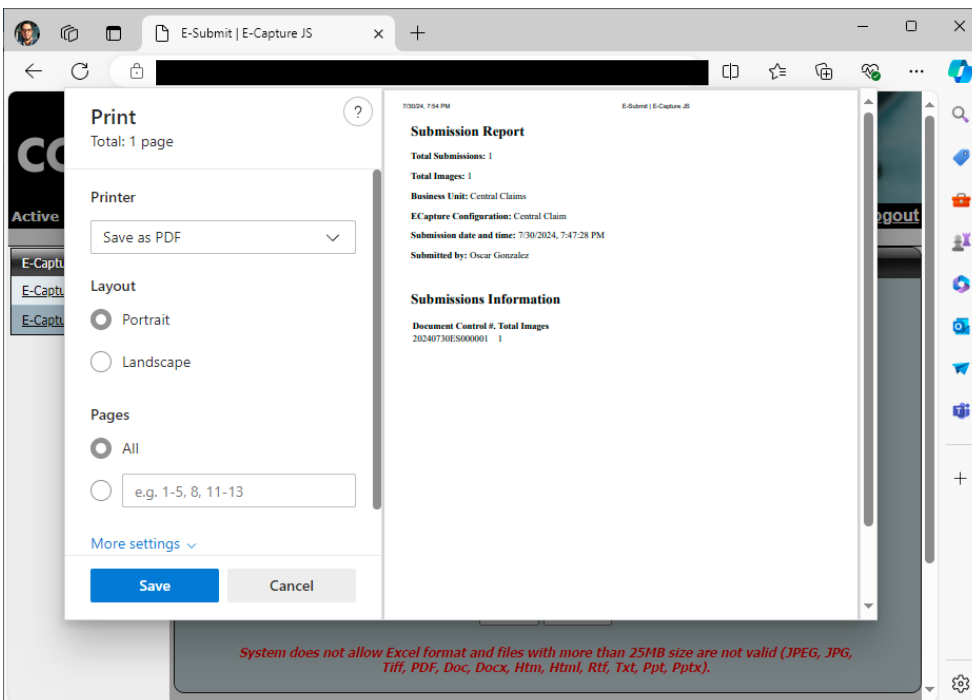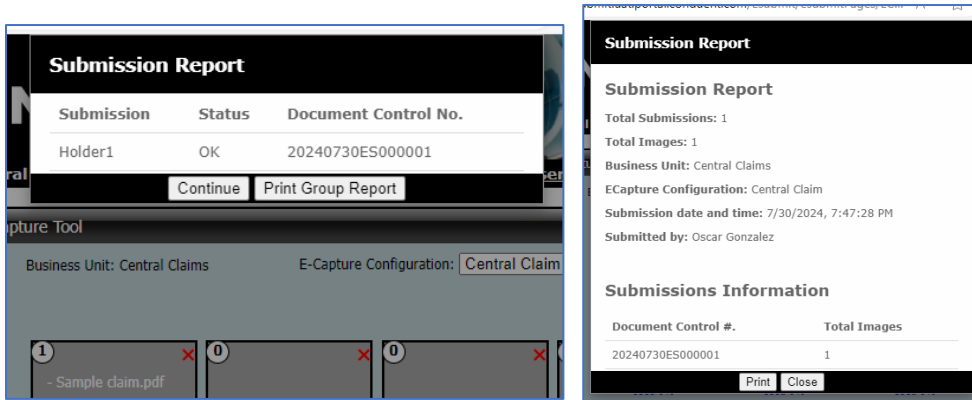

9. Once you click on the **Submit** button, you will be prompted to confirm that all information is captured correctly. If yes, then click on **Continue**.
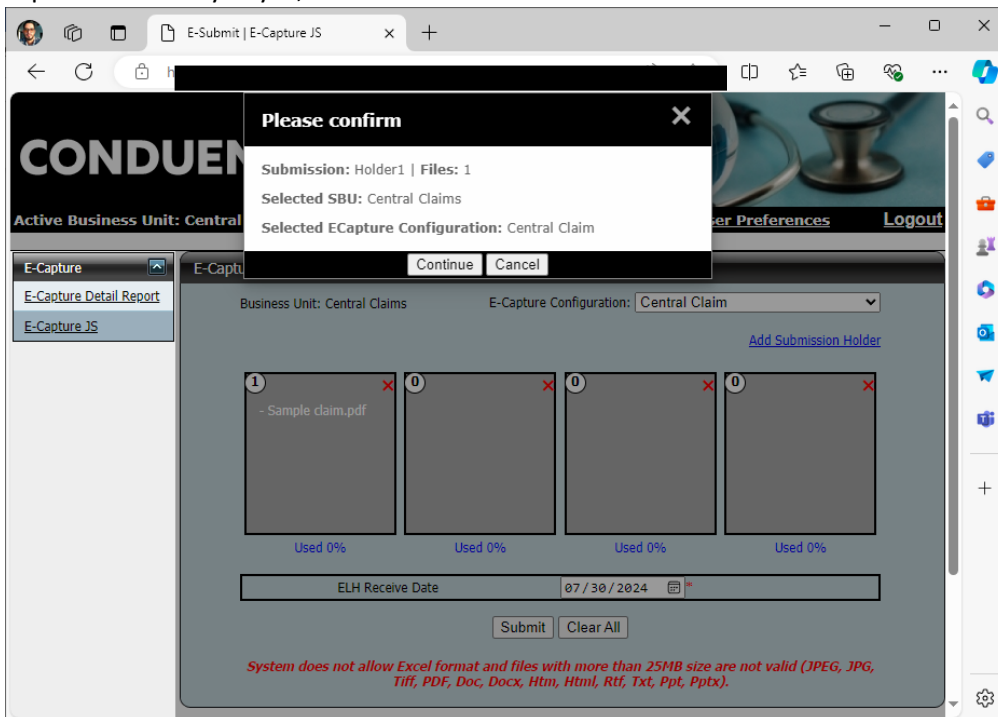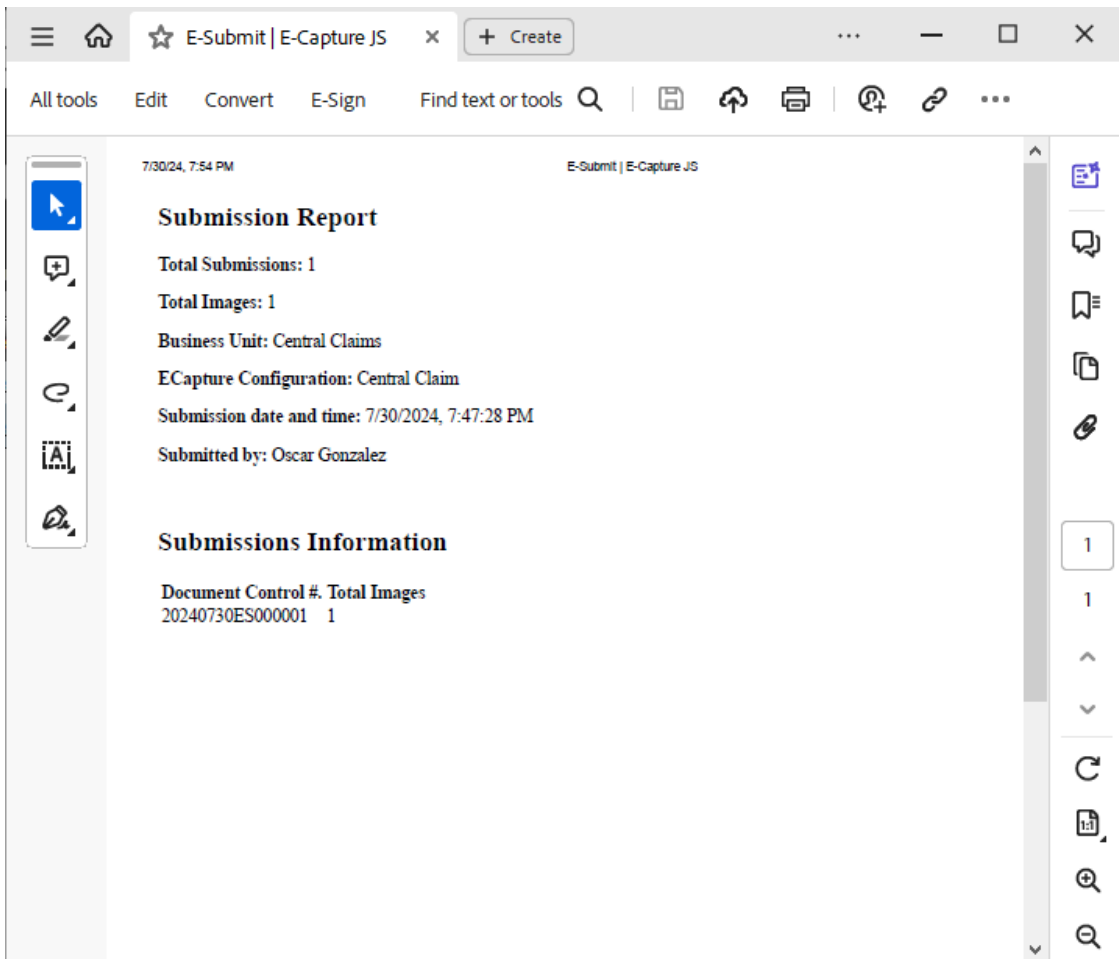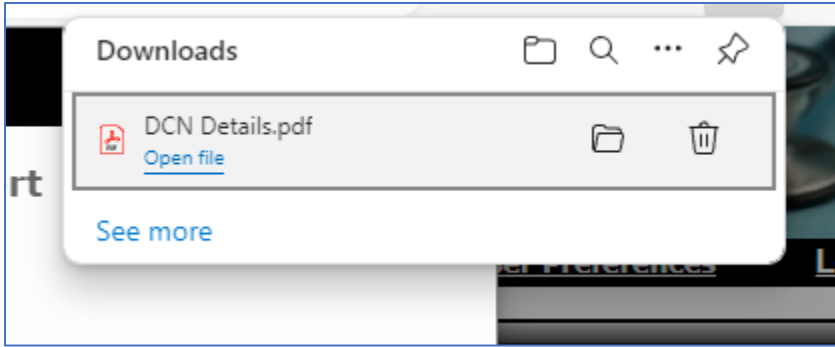
10. A status bar will display on screen until the submission process is completed. See examples of the status bar messages below:
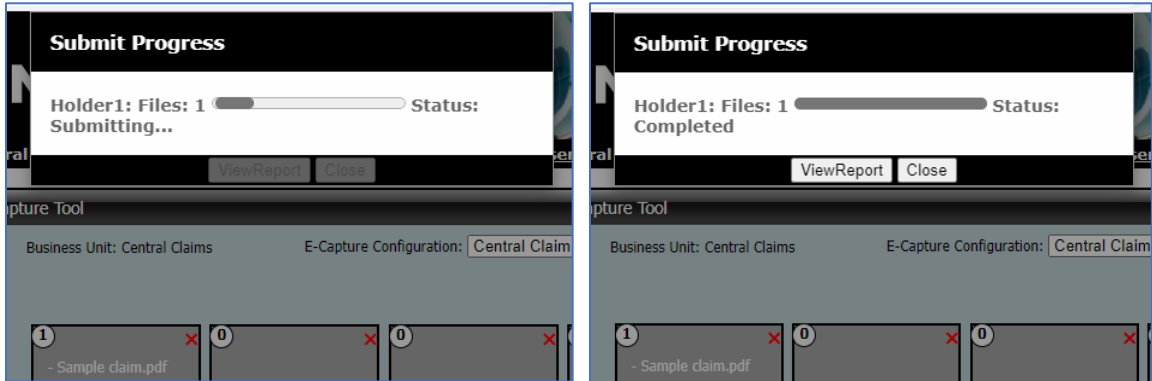
11. You can click on the **View Report** option so that the following details can display. **IMPORTANT: You will need to store the Document Control No. that is vital for you to track your work submission.** You can also choose the **Print** option to save the details in PDF file, see below:
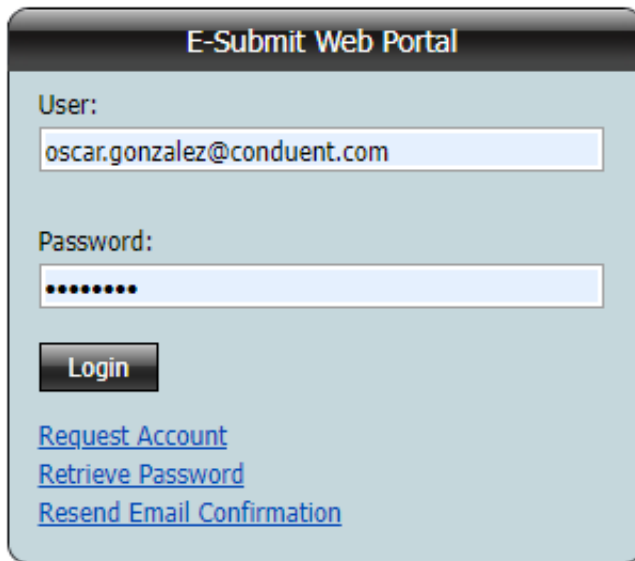
Submission Report

Total Submissions: 1

Total Images: 1

Business Unit: Central Claims

ECapture Configuration: Central Claim

Submission date and time: 7/30/2024, 7:47:28 PM

Submitted by: Oscar Gonzalez

Submissions Information

Document Control #. Total Images
20240730ES000001   1

<u>At this point, you've fully submitted a Claim form through the E-Submit tool!</u>

1. Once you've confirmed your access as per the section above, proceed to login normally:


2. After you select the **Correspondence** option, the Submission Guidelines window will appear. To continue with the submission process, you'll need to mark the **Checkbox** to acknowledge your understanding of the process and then click on **Accept**.

3. After you click on the **Accept** button, you will be directed to the following page where you will be able to submit electronic forms to Conduent.
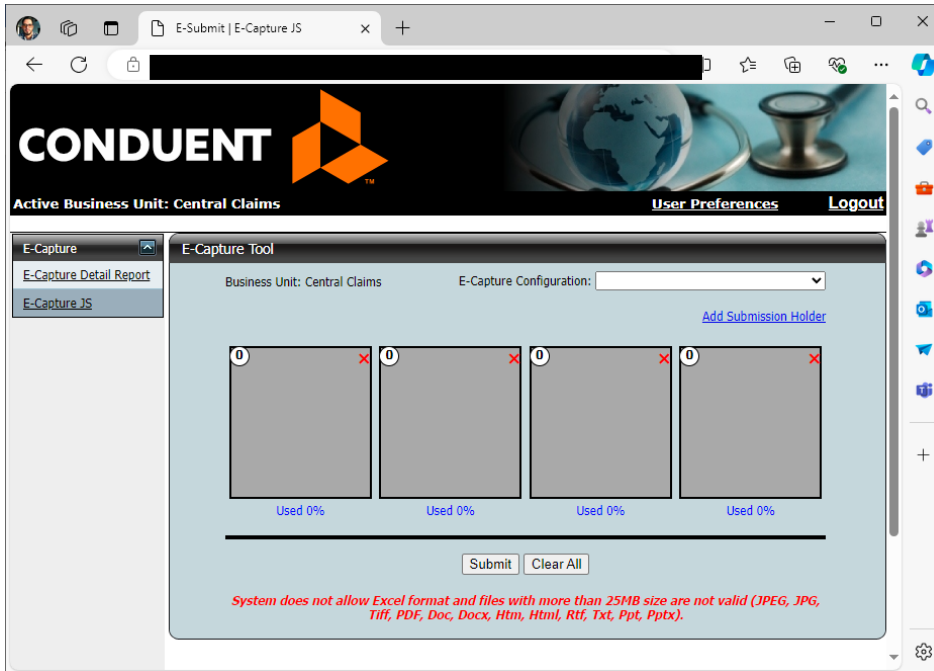

4. The first field to confirm is the **E-Capture Configuration** drop down box. You will need to specify the source of the work you're submitting: **Central Claim**, **Central Correspondence**, **Resubmit Central Claim,** or **Resubmit Central Correspondence.** Use the Resubmit options when Claims or Correspondence items that had previously been submitted through this tool need to be reprocessed. **NOTE:** These same 4 options can be found when the User Preferences are changed to **West** business.
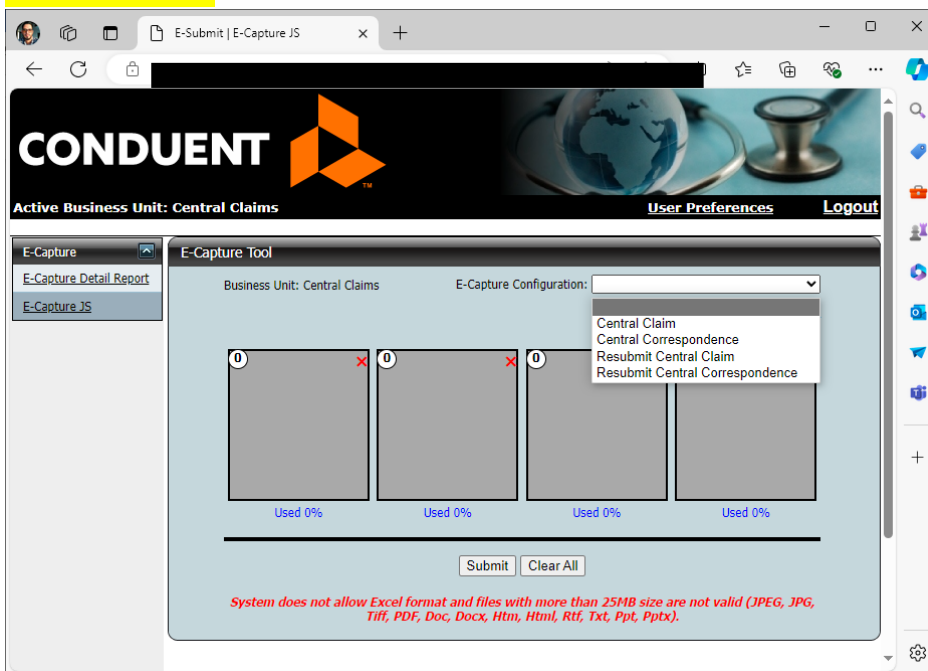
5. The next step is to load the electronic forms by clicking on any of the gray boxes, it doesn't matter if it's the first, middle or last box you pick to load the files. A pop-up browsing window will appear so you can locate the file(s) to load. **NOTE:** If you have (for example) a correspondence and its attachments in separate files that need to be submitted together, ==they need to go into the same submission holder/box==. Otherwise, they will be processed separately and likely not be output the way you had intended.
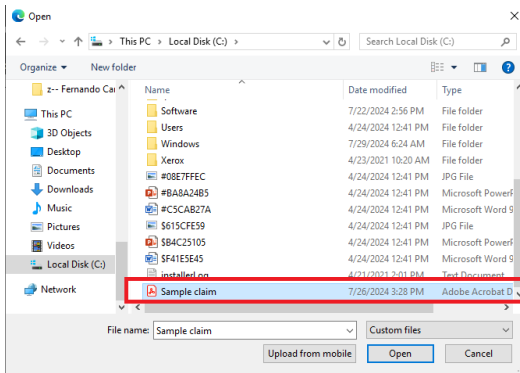

6. Once you've loaded the file, the file name will display within the gray box denoting it is ready to be submitted. Before you click submit, you will need to specify the **Document Type** and also the **Elevance Health Received Date**.
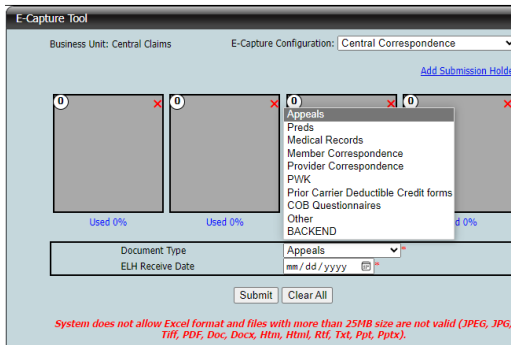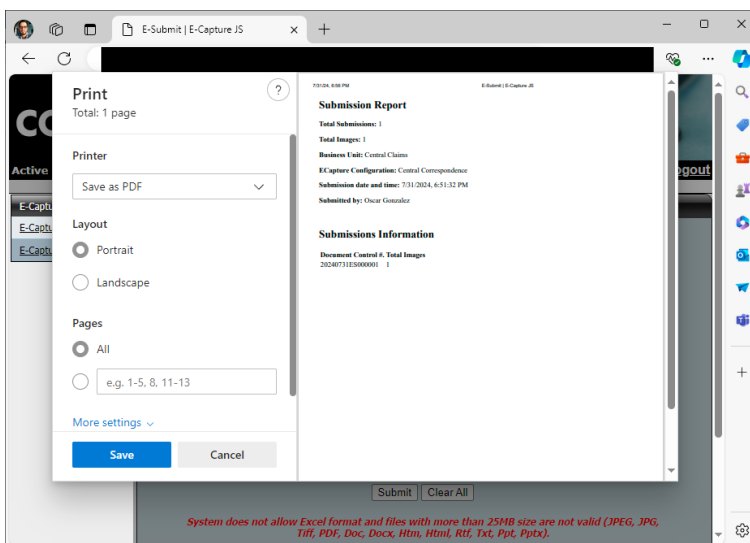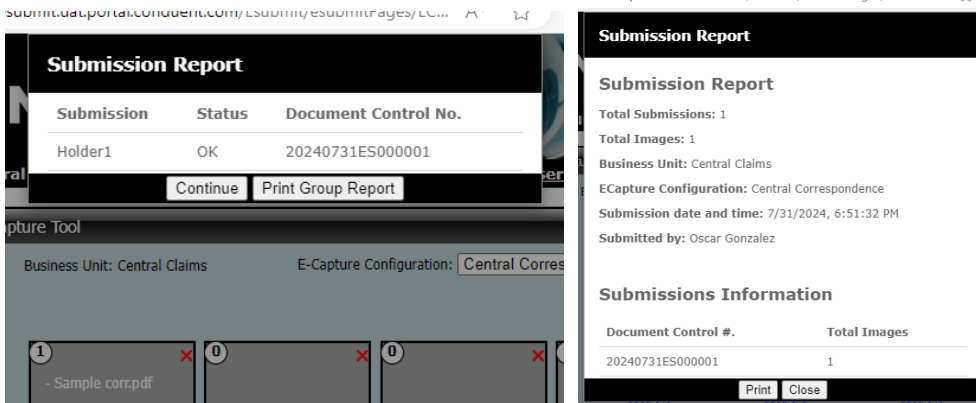

7. Once you click on the **Submit** button, you will be prompted to confirm that all information is correctly captured for your submission. If yes, click on **Continue**.
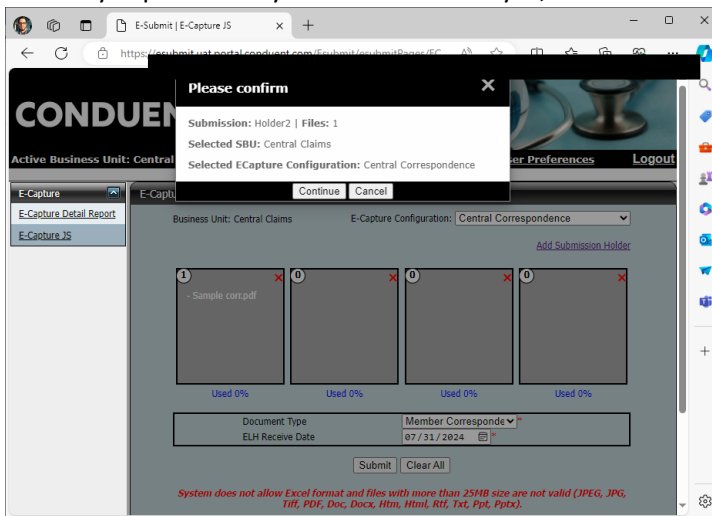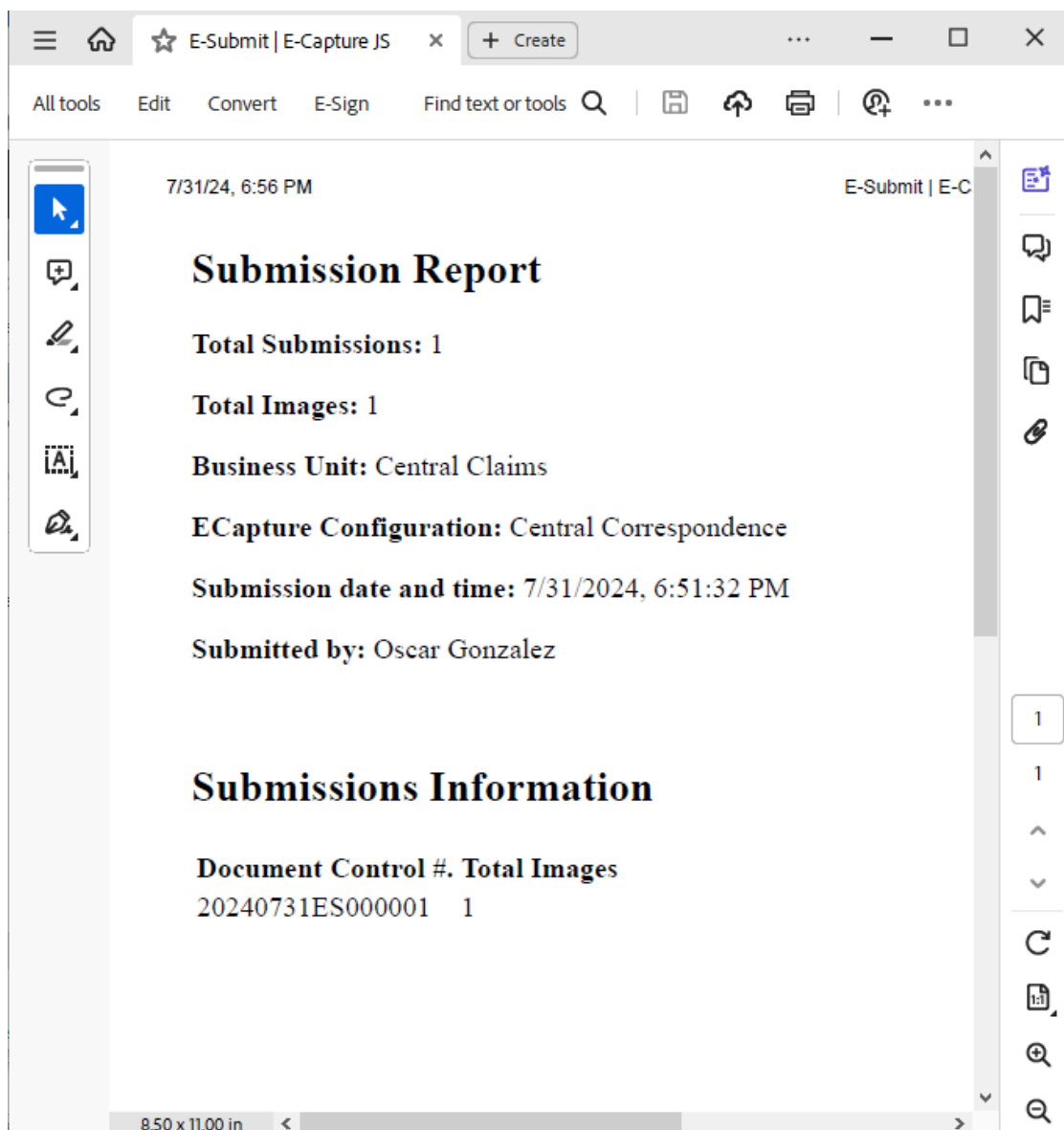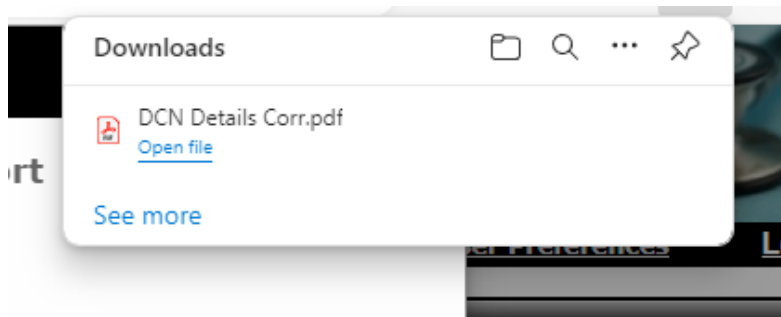
8. After that, a status bar will show on screen until the submission process is completed. See both messages that will show up as follows:
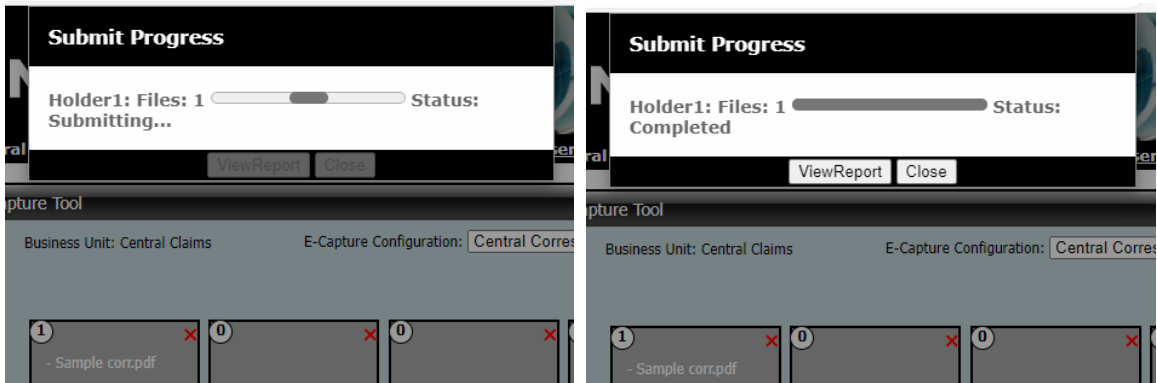
9. You can click on the **View Report** option so that the following details can display. <mark>IMPORTANT: You will need to store the Document Control No. that is vital for you to track your work submission.</mark> You can also choose the **Print** option to save the details in PDF file, see below:

Downloads

DCN Details Corr.pdf
Open file

See more

E-Submit | E-Capture JS

All tools   Edit   Convert   E-Sign   Find text or tools

7/31/24, 6:56 PM   E-Submit | E-C

Submission Report

Total Submissions: 1

Total Images: 1

Business Unit: Central Claims

ECapture Configuration: Central Correspondence

Submission date and time: 7/31/2024, 6:51:32 PM

Submitted by: Oscar Gonzalez

Submissions Information

Document Control #. Total Images
20240731ES000001   1

8.50 x 11.00 in

At this point, you've fully submitted a Correspondence form through the E-Submit tool!

RESUBMIT WORK: CLAIMS AND CORRESPONDENCE

The Resubmit Tool is the part of the portal where one would ask Conduent to reprocess an item – but only if you want the same exact output sent by Conduent to ELH. See the below guidelines before you use this portion of the tool:

Reasons to use:
- If there has been a change internally at Elevance Health that would make the item process differently within the ELH systems.
  - The most common example of this would be: if the first time the claim was output by Conduent, the provider was not loaded as a valid provider within the adjudication system. Now the provider has been loaded, and you need the item re-output so that it can go through the new logic within the internal ELH system.

Invalid reason for use of this tool:
- If you feel that Conduent processed the item incorrectly the first time (i.e. the submission's output has a defect), **DO NOT USE THIS TOOL TO RESUBMIT THE ITEM**. Business rules are hard-coded, and a secondary submission will process the same way the first time you submit it. If you feel that your original submission was processed in error, please reach out to your vendor management contact for assistance.

Screenshot for resubmitting a Claim:

Screenshot for resubmitting Correspondence:

E-CAPTURE DETAIL REPORT: CLAIMS AND CORRESPONDENCE

1. On the upper left side of the web browser, you'll see an option called "**E-Capture Detail Report**" which you can click to bring up a report that displays all the submissions you've done so far.
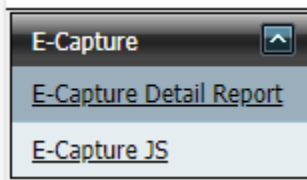
2. The reporting section will display on screen. Fill in the fields as described below and click on **View Report**:

   a. **Submit By:** Type the Username you use to login.

   b. **Submit Date From:** Type the Start date from where you want to retrieve details.

   c. **Submit Date To:** Type the End date from where you want to retrieve details.

   d. **ECapture Configuration:** Select either **Claim, Correspondence, Resubmit Claim, Resubmit Correspondence**, or **ALL** to retrieve all possible details found.

   e. **Document Control No:** This field is only if you have either the Client DCN or Filenet DCN.

NOTE: You can export the results to Excel or a PDF file.

E-CAPTURE USER PREFERENCES: SWITCH FROM CENTRAL TO WEST SUBMISSION SETUP

1. Switching e-Capture from an LOB to another is simple. In case the user has Central designated as the main LOB to submit work, a switch can be made to West as follows: click on "**User Preferences**" at the top right side of the screen:
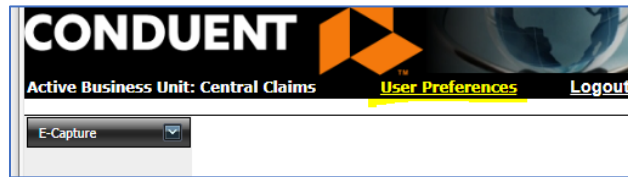
2. A new section will appear from where the user can alternate between **Central and West LOBs** depending on the type of work that's ready to be uploaded at that moment. **Only Central Claims or West Claims should be the ones to use, nothing more**. Once you select either one of them, click on "**Set Active Business Unit**" and a dialog box will show saying "**Active SBU updated successfully**". The user will be able to submit work normally after this switch for the selected LOB.
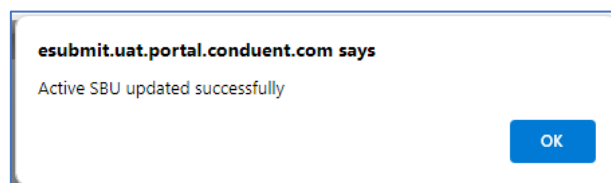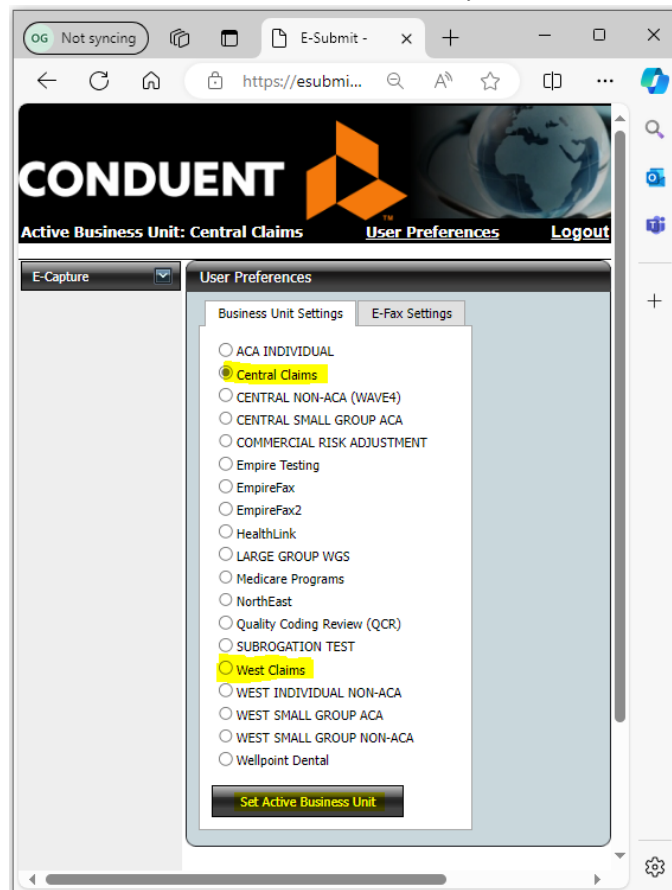
YOU HAVE REACHED THE END OF THIS DOCUMENT