### Contents

- Launching *FastAttach* ................................................................. 5
- Forgot Password ........................................................................... 5
- Update Password ......................................................................... 7
- *FastAttach Screen Guide* ............................................................. 8
- Provider Information .................................................................. 9
  - To add new Provider .................................................................. 9
  - To edit a Provider ...................................................................... 9
  - To delete a Provider ................................................................... 9
- Patient Search ............................................................................ 10
  - Patient Look Up ....................................................................... 10
  - Visit Look Up ........................................................................... 10
  - PreLoad Look Up ...................................................................... 11
  - Viewing Patient History ............................................................ 11
- Patient Information ..................................................................... 12
  - Add a New Patient ..................................................................... 12
  - Edit an Existing Patient ............................................................ 13
- *Data Entry Screen Guide* .............................................................. 13
- Data Entry .................................................................................. 14
  - Claim ......................................................................................... 14
  - Prior Authorization .................................................................. 14
  - *FastLook* ............................................................................... 15
  - Reference/Control Number ........................................................ 15
  - Narrative .................................................................................. 15
  - Edit Existing Submission ........................................................... 15
  - Delete Existing Submission ....................................................... 16
- esMD ......................................................................................... 16
  - esMD Submissions .................................................................... 16
- Adding Documentation ................................................................. 17
  - Screen Capture ......................................................................... 17
  - Twain/Scanner ......................................................................... 17
  - File Import ................................................................................ 18
<table>
<thead>
<tr>
<th>Feature</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appendix A – ProviderView</td>
<td>25</td>
</tr>
<tr>
<td>Features</td>
<td>26</td>
</tr>
<tr>
<td>Responding to an EOB via ProviderView</td>
<td>27</td>
</tr>
<tr>
<td>Manage Users</td>
<td>28</td>
</tr>
<tr>
<td>Edit Existing User</td>
<td>28</td>
</tr>
<tr>
<td>Create New User</td>
<td>28</td>
</tr>
<tr>
<td>Manage Providers</td>
<td>29</td>
</tr>
<tr>
<td>Update Provider</td>
<td>29</td>
</tr>
<tr>
<td>Create New Provider</td>
<td>29</td>
</tr>
<tr>
<td>Delete Provider</td>
<td>30</td>
</tr>
<tr>
<td>Edit Billing Information</td>
<td>30</td>
</tr>
<tr>
<td>Edit Office Information</td>
<td>30</td>
</tr>
<tr>
<td>Search Messages</td>
<td>31</td>
</tr>
<tr>
<td>Sharing</td>
<td>32</td>
</tr>
<tr>
<td>FastLook</td>
<td>36</td>
</tr>
<tr>
<td>Search Submissions</td>
<td>37</td>
</tr>
<tr>
<td>FastAttach Main Screen</td>
<td>39</td>
</tr>
<tr>
<td>Search Archived Documents</td>
<td>39</td>
</tr>
<tr>
<td>Reporting</td>
<td>40</td>
</tr>
<tr>
<td>SLA Report</td>
<td>40</td>
</tr>
<tr>
<td>User Activity Report</td>
<td>41</td>
</tr>
<tr>
<td>FastKapture</td>
<td>19</td>
</tr>
<tr>
<td>Print Capture</td>
<td>19</td>
</tr>
<tr>
<td>Completing Submissions</td>
<td>21</td>
</tr>
<tr>
<td>On Hold Status</td>
<td>21</td>
</tr>
<tr>
<td>Ready to Send Status</td>
<td>21</td>
</tr>
<tr>
<td>Sending Submissions</td>
<td>22</td>
</tr>
<tr>
<td>Recipient Information</td>
<td>23</td>
</tr>
<tr>
<td>The Recipient List &amp; Setting Favorites</td>
<td>23</td>
</tr>
<tr>
<td>Accessing FastLook</td>
<td>24</td>
</tr>
<tr>
<td>Archive</td>
<td>19</td>
</tr>
<tr>
<td>FastKapture</td>
<td>19</td>
</tr>
<tr>
<td>Edit Document</td>
<td>20</td>
</tr>
<tr>
<td>Completing Submissions</td>
<td>21</td>
</tr>
<tr>
<td>On Hold Status</td>
<td>21</td>
</tr>
<tr>
<td>Ready to Send Status</td>
<td>21</td>
</tr>
<tr>
<td>Sending Submissions</td>
<td>22</td>
</tr>
<tr>
<td>Recipient Information</td>
<td>23</td>
</tr>
<tr>
<td>The Recipient List &amp; Setting Favorites</td>
<td>23</td>
</tr>
<tr>
<td>Accessing FastLook</td>
<td>24</td>
</tr>
</tbody>
</table>
Launching *FastAttach*

Double click on the *FastAttach Icon* on the Windows desktop.

This will display the *AutoUpdater* window, which updates *FastAttach* to the latest version each time the software launches, before displaying the *FastAttach Login* window.

Enter the following credentials in order to login:

1. Facility ID (first time users) or select the Practice Name (available from previous login).
2. User Name
3. Minimum of eight (8) characters alphanumeric Password
4. Click **Login**.

*Note: FastAttach has an optional administrative function to lock users out after an administrator-specified number of unsuccessful login attempts that expires after 90 days.*

**Forgot Password**

1. Click **Forgot Password** from the Login screen. Your web browser will then launch.
2. If not populated, enter your MEA Facility Number and User Name, then click **Next**.
3. Enter the answer to the security question, then click **Next**. (You must answer the security question to obtain new password.)

4. Confirm that the listed User Name, Email and Fax are correct, then select the method by which you wish you receive your temporary password.

5. Click **Reset Password**. We will then a temporary password via the method you selected, which may then be to used to log into *FastAttach* and complete the password reset process.
**Update Password**

The **Update Password** screen displays when you log in using a temporary password, as well as when your password has expired.

1. Complete the field New Password with eight (8) characters containing at least one (1) digit and one (1) letter.
2. Confirm new password. (Password must match in order to continue.)
3. Select a Security Question, then enter an Answer.
4. Verify, edit, and/or change e-mail address.
5. Select additional email types the user wishes to receive.
6. Click **Continue** to confirm changes and proceed to the **FastAttach Main** screen.

**Product Information** – Any updates, available new features, changes, etc. to the FastAttach Software or related products offered by MEA.

**Product Support** – Receive information regarding special instructions for troubleshooting or alterations of the software.

**Billing** – Account information or questions regarding listed billing information.

*User Information the bottom of that screen is only editable for Primary User.*
FastAttach Screen Guide

Add and search for patients, page 10

Edit submission prior to sending, page 13

Delete submission prior to sending, page 16

Add, edit, and delete providers, page 9

Access to ProviderView, page 23

Recipients’ information and requirements, page 23
Provider Information

Click **Provider Information** to display the *Provider Information* screen, where users are able to add, edit, delete, and view current providers in a sortable list by Provider Name, Provider Tax ID, or Provider NPI.

To add new Provider

1. Click **New**, then enter the Provider Name, Tax ID, and NPI in the fields provided, and click **Save**.
2. The **Current Providers** list updates as new providers are added.

To edit a Provider

1. Select a listed provider and click **Edit**.
2. Make any needed to the provider’s information, then click **Save**.
3. The **Current Providers** list updates as providers are updated.

To delete a Provider

1. Select provider and click **Delete**.
2. Confirm to remove the provider from the list. The **Current Providers** list updates as providers are deleted.
Patient Search

Patient Look Up

1. Click **New/Search** to display the **Patient Search** screen, where users are able to add, search, or view the history of a patient. Patient history is displayed in a sortable list by first or last name, date of birth, recipient or MRN.

2. In the **Patient Search** screen, select **Patient Look Up** tab to enter patient first or last name, date of birth (DOB) or Medical Record Num. in Patient Look Up fields, then click **Search** (Search supports partial name look up in both fields.)

3. Select patient to access patient information, history, or initiate a new submission.

Visit Look Up

1. **Patient Search** screen, select the **Visit Look Up** tab to enter Visit Number, Medical Record Num., Customer Ref #, Date of Service, or Date of Admission/Discharge and option to select Pre-Auth in Patient Look Up fields, then click **Search** (Search supports partial name look up in both fields.)

2. Select patient to access patient information, history, or initiate a new submission.
PreLoad Look Up

1. In the *Patient Search* screen, select the *PreLoad Look Up* tab to enter Visit Number, Medical Record Num., Customer Ref #, Date of Service, or Date of Admission/Discharge and option to select Pre-Auth in PreLoad Look Up fields, then click *Search* (Search supports partial name look up in both fields.)

2. Select desired record to display the *PreLoad Confirmation* screen.

3. Verify that the imported information is correct. Click **Next** to create a submission with this information.
   
   Note: After a record from the PreLoad Look Up tab is used to create a submission, that record is no longer available via the Preload Look Up tab. Instead, the record can be found using the *Patient Search* screen.

Viewing Patient History

The patient *History* screen allows you to view a patient’s submission history in a list sortable by MEA#, Date of Service From, Date of Service Thru, and Recipient Name.

1. In the *Patient Search* screen, after selecting a patient, click **History** to display the *History* screen.

2. Select the desired MEA Tracking Number.

3. Click **View** to display the selected submission in *ProviderView*.
Patient Information

Click **New/Search** to display the *Patient Search* screen Click **New Patient** to display the *Patient Information* screen.

![Patient Information Screen]

Add a New Patient

1. In the *Patient Information* screen, enter the Patient’s First and Last Name, Date of Birth, MRN (optional), and select the Sending Provider.

2. In the **New Recipient** tab, select the default recipient for the patient, and add any additional recipients using the **Add New Recipient** tab.
   a. Recipients displayed in the **Recipient Name** drop-down are those selected as favorites in the *Recipient Information* screen. If your previously designated favorites do not include the recipient you wish to send to, check the **Show All Recipients** checkbox to expose all recipients enabled for your account.
   b. If no favorites have been set for your FastAttach account, the **Show All Recipients** checkbox will be grayed out, and the **Recipient Name** drop-down will automatically display all recipients enabled for your account.
   c. For more information on recipient favorites, see page 23.

3. To save, click **Next**. A confirmation notification is displayed to begin the submission creation process.
Edit an Existing Patient

1. In the Patient Search screen, enter search criteria for the existing patient.
2. From the search results, double-click or highlight the desired patient and click Next to open the Patient Information screen.
3. To save, click Next. A confirmation message is displayed to begin the submission creation process.

Data Entry Screen Guide

The Data Entry screen allows users to add medical documentation and enter any information required for the submission.

- Saving submission progress, page 21
- Verify recipient requirements, page 15
- Edit service dates, page 14
- Uploading and editing files, page 17
- Reference and narratives, page 15
- Edit patient information, page 12
- Saving submission progress, page 21
**Data Entry**

**Claim**

1. In the *Data Entry* screen, select *Claim*.
2. Enter the *Date of Service From*
3. Select the *Edit The Date of Service Thru*, if the date is different from the *Date of Service From*
4. Enter optional *Date of Admission* and *Date of Discharge*.

**Prior Authorization**

1. Select the option for *Prior Authorization*.
2. Enter optional *Date of Admission* and *Date of Discharge*. 
FastLook

1. In the Data Entry screen, select FastLook to launch the FastLook Recipient Requirements screen.

2. The user is able to access Recipient Customer Service, Recipient Address Information, Recipient ID’s, and Recipient Submission Return Policy in addition to entering code or searching from ranges.

Reference/Control Number

Enter the number supplied by the recipient for responding to paper or electronic requests via FastAttach.

Narrative

The Narrative field allows up to 2000 characters for additional supporting information regarding the submission.

Edit Existing Submission

The FastAttach Main screen lists submissions in a Saved and on Hold status. The displayed list is sortable by status, patient, or recipient.

1. Highlight and click Edit, or double-click a submission to display the Data Entry screen.

2. Edit applicable information.

3. Click Save when finished.
Delete Existing Submission

1. Select the submission on FastAttach Main screen.
2. Click Delete, then confirm submission deletion.

esMD

esMD Submissions

Electronic Submission of Medical Documentation allows a user to submit requested Medicare documentation through several acquisition methods.

1. In the Data Entry screen, select Claim and enter the original Date of Service, or select Prior Authorization.
2. Input the Claim ID in the Reference/Control Number field (also called Document Control Number or Claim Control Number in the original request letter).
3. Upload the medical records that need to be submitted to Medicare.
4. Click Save. If required, the Enter Case Number window appears. Enter the Case Number and click OK.
5. Click Next to complete the submission.
6. Click Send to transmit submission.

Depending on the Document Type selected when adding documentation (next section), the Claim Number and Case ID requirements of an esMD submission will change:

1. Audit Response requires both Claim Number and Case ID.
2. Appeals requires both Claim Number and Case ID.
3. RAC Discussion requires both Claim Number and Case ID.
4. ADMC requires both Claim Number and Case ID.
5. PMD Prior Authorization does not allow Claim Number, nor Case ID.
Adding Documentation

Documentation may be added to a submission using a variety of acquisition methods, including File Import, Print Capture, Screen Capture, Archive, FastKapture, and Twain/Scanner.

Screen Capture

1. Open the desired document to an easily readable size.
2. Click Screen Capture, to launch the Screen Capture window.
3. Click Draw Rectangle. The cursor will change to a crosshair. Use the crosshair to select the desired portion of the screen by clicking and dragging from one corner of the desired area to the corner diagonally across from the starting point. A box will form around the selected area as the crosshair dragged. Let go when done.
4. The selected area will display in the Edit Document screen. Select a Document Type, then click Next.

Twain/Scanner

1. Verify scanner is connected to the workstation and that the scanner is on.
2. Click Twain/Scanner to launch scanner software installed on the workstation.
3. Choose settings (Reflective – Paper; Resolution 96 or 100 dpi.), then select preview.
4. In the Edit Document screen, select a Document Type, then click Next.
File Import

Note: These steps cover the acquisition of .JPG/.JPEG, .BMP, .GIF, .PNG, .TIF/.TIFF, and .PDF files. For details on acquiring .txt, .xml, .htm, and .html files, please refer to Appendix B.

1. Click File Import, to view compatible files on workstation.
2. Choose one or more files to add, then click Open.
3. The selected file will preview in the Edit Document screen. Select a Document Type, then click Next.
4. If multiple documents are added at the same time, the Document Wizard screen will display. Check each desired file, select a document type, then click Label until all added documents are labeled.
Archive

1. Click **Archive** to display the Archive screen, listing any documentation previously submitted for the current patient.

2. Click checkbox of one or more archived documents to add to the submission. The Archive list is sortable by description, note, and archive date/time, with the option to view selected archived documentation.

3. Select **Next** to add archived documents to the submission. *Note: Documentation is not editable when added from Archive.*

Print Capture

1. Click **Print Capture** to display the Print Capture screen.

2. Open the file(s) you wish to add, then select the option to print.

3. Select the **MEA Virtual Printer** from your workstation printer options, then select **Print**.

4. In the **Edit Document** screen, select a Document Type, then click **Next**.

5. If multiple documents are added at the same time, the Document Wizard screen will display. Select a document type, and then click **Label**, until all added documents are labeled.

   *Note: Print Capture can only accept up to 999 pages at a time. Larger documents can be print captured by capturing groups of 999 pages or less. For example, to print capture a 1500 page document, use steps 1 – 4 to capture pages 1-999 and then repeat steps 1 – 4 to capture pages 1000-1500.*

**FastKapture**

FastKapture allows users to utilize a camera-enabled mobile device to securely capture and transmit images to the FastAttach desktop software for use in submissions.
1. Click **FastKapture** to display the **FastKapture** screen, which lists all FastKapture documents not previously associated to a patient.

2. To view a listed document, select the document and click **View**. To delete a listed document, select the document and click **Delete**.

3. To add a listed document to your submission, select the checkbox beside the desired document and click **Next**

4. In the **Edit Document** screen, select a Document Type, then click **Next**.

5. If multiple documents are added at the same time, the **Document Wizard** screen will display. Select a document type, then click **Label**, until all added documents are labeled.

**Edit Document**

The **Edit Document** screen allows users to adjust the appearance of the added document.
1. Click **Document** to access document adjustment options (not available for PDF or TIFF document file types).

2. Modify the positioning of the document by using the rotate, mirror, and/or crop buttons.

3. Click **Restore** and the document returns to its original state.

4. Click **Orientation** to select document type.

5. Click **Full View** to view the document or image in a full screen window.

6. To save changes and return to the **Data Entry** screen, click **Next**.

**Completing Submissions**

The **FastAttach Main** screen lists saved submissions in a sortable list by Status. Additional columns are available and may be enabled upon request.

![FastAttach Main Screen](image)

**On Hold Status**

Submissions may be placed on Hold when not ready to be sent.

1. Click **Hold** to place the submission on hold.

2. When enabled, there are three hold types available to choose from: On Hold, Hold – Attention Required, and Hold – For Review.

**Ready to Send Status**

Submissions may be saved when ready to be submitted by immediately clicking **Save** from the **Data Entry** screen.
Sending Submissions

1. To send all submissions with a *Ready to Send* status to MEA’s secure repository, click **Send**.
   
   *Note: Submissions that contain large files may take longer to process. Closing out of FastAttach while a submission is processing may result in the loss of the submission (this functionality may be disabled upon request).*

2. Upon successful transmission, the **View Report** window will display, with a **Submission Report** for each submission sent. Click **Next** to view each report. Click **Print** to print displayed reports.

![Submission Report](image)

**MEA Tracking Number** - This number is unique, submission specific, and assigned automatically by the system during the submittal process.

| <Previous Button / Next Button > | - View file receipts of other submissions by using these navigational buttons when more than one receipt exist.

**Print / Print All** - The MEA FastAttach software optionally allow user the ability to print current receipt or print all receipt or the user may refer to the receipt stored by the software for future reference.
Recipient Information

*Recipient Information* allows users to view available recipients, set recipient favorites (when enabled), and review information about recipient requirements for submissions by using *FastLook*.

![Recipient Information Screen](image)

The Recipient List & Setting Favorites

The *Recipient Information* screen displays all recipients that your account is allowed to send to, based on the services your account is enrolled for. When enabled, users may also designate account-level favorites in this screen, which will filter the list of recipients displayed in the *Patient Information* screen to only those selected as favorites.

Even with favorites selected, this filter may be modified or removed at any time. By default, new FastAttach accounts will not have any favorites pre-selected.
To select favorites for your FastAttach account:

1. Select the recipient(s) you would like to designate as favorites by checking the checkbox under the left-hand Favorite column for each desired recipient.
   a. To reset your favorite selections, check the checkbox beside Select All, then uncheck it. This will clear all selected favorites.

2. Click the Save Favorites button when finished.

You may search your account’s entire recipient list by entering the name of your desired recipient in the Filter field. Filtered results will automatically display in the recipient list as you type. Click the Clear button to remove the search filter.

**Accessing FastLook**

To view information regarding a recipient, including submission requirements, select your desired recipient from the recipient list, then select the Recipients Information & Requirements button. For more information on FastLook, see page 36.
Appendix A – ProviderView

ProviderView is a secure web portal that offers account tools coupled with FastAttach. ProviderView is available free of charge with a regular FastAttach service subscription.

The ProviderView web portal may be accessed directly from FastAttach through the Online Features button, or from www.vynemedical.com > ProviderView

The user is automatically logged into ProviderView portal when launched from the FastAttach Online Features button.

The “Forgot Password?” link can be used to reset a user’s password. For details on how to reset your password, see page 6.
Features

- **Manage Users** – Shows a list of users, with the ability to add users, edit users, set available features, activate/inactivate users, and reset user passwords.
- **Manage Providers** – Shows a list of providers, with the ability to create, update, and delete providers.
- **Edit Billing Information** – Update credit card and contact information.
- **Edit Office Information** – Edit office phone, fax, and contact person.
**Search Messages** – Search and review messages sent by a recipient or MEA.

**Sharing** – Users are able to share information with peers and review data in an inbox.

**FastLook** – Search for providers and check their requirements.

**Search Submissions** – Search for submissions by entering in the MEA Number.

**FastAttach Main Screen** – Users are displayed the FastAttach Main screen.

**Search Archived Documents** – Search for archived documents from sent submissions.

**Reporting** – Download a report up to 31 days listing all submissions sent.

**esMD Dashboard** – Search for, download and view in-detail esMD submission statuses, contents and PA responses, where applicable.

**esMD Delivery Confirmation** – View in-screen or download a report to review esMD delivery confirmation.

**User Activity Report** – Download a report up to 90 days listing all FastAttach user activity.

**SLA Report** – View an in-screen report displaying MEA service availability.

**PreLoad** – For PreLoad customers to upload delimited PreLoad files.

**Exit System** – Log out of ProviderView.

**Responding to an EOB via ProviderView**

This feature is for sent submissions and re-notifies the recipient that the submission is available for review.

1. Click **Search Submissions**
2. Enter the MEA Number to display the submission, and then click **Search**.
3. Click the **I received an EOB/letter requesting the information in this submission** button.
4. In **Enter EOB Information**, screen enter the appropriate reference number, then click **Notify Submission**.

![Enter EOB Information](image)
Manage Users

The *Manage Users* feature allows a primary or administrative user to create new users, reset passwords, or makes changes to existing users.

**Edit Existing User**

1. Click **Manage Users**
2. Select a **User Name**
3. Review and update user information, then click **Update User**.
4. **Update User** screen displays confirmation.

**Create New User**

1. Click **Manage Users**
2. Click **Create a New User**
3. Enter user information and select features available to user, then click **Create User**.
4. **Create User Confirmation** screen displays confirmation screen with newly created user name and temporary password.
5. Click **Return to Manage Users Screen** to manage other users.
Manage Providers

The *Manage Providers* feature allows existing provider information to be edited, and for a new provider to be created.

Update Provider

1. Click **Manage Providers**.
2. Select a **Provider Name**
3. Update provider information, and then click **Update Provider**.
4. **Update Provider** screen displays confirmation.

Create New Provider

1. Click **Manage Providers**
2. Click **Create New Provider**
3. Enter provider information, and then click **Update Provider**.
4. **Update Provider** screen displays confirmation.
Delete Provider

1. In ProviderView, click **Manage Providers** to load Manage Providers – List of Providers.
2. Select a **Provider Name**
3. Click **Delete Provider**.
4. **Update Provider** screen displays confirmation.

Edit Billing Information

1. Click **Edit Billing Information**
2. Review account and input billing information.
3. Click **Update Credit Card Information**

Edit Office Information

1. Click **Edit Office Information**
2. Update the office phone, fax and contact person in fields provided.
3. Click **Update Office Information**
Search Messages

The **Search Messages** screen allows a provider to search for and display messages sent to them from MEA and recipients. To search messages, select the **Search Messages** link from the Features menu. Messages may be searched for a maximum date range of 90 days, and sorted by unviewed messages, viewed messages, or both. After setting the date range and desired radio button selection, click the **Search for Messages** button.

The Search Message Results screen displays all messages that meet the previously specified criteria. The messages will be broken up into two categories: messages received from MEA, and messages received from recipients. To view a specific message, select the **Message #** link.

A message can be marked as viewed if it is new, a copy of the message can be printed, or the message displayed may simply be closed.
Sharing

The *Sharing* feature allows patient information and documents to be shared securely with other providers who participate with MEA. To begin sharing patient information with another provider, a “link” or connection must be established with that provider. To establish a connection with another provider, select the **My Peers** link and click the **Send Invitations** button.

The Send Invitations screen allows a participating provider to be searched for by phone number, NPI, and State. Fill in the desired fields and click the **Search** button. All matching providers are displayed below. Place a checkmark in the checkbox next to the provider(s) to establish a share with and click the **Send Invitations** button. An invitation to begin sharing is sent to the provider or providers chosen.
Once the invited provider accepts the invitation, patient and document shares can be created with that provider. Select the **My Peers** link to view the providers established for sharing.
To create a share with another provider, select the **My Patients** link. Search for a patient by patient first, patient last, patient DOB, MRN, some of the above, or all of the above. Click the **Search For A Patient** button. The matching results are returned. Select the Select link for the desired patient to create a share for.

The available documents for the patient and providers this information may be shared with are listed. Select the documents to be shared, enter a narrative if needed, and select the provider(s) to share the patient and document information with. Click the **Create Share(s)** button. The provider(s) are notified a share is available.
Another provider may wish to establish shares. If a provider attempts to establish sharing, when the **Sharing** link is selected from the Features menu, the invitation from the provider is displayed. To accept the invitation, place a checkmark in the checkbox and Press the **Accept Selected** button.

If a provider attempts to share a patient and documents, the request is listed under **New Shares**. Select the **Sharing** link from the Features menu. The requested share is available. To accept the share, place a checkmark in the checkbox and press the **Save Selected** button.
**FastLook**

The *FastLook* feature allows a provider, based on procedure codes, to identify what the recipient expects as supporting documentation in a submission. To use the *FastLook* feature, select the *FastLook* link from the Features menu. This *FastLook* page is displayed.

Enter the recipient name or recipient ID and click the *Search* button.

The recipients that match the search are displayed. Select the desired recipient to view by clicking on the *Recipient Name* link.
Manually enter the procedure code or select the procedure from the procedure code range drop down menu, and click the **Search** button. The results are displayed.

**Search Submissions**

The *Search Submissions* feature allows submissions that were previously sent through FastAttach to be viewed. The *Search Submissions* feature is the *ProviderView* homepage by default.

To search for a submission, enter all or some of the required fields listed on the screen. Once the search criteria have been entered, click the **Search** button.
The results from the search are displayed. Select the **MEA #** link to view the submission.

**Submission View** displays the submission sent through FastAttach. To view a single document, select the left-hand link beside it. To view all submitted documents together, select the **Click Here** link to view all documents in a single PDF.
**FastAttach Main Screen**

The **FastAttach Main Screen** feature gives a snapshot of pending submissions on the main screen. To use this feature, select the **FastAttach Main Screen** link from the Features menu. Anything that is on the main screen of FastAttach is displayed here.

**Search Archived Documents**

The **Search Archived Documents** feature allows documents previously sent through FastAttach to be viewed. To use, select the **Search Archived Documents** link in the Features menu. Enter some or all of the patient criteria in the available fields and press the **Search For A Patient** button. The results are displayed below. To select a patient to work with, select the **Select** link.

The Archive Document Result page lists all documents that have been submitted for the selected patient. Select a document to view by clicking on the **Document Type** link.
**Reporting**

The *Reporting* feature allows a facility to generate a detailed snapshot of all submissions sent for up to a 31 day period. Enter the desired date range and select the **Export To TAB File** button. A file download prompt appears allowing the file to be opened or saved. With either selection, the file may be viewed in Microsoft Excel.

When displayed in Excel, will look like this:

![SLA Report](image)

**SLA Report**

The *SLA Report* feature allows you to review of the availability of MEA services by month, or the past 12 months. Select the **SLA Report** link from the Features menu, then select a Month/Year from the drop-down, or select the **Last 12 Months** option, and click Submit. This will display an in-screen report of the selected time period’s service metrics.
Select the Month/Year combination from the drop-down box, or the **Last 12 Months** option, and the results will be displayed.

**User Activity Report**

The **User Activity Report** feature allows a user with the proper permissions to download a report containing all submission related user activity for all users in the account. To download this report, click the **User Activity Report** link. On the User Activity Report screen, enter the desired date interval, and click the **Export to TAB file** button to download the report.

**PreLoad**

**PreLoad** allows providers to upload patient records into FastAttach. This feature can only be enabled by MEA or your Account Administrator. For more information on using the PreLoad service, please contact MEA technical support at (888) 329-9988, Option 3.
esMD Delivery Confirmation

The *esMD Delivery Confirmation* feature provides reporting on the status of esMD submissions. One or more submissions may be searched for by entering search criteria in the available fields.

Select the option of **Send to Screen** or **Delimited File**, then click the **Download Report** button.

This report contains the following information:

- **MEA#** – Unique tracking number generated by MEA upon submission through FastAttach
- **Patient First** – First name of the patient the submission was sent regarding
- **Patient Last** – Last name of the patient the submission was sent regarding
- **MRN** – Medical Record Number (if applicable)
- **Case #** – Number issued by CMS and CMS Contractors. Required for Audit Responses, optional for Unsolicited Documentation, and not required for PMD Prior Authorizations
- **Reference #/DCN** – Claim number issued by CMS. Required for Audit Responses, optional for Unsolicited Documentation, and not required for PMD Prior Authorizations
- **Page Count** – Number of pages contained within a given submission
- **NPI** – Submitting Provider’s NPI
- **Submitting User** – FastAttach User Name of the user who sent the submission
- **Date Submitted** – The date the provider sent the submission to MEA.
- **Date CMS Received** – CMS receipt confirmation
- **Recipient** – The name of the contractor who received the submission
- **Date Recipient Received** – Contractor receipt confirmation
**esMD Dashboard**

The *esMD Dashboard* provides detailed visibility on the status of esMD submissions, including any PA responses received. Use the search fields provided to find submissions and view them individually for full detail. Click the listed **MEA#** to view a specific submission.

Search results may also be exported to a delimited file for reporting purposes by clicking the **Download** button.

**esMD Submission View**

As part of the *esMD Dashboard*, the **esMD Submission View** allows for an in-depth view of an individual submission’s contents and status.

Key details of the selected submission are listed at the top of the screen, including:

- **MEA#** – Unique tracking number generated by MEA upon submission through FastAttach
- **Patient Name** – First and last name of the patient the submission was sent regarding
- **MRN** – Medical Record Number (if applicable)
- **Case #** – Number issued by CMS and CMS Contractors. Required for Audit Responses, optional for Unsolicited Documentation, and not required for PMD Prior Authorizations
- **Reference #/DCN** – Claim number issued by CMS. Required for Audit Responses, optional for Unsolicited Documentation, and not required for PMD Prior Authorizations
- **Provider NPI** – Submitting Provider’s NPI
- **Recipient** – The name of the contractor who received the submission
- **Use Case** – esMD use case for which the submission was sent
- **Date Submitted** – The date the provider sent the submission to MEA.
- **CMS Received** – CMS receipt confirmation date
- **Recipient Received** – Contractor receipt confirmation date
- **Dates of Service** – Dates of service included on the submission (if applicable)

Documentation included in the submission is listed and available for viewing from the **Documents Submitted** section of the screen. View individual files by selecting each’s **Document #**. Files may be combined and viewed as a single PDF by selecting the **Click Here** link.

If the submission selected was submitted for a PA use case, the **PA Response(s)** section will be included on **esMD Submission View**. Response detail is displayed in this section.
Submissions that do not contain responses will show “None Received” in the **PA Response(s)** section.
Appendix B – Acquiring and Viewing Non-Standard Files.

Some recipients accept .TXT, .XML, .HTM/.HTML files. These files can be imported just like any other FastAttach supported file format, however, there are a few differences in how FastAttach and ProviderView handle these files. This section covers the differences that you can expect to see.

Importing Files

1. Click **File Import** to view and select compatible files.
2. Choose one or more files to add, then click **Open**.
3. The selected file will preview in the *Edit Document* screen. Select a Document Type, then click **Next**.
4. If multiple documents are added at the same time, the *Document Wizard* screen will display. Check each desired file, select a document type, then click **Label** until all added documents are labeled.
Viewing Files

In FastAttach

1. From the Edit Document screen, click the Next button to return to the Data Entry screen.

2. On the Data Entry screen, click the Hold button. This returns you to the FastAttach Main screen and places the submission in a status of “On Hold”.
   a. If a submission already has a status of “On Hold”, then you can skip the steps 1 and 2.

3. From the FastAttach Main screen, highlight and click Edit, or double-click the submission. This will bring you to the Data Entry screen.

4. From the Data Entry screen, highlight and click Edit, or double-click the file you wish to view. This will bring you to the Edit Document screen.

5. From the Edit Document screen, click the View Image button. This will open your web browser to a page that allows you to download the file by clicking the here link.
In ProviderView

1. When clicking on the “click here” link to download all of the documents into a single .pdf file, you will receive the message below:

![Message from webpage](image)

2. When you click on the Document # the following screen will appear like this:

![The selected file type is not available for viewing. Click here to download the file and view it from your desktop.](image)

3. When viewing a file in Archive, the document will look like this:

![The selected file type is not available for viewing. Click here to download the file and view it from your desktop.](image)

In the screens shown in #2 and #3, clicking the here link will prompt you to download the file. After the file has been downloaded, it may be opened from your desktop.
Contacting Vyne Medical for Product Attachments
100 Ashford Center North, Suite 300
Dunwoody, GA 30338


(888) 329-9988

Monday thru Thursday from 8:30 AM to 7 PM Eastern
Friday 8:30 AM to 5:30 PM Eastern