



Connecting Disconnected Data™

# *FastAttach*® Desktop & Web User Manual

Version 4.1

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[www.nea-fast.com](http://www.nea-fast.com)

(800) 782-5150

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## Updating & Logging into *FastAttach*

For information on installing *FastAttach*, please see the *FastAttach* Web > Information Center section of this guide.



1. Launch *FastAttach* by selecting the icon on your desktop, or from your Start Menu.
  - a. Upon launch, the **AutoUpdater** displays, updating *FastAttach* to the latest version.
  - b. Once updates are complete, **NEA FastAttach: Login** displays.
2. If you're a first time user, enter the **Facility ID** (account number) you received at registration. For existing users, select your practice name from the **Practice Name** drop-down.
3. Enter your username and password in the fields provided.
  - a. Check **Remember Me** to allow *FastAttach* to remember your user name.
4. Click **Log In**.

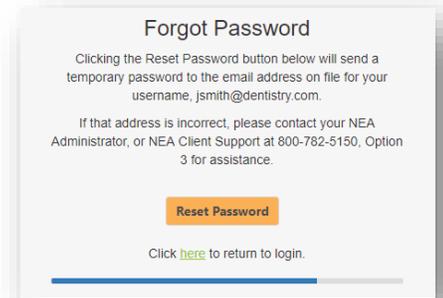
A screenshot of the "NEA FastAttach: Login" window. The window title is "NEA FastAttach: Login" and the version number "4.1.10" is in the top right corner. The form contains the following fields: "Facility ID" with the value "DEMO1234", "Practice Name" with a dropdown menu showing "NEA DEMO & TEST OFFICE", "User Name" with the value "neasupport" and a checked "Remember Me" checkbox, and a "Password" field. There are "Login" and "Exit" buttons at the bottom. A "Forgot Password?" link is visible next to the password field.

## Forgot Password

1. From **NEA FastAttach: Login**, click **Forgot Password**.
2. Enter your **Facility ID** and **Username** in the fields provided, then click **Next**.
3. Enter the answer to your **Security Question**, then click **Next**.

A screenshot of the "Forgot Password" screen. The title is "Forgot Password" and the instruction is "Please answer your security question to continue." The question is "Where is your favorite vacation spot?". Below the question is a text input field for the "Security Question Answer \*". There is a "Next" button and a link "Click here to return to login." at the bottom.A screenshot of the "Forgot Password" screen. The title is "Forgot Password" and the instruction is "Please enter your Facility ID and Username to continue." There are two text input fields: "Facility ID \*" and "Username \*". Below the fields is a "Next" button and a link "Click here to return to login." at the bottom.

4. After providing the correct answer, you will receive a prompt that a temporary password will be sent to the email address on file for your username. Click **Reset Password** to proceed.
5. A confirmation will display, indicating a temporary password has been sent for your username to the email address on file.



6. Once received, use the temporary password to log into *FastAttach* and complete the password reset process.



## Update Password

*Update Password* displays when your password has expired (every 120 days), or if you log in with a temporary password. To create a new password:

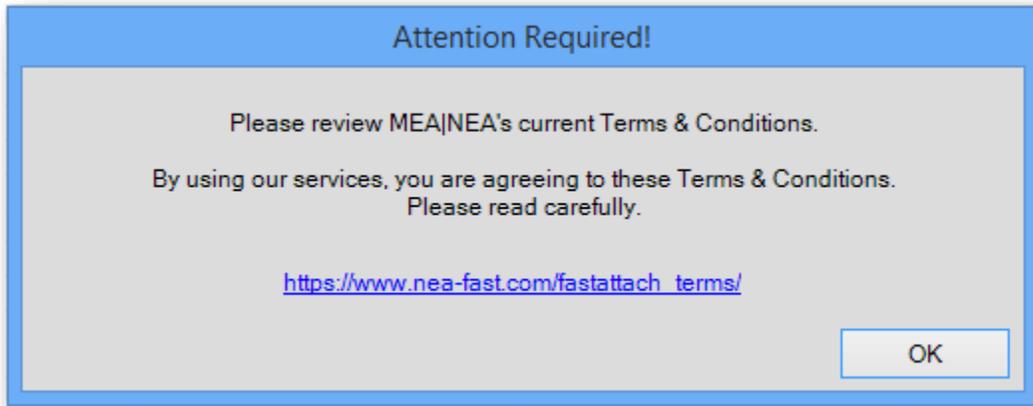
1. Enter your new password into the **New Password** field.  
*Passwords must be 8 - 15 characters and contain at least one letter AND one number. If your password has expired, the new password cannot be the same as the old one.*
2. Re-enter your new password in the **Confirm Password** field
3. Select a **Security Question**, then supply an answer in the **Answer** field.
4. An email address is required in the **User Email** field. If one is already listed, it may be edited.
5. Once you have completed all required information, click **Continue**. You will be taken to the *FastAttach Main* screen.

The screenshot shows a blue-bordered form titled "Update Password". At the top, it says: "Your password has expired, please create a new password". Below that, it states: "Your new password must be at least 8 characters long. Your new password must contain at least 1 digit and 1 character." The form has several fields: "New Password" (password field), "Confirm Password" (password field), "Security Question" (dropdown menu with "Where is your favorite vacation spot?" selected), "Answer" (text field with "New York|"), "User Email" (text field with "jane.smith@dentalpractice.com"), "User First Name" (text field with "jane"), "User Last Name" (text field with "smith"), "User Phone Number" (text field with "770-441-3203"), and "User Fax Number" (text field with "770-441-3204"). At the bottom, there are "Cancel" and "Continue" buttons. A red warning message is visible: "Your account does not have sufficient administrative privileges to edit the information below. Please contact your account administrator or NEA Technical Support for assistance at 1-800-782-5150, option 3."

*Note: User Information the bottom of **Update Password** is only editable for Primary User.*

## Terms & Conditions Notifications & Acceptance

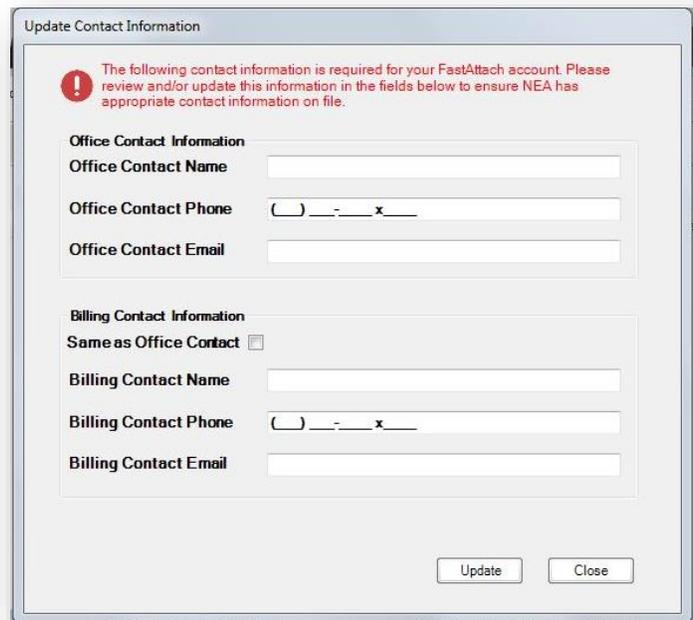
In the interest of keeping our clients informed, *FastAttach* prompts users if and when the Terms & Conditions for our services have been updated, allowing you to review, acknowledge and accept any updates as soon as they are published.



## Contact Information

To ensure NEA has up-to-date account contact information on file, the **Update Contact Information** prompt is displayed after logging in if any required information is needed. Enter the appropriate information in the fields provided and click **Update** when finished.

If you're unable to update this information when the prompt appears, click **Close**. You may update this information at any time by selecting **Update Contact Information** from the **Manage** menu.

A dialog box titled "Update Contact Information" with a light gray background. At the top, there is a red warning icon and a message: "The following contact information is required for your FastAttach account. Please review and/or update this information in the fields below to ensure NEA has appropriate contact information on file." Below the message are two sections: "Office Contact Information" and "Billing Contact Information". Each section has three input fields: "Office Contact Name", "Office Contact Phone" (with a format mask "( ) - - x"), and "Office Contact Email". The "Billing Contact Information" section also includes a checkbox labeled "Same as Office Contact". At the bottom right, there are "Update" and "Close" buttons.

## FastAttach Main Screen Guide

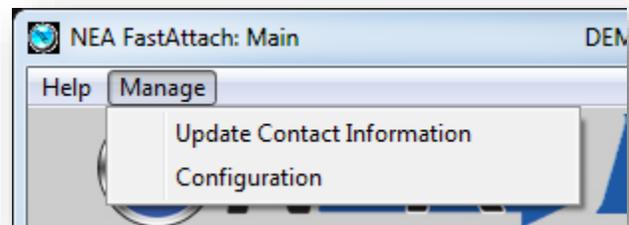
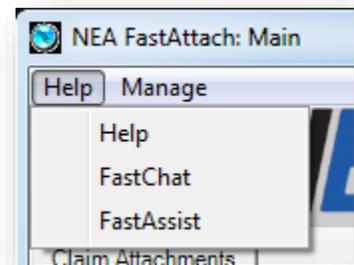
The screenshot shows the NEA FastAttach Main interface. At the top, there is a header with the NEA logo and the text "FastAttach™". Below the header, there is a "Claim Attachments" section with several buttons: "New / Search", "Edit", "Delete", "Send", "Interface Import", "Provider Information", "Payor Information", and "Online Features". A navigation bar includes "Quick Group", "Clear Grouping", "Save Layout", "Reset Layout", and "Export". A search bar is present with "Enter text to search..." and "Find" and "Clear" buttons. The main area displays a table with the following data:

Status	Patient Full Name	Insured Id	Doctor Full Name	Payor Name	Date Of Service	Create Date	Date Of Birth	Location
Ready to Send	John Smith	02031986	Jane Doe	MetLife	07/05/2016 - 0...	07/11/2016	02/03/1986	DEMO1234
Ready to Send	John Doe	01011975	Jane Doe	Delta Dental C...	Pre-Auth	07/11/2016	01/01/1975	DEMO1234
Ready to Send	Jane Doe	01011975	Jane Doe	AETNA	07/11/2016 - 0...	07/11/2016	01/01/1975	DEMO1234
On Hold	Jane Smith	05181992	Jane Doe	BCBS of Tenne...	07/04/2016 - 0...	07/11/2016	05/18/1992	DEMO1234

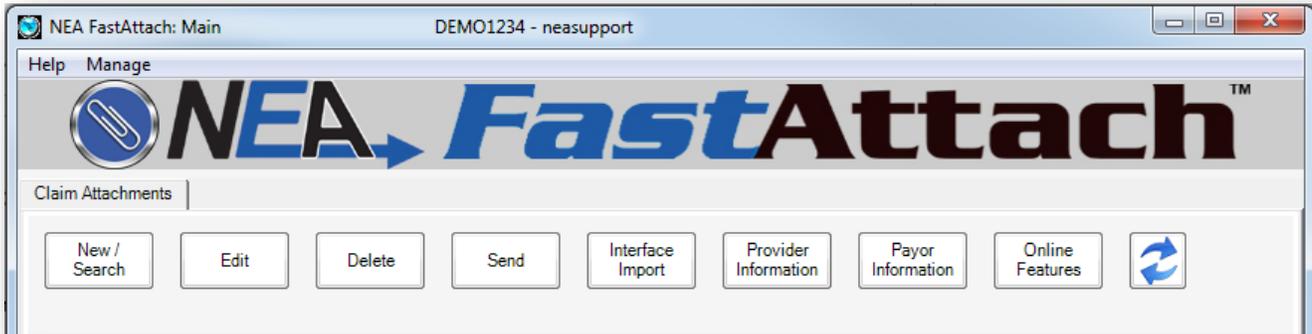
At the bottom, there is a pagination control showing "Record 1 of 4".

### Menu Options

1. **Help** – Online access to the user manual, online support tools, and Client Support contact information.
  - **FastChat** – Online chat with Client Support.
  - **FastAssist** – Remote support access.
2. **Manage** – Access to **Update Contact Information** and *FastAttach* configuration details.
  - **Update Contact Information** – Update contact information associated with your *FastAttach* account.
  - **Configuration** – *FastAttach* installation configuration information.



## Toolbar Controls

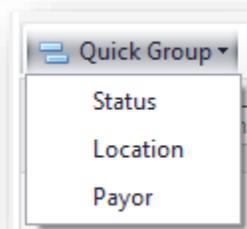


1. **New/Search** – Search for, manage, create and link patients, as well as create attachments.
2. **Edit** – Edit a selected attachment from the attachment list.
3. **Delete** – Delete the selected attachment(s) from the attachment list.
4. **Send** – Send any attachment with a status of **Ready to Send**.
5. **Interface Import** – Import attachments from an interface (when applicable).
6. **Provider Screen** – Manage provider information.
7. **Payor Information** – View and print payor information, access *FastLook* for procedure code requirement information and set up payor favorites.
8. **Online Features** – Access to *FastAttach* Web.
9. **Refresh** – Refresh attachment list.

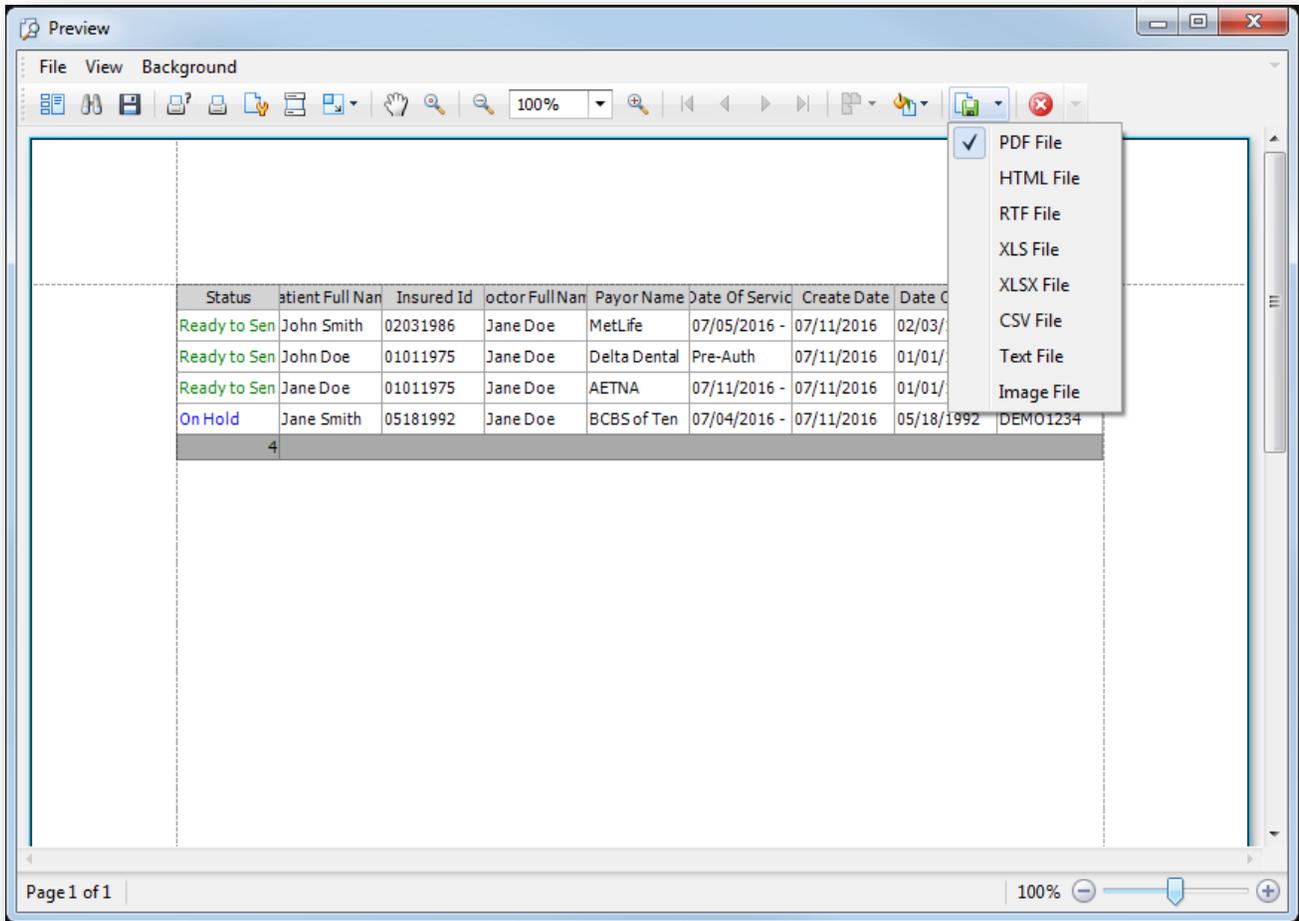
## Mini Toolbar Controls



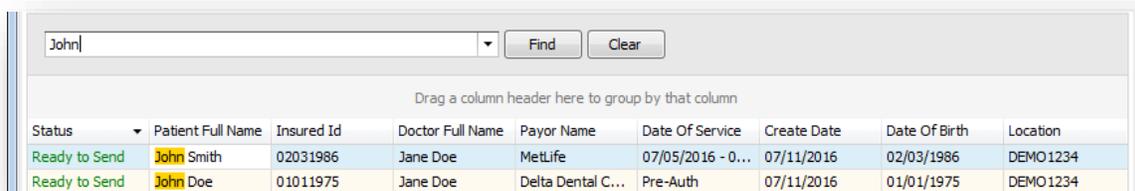
1. **Quick Group** – Select from preset options to group information displayed in the attachment list by one or more columns for easy viewing. See the *Additional Controls* section for more information on grouping.
2. **Clear Grouping** – Remove all applied attachment list groupings.
3. **Save Layout** – Save all groupings and column settings for the current user name.
4. **Reset Layout** – Restore attachment list to default display.



5. **Export** – Print or export all displayed grid information to a variety of file formats.

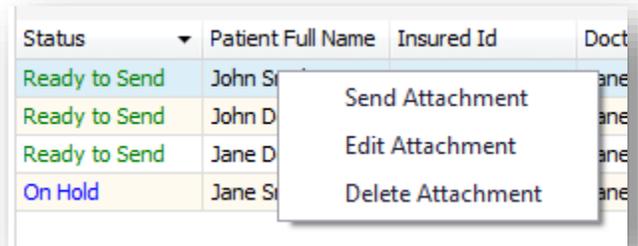


6. **Search** – Search the attachment list using any displayed information.



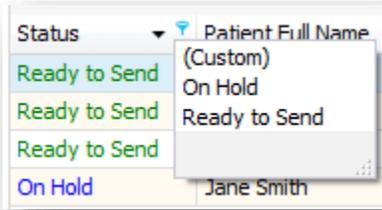
## Additional Controls

1. Click and drag displayed columns to your preferred order.
2. Select multiple attachments from the attachments list (to delete only) using any of the following keyboard/mouse actions:
  - a. **CTRL + A** – selects all attachments listed.
  - b. **CTRL + mouse click** – selects each attachment as it's clicked.
  - c. **SHIFT + mouse click** – selects all attachments between the top-most selected attachment and the bottom-most selected attachment.
3. Right-click a listed attachment to send (**Ready to Send** status only), edit, or delete it.
4. Filter the attachment list by any columns' displayed data by selecting the filter icon on the desired column. *Additional filter options are available by right-clicking a column header. See #6 for more details.*

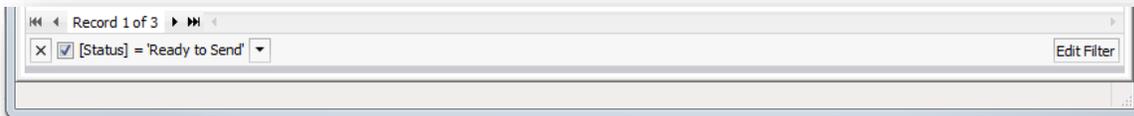


The screenshot shows a table with columns: Status, Patient Full Name, Insured Id, and Doctor. The first three rows are highlighted in light blue, and the fourth row is highlighted in light yellow. A context menu is open over the first row, showing three options: "Send Attachment", "Edit Attachment", and "Delete Attachment".

Status	Patient Full Name	Insured Id	Doctor
Ready to Send	John S		ane
Ready to Send	John D		ane
Ready to Send	Jane D		ane
On Hold	Jane S		ane

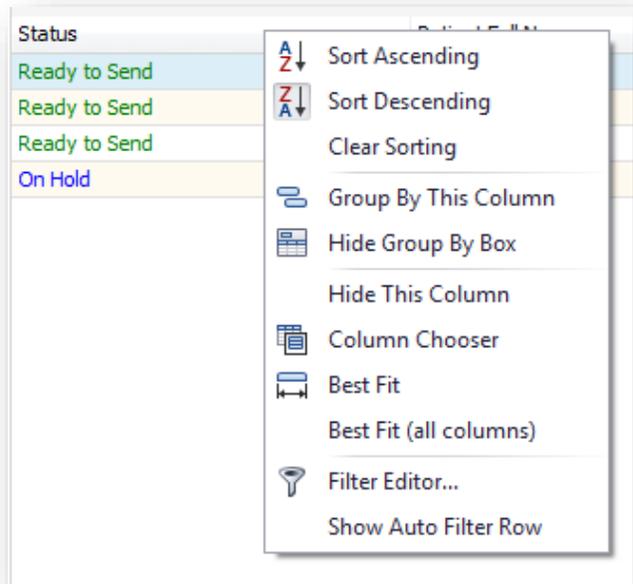


5. Clear any applied filter(s) by unchecking them from the bottom-most section of the attachment list, or by selecting the "x" to remove all filters.



6. Right-click the attachment list's header row to access additional viewing controls, including:

- Sort listed attachments by any column in ascending or descending order, or clear sorting.
- Right-click to group the attachment list by the selected column with **Group by This Column**. For more information on grouping, see #7.
- Hide the Group By box that displays the columns the attachment list is grouped by.
- Hide the selected column from the attachment list.
- View and/or retrieve previously hidden columns using the **Column Chooser**.
- Use **Best Fit** to adjust the currently selected column's width automatically, or auto-adjust all displayed columns at once based on content by selecting **Best Fit (all columns)**.
- Use the **Filter Editor** to create complex filtering settings.
- Quickly filter by any column using **Show Auto Filter Row**, which will then display a type-able row in the attachment list to enter filter preferences.



Status	Patient Full Name	Insured Id	Doctor Full Name	Payor Name	Date Of Service	Create Date	Date Of Birth	Location
	John							
Ready to Send	John Smith	02031986	Jane Doe	MetLife	07/05/2016 - 0...	07/11/2016	02/03/1986	DEMO1234
Ready to Send	John Doe	01011975	Jane Doe	Delta Dental C...	Pre-Auth	07/11/2016	01/01/1975	DEMO1234

7. Group the attachment list by any column(s) displayed by clicking and dragging column header(s) into the designated area. For example:

Before grouping:

Drag a column header here to group by that column								
Status	Patient Full Name	Insured Id	Doctor Full Name	Payor Name	Date Of Service	Create Date	Date Of Birth	Location
Ready to Send	John Smith	02031986	Jane Doe	MetLife	07/05/2016 - 0...	07/11/2016	02/03/1986	DEMO1234
Ready to Send	John Doe	01011975	Jane Doe	Delta Dental C...	Pre-Auth	07/11/2016	01/01/1975	DEMO1234
Ready to Send	Jane Doe	01011975	Jane Doe	AETNA	07/11/2016 - 0...	07/11/2016	01/01/1975	DEMO1234
On Hold	Jane Smith	05181992	Jane Doe	BCBS of Tenne...	07/04/2016 - 0...	07/11/2016	05/18/1992	DEMO1234

After grouping (by Status column):

Patient Full Name	Insured Id	Doctor Full Name	Payor Name	Date Of Service	Create Date	Date Of Birth	Location
▲ Status: Ready to Send (Count=3)							
John Smith	02031986	Jane Doe	MetLife	07/05/2016 - 07/...	07/11/2016	02/03/1986	DEMO1234
John Doe	01011975	Jane Doe	Delta Dental CA (...)	Pre-Auth	07/11/2016	01/01/1975	DEMO1234
Jane Doe	01011975	Jane Doe	AETNA	07/11/2016 - 07/...	07/11/2016	01/01/1975	DEMO1234
▶ Status: On Hold (Count=1)							

## Provider Information

*Provider Information* allows you to manage the provider information associated with your *FastAttach* account.

To access *Provider Information*, click **Provider Information** from *FastAttach Main*.

### Adding Providers

1. Click the **New** button.
2. Enter the doctor's information and specialty. Click **Save**.
3. The doctor is added to the **Current Providers** grid.

NEA FastAttach: Provider Information DEMO1234 - neasupport

Help

New Save Back

Doctor's First Name	Doctor's Last Name	Doctor's Tax ID	Doctor's License Number	Location		
Jane	Doe	123456	123456	DEMO1234	Edit	Delete

Doctor's First Name:

Doctor's Last Name:

Doctor's Tax ID:

Doctor's License Number:

Doctor's NPI:

Doctor's Specialty: -- Select Specialty --

NEA DEMO & TEST OFFICE  
100 Ashford Center N  
Suite 300  
Dunwoody, GA 30338  
770-441-3203

### Editing Existing Providers

1. Click the right-hand **Edit** option on the same row of the provider you wish to edit.
2. Make the desired changes to the selected provider's information in the fields provided, then click **Save**.

### Deleting Providers

1. Click the right-hand **Delete** option on the same row of the provider you wish to edit.
2. Click **Yes** to confirm the provider's deletion from *FastAttach*.

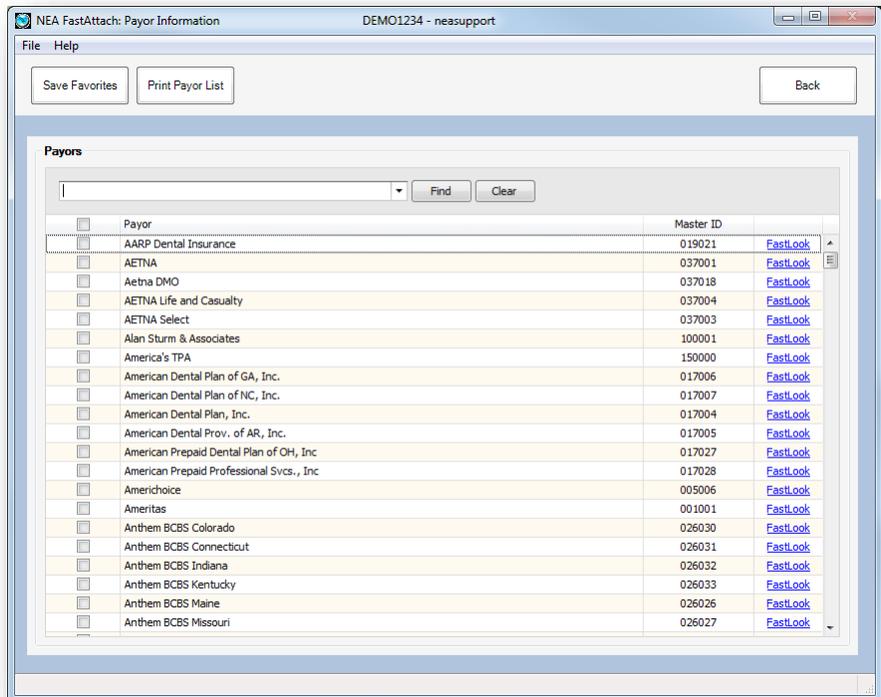
## Payor Information

**Payor Information** allows you to view the list of payors that accept electronic attachments from NEA, access *FastLook*, and set up payor favorites for your *FastAttach* account.

To access **Payor Information**, click **Payor Information** from **FastAttach Main**.

### Search

Quickly determine if a payor is on the NEA payor list and/or add it as a favorite by using the search field at the top of the screen.



### FastLook

To retrieve payor information and procedure code requirements, click the right-hand **FastLook** link on the same row as the payor you wish you view details on.

### Payor Favorites

Use payor favorites to create a list of your most frequently used payors. Favorited payors will display in the **Patient Information** screen's **Add Patient Insurance** window for easy viewing, while still providing access to the full NEA payor list.

For more information on payor favorites and the **Patient Information** screen, see the **Managing Patients in Patient Information** section of this guide.

1. Click the checkbox beside each payor you would like to include as a favorite.
2. Click **Save Favorites** when done.

## Patient Search

*Patient Search* allows you to manage your patients through a variety of options, including:

- Searching, viewing and editing existing patients.
- Adding new patients.
- Viewing patient attachment history.
- Linking patients to consolidate duplicates into a comprehensive patient record.
- Initiating new attachments.

To access the *Patient Search* click **New/Search** from *FastAttach Main*.

NEA FastAttach: Patient Search DEMO1234 - neasupport

Help

New Patient Link Patients Return to Main

Patient Lookup

First Name Last Name Date of Birth Home Location

Search

Search Results

Link	First Name	Last Name	Date Of B...	Payor	Member Id	Home Location
------	------------	-----------	--------------	-------	-----------	---------------

Use the search fields above to find a patient

Page 1 of 1

### Searching for Patients

1. Enter the patient's first name, last name and/or date of birth. Partial searches are supported.  
*Note: If you use FastAttach in a multi-location implementation, when enabled, you may search for patients across other FastAttach accounts associated with yours and use them to create attachments. Use the **Home Location** drop-down to search a specific location, or across all locations.*
2. Click **Search**.
3. All patients that match your search criteria will be displayed in the **Search Results** section. If your search returns more than 100 results, they will be displayed across multiple pages. Use the controls at the bottom of your search results to navigate between pages. Sort results by any column displayed.

Link	First Name	Last Name	Date Of Birth	Payor	Member Id	Home Location		
<a href="#">Edit</a>	John	Doe	01/01/1975	Delta Dental CA (Commercial)	01011975	DEMO1234	<a href="#">View History</a>	<a href="#">Create Attachment</a>
<a href="#">Edit</a>	Jane	Doe	01/01/1975	AETNA	01011975	DEMO1234	<a href="#">View History</a>	<a href="#">Create Attachment</a>

## Viewing a Patient's Attachment History

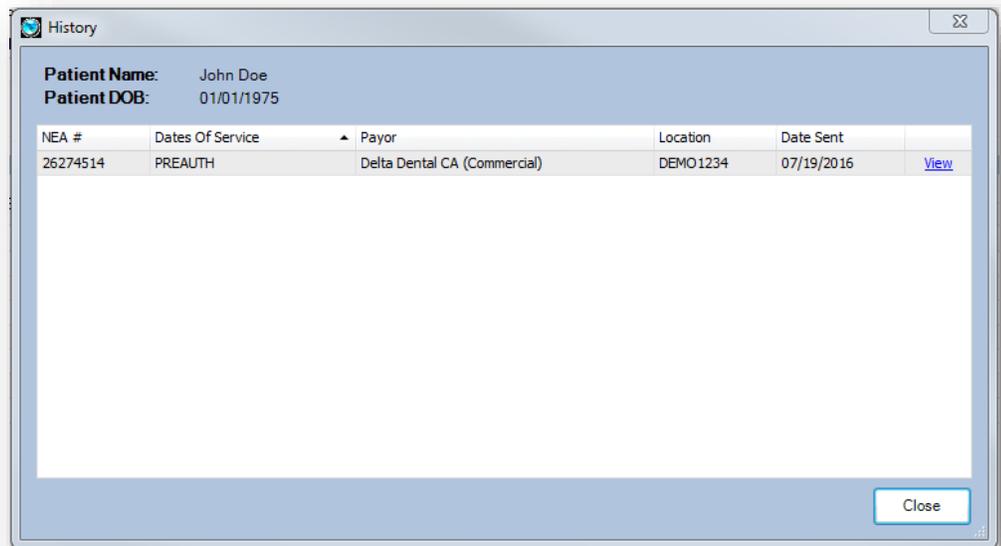
1. From the **Search Results**, click the right-hand **History** option on the same row of the desired patient.
2. A list of all attachments submitted for that patient will be displayed in a separate window, sorted by NEA#.
3. To view an attachment, click the right-hand **View** link on the same row of the attachment you wish to view. This will launch *Attachment* for the selected attachment in *FastAttach Web*.

## Patient Linking

When enabled, patient linking allows you to consolidate two or more duplicate existing patients into a comprehensive patient record. All patients contained within a link will share the same attachment history and image archive. **Once linked, patients cannot be unlinked.**

*Note: If you use FastAttach in a multi-location implementation, you may link patients across other FastAttach accounts associated with yours. Use the **Home Location** drop-down to search a specific location, or across all locations, for patients that you wish to include in a link.*

1. From the **Search Results**, select the checkbox beside each patient you wish to include in the link, then click **Link Patients**.



History

Patient Name: John Doe  
Patient DOB: 01/01/1975

NEA #	Dates Of Service	Payor	Location	Date Sent	
26274514	PREAUTH	Delta Dental CA (Commercial)	DEMO1234	07/19/2016	<a href="#">View</a>

Close

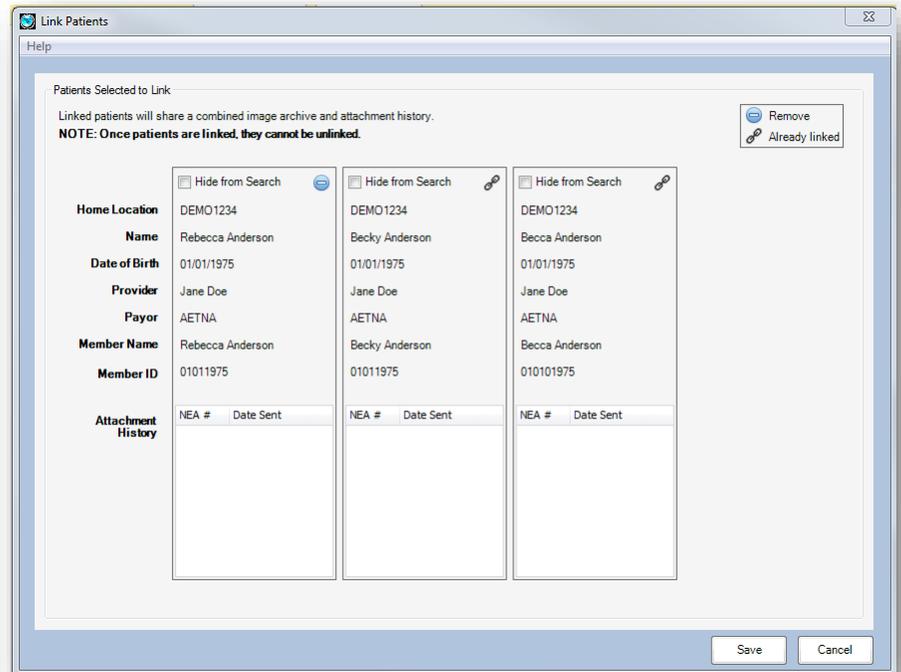


Search Results

Link	First Name	Last Name	Date Of Birth	Payor	Member Id	Home Location		
<input checked="" type="checkbox"/>	Rebecca	Anderson	01/01/1975	AETNA	01011975	DEMO1234	<a href="#">View History</a>	<a href="#">Create Attachment</a>
<input checked="" type="checkbox"/>	Becky	Anderson	01/01/1975	AETNA	01011975	DEMO1234	<a href="#">View History</a>	<a href="#">Create Attachment</a>
<input checked="" type="checkbox"/>	Becca	Anderson	01/01/1975	AETNA	010101975	DEMO1234	<a href="#">View History</a>	<a href="#">Create Attachment</a>

2. Selected patients will display in the **Link Patients** window. From here, a summary of each patient's information is displayed in order to determine if the selected records are for the same person.

- a.  **(Remove)** – Removes patient from the list of patients to be linked.
- b.  **(Already Linked)** – Indicates the patient is included in a previous link.
- c. **Hide from Search** – Consolidate results in *Patient Search* by hiding selected patients from search results. At least one patient within a link must remain visible.



This may be changed by viewing a selected patient's linked patients in *Patient Information*. See the *Managing Patients in Patient Information* section of this guide for more details.

3. Click **Save** to complete the patient link. Once saved, the **Link Patients** window will close and return you to *Patient Search* with updated search results.

## Managing Patients in Patient Information

*Patient Information* allows you to enter new patient records, or edit existing patient records. Attachment history is easily viewable from this screen.

### Adding Patients & Insurance Information

1. From the *Patient Search* screen, click the **New Patient** button.
2. Enter the patient's **First Name**, **Last Name**, and **Date of Birth**.
3. Select the patient's **Default Provider**.
4. To add insurance information, click **Add Insurance**. To create an *Image Archive Only* patient, skip steps 5-7.

Default	Payor	Member First	Member Last	Member Id	Relationship
No patient insurance information has been added					

NEA #	Dates Of Service	Payor	Location	Date Sent
No attachments have been sent for this patient				

5. In the *Add Patient Insurance* window, select the patient's plan from the **Payor Name** drop-down by clicking and scrolling to the appropriate plan name, or by typing directly into the drop-down to search the payor list.

*Note: This drop-down only shows favorited payors, unless the **Show All Payors** checkbox is selected. Select this option to review NEA's full payor list. For more information on NEA's payor list and payor favorites, see the **Payor Information** section of this guide.*

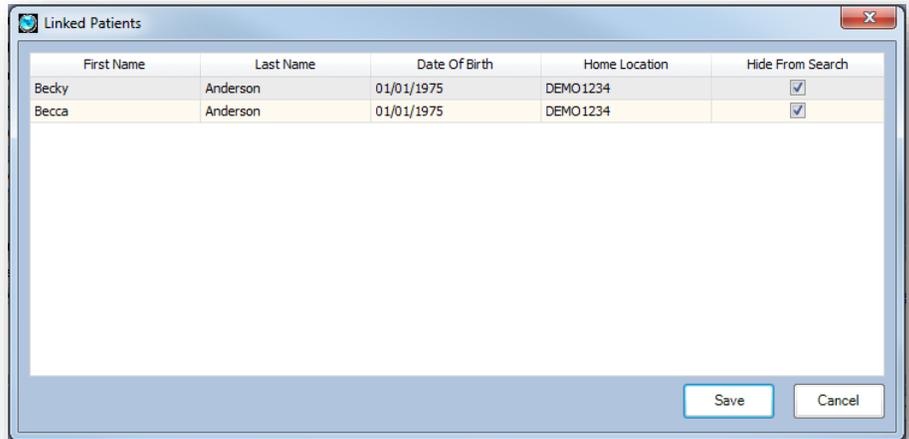
Member ID	Relationship
	Self

6. The **Relationship** drop-down will default to "Self", and automatically populate **Member First Name** and **Member Last Name** based on the patient information entered. If the **Relationship** is set to any option other than "Self", you will need to provide the **Member First Name** and **Member Last Name**.
7. Enter the **Member ID** and click **OK**.
8. To save information entered and proceed to create an attachment, click **Create Attachment**.

9. To save information entered, click **Save**.
10. To return to *Patient Search*, click **Return to Search**.

### Editing Existing Patients

1. After searching for a patient from *Patient Search*, double-click the patient from the search results, or click the left-hand **Edit** link on the same row as the patient you wish to edit.
2. From *Patient Information*, make any necessary changes to patient information in the **Required Information** section.
3. To see what patients are linked to the patient you're viewing, click **View Linked Patients**. From here, you may change what patient(s) included in the link are hidden from your search results in *Patient Search*.
4. To modify insurance information, select the right-hand **Edit** link on the same row as the insurance record you wish to modify from the **Patient Insurance** section. Click **OK** when finished.
5. To delete an insurance record, select the right-hand **Delete** link on the same row as the insurance record you wish to remove. Click **OK** to confirm the deletion. *Note: If there is only one insurance record listed for the patient, you will not be able to delete it.*
6. To save information entered and proceed to create an attachment, click **Create Attachment**.
7. To save information entered, click **Save**.
8. To return to *Patient Search*, click **Return to Search**.



### Deleting Existing Patients

1. After searching for a patient from *Patient Search*, double-click the patient from the search results, or click the left-hand **Edit** link on the same row as the patient you wish to edit.
2. From *Patient Information*, click **Delete Patient** (when enabled). Click **Yes** to confirm the deletion and return to *Patient Search*.

## Data Entry Screen Guide

NEA FastAttach: Data Entry DEMO1234 - neasupport

Help

Save Hold Patient Info Cancel

The patient information in this communication is protected by U.S. Privacy Laws. If you are not the intended recipient or an agent thereof, disclosing, distributing or copying the information is prohibited by law; you must delete it and notify the sender.

**Patient Information**

Patient Name: Rebecca Anderson  
DOB: 01/01/1975  
Home Location: DEMO1234  
Services Rendered: NEA DEMO & TEST OFFICE / DEMO12:  
Provider: Jane Doe

**Insurance Information**

Payor: NEA TEST PAYOR  
[Check Requirements](#)  
Member Name: Rebecca Anderson  
Relationship: Self  
Member Id: 01011975

**Dates of Service**

Claim  Prior Authorization  
Date of Service From:   
 Edit date of service thru  
Date of Service Thru:

**Capture Images**

Screen Capture Twain / Scanner File Import Archive Fast Kapture

Image	Description	Size	Archive
No images have been added			

**EOB Information**

Did the payor request this attachment?  Yes  No  
Payor Reference Number:

**Narrative**

### Help Menu

Online access to the user manual, online support tools, and Client Support contact information.

### Toolbar Controls

1. **Save** – Saves the attachment and places it in a status of **Ready to Send** on *FastAttach Main*. Attachments with a status of Ready to Send will automatically be send if the **Send** button is clicked
2. **Hold** – Saves the attachment and places it in a pending status of **On Hold** on *FastAttach Main*. Attachments with a status of On Hold will not be sent if the **Send** button is clicked.
3. **Patient Info** – Displays *Patient Information* for the patient included in the displayed attachment for review and/or editing. See the *Managing Patients in Patient Information* section for more details on editing patients. From *Patient Information*:
  - a. Click **Save** to save changes.
  - b. Click **Return to Data Entry** to discard changes.
4. **Cancel** – Discard all changes and return to *FastAttach Main*.

## Patient Information & Payor Information

Displays a summary of the information as indicated from *Patient Information* or as supplied from an integrated software.

- **Services Rendered** – Location in which services have been rendered for the patient.  
*Note: In a multi-location implementation, Services Rendered may differ from **Home Location**.*
- **Check Requirements** – Look up attachment requirements based on the payor selected. Launches *FastLook* for the selected payor from *FastAttach Web*.

FastLook

Search Health Plans

---

**Health Plan Details**

Plan Name: AETNA  
Carrier Name: AETNA

Clearinghouse	E-Claim ID	Address 1	Address 2	City	State	Zip	Comments
APEX	61	P.O. Box 14093		Lexington	KY	40512-4094	Payor has not specified special comments.
EDS-EDI	60054						
EHG	60054						
Emdeon	123456						
KD							
MDE	60054						
MR275							
NIS							
PracticeWorks							
RELAY							

Phone Number	Description	Attachment Return Policy
800-225-3375	If you require technical assistance with the Aetna website please call this number.	All original x-rays and photos are returned to the dentist after 30 days. Digital (or paper) x-rays are not returned.
800-451-7715	Call our National Dentist Line for assistance.	

---

**Procedure Code Requirements**

Code  OR Code Range

Code	Description	Requirements	Comments
Enter a code or select a code range to view requirements			

- **Payor** – Automatically displays the patient’s insurance record indicated as Default in *Patient Information*, and indicates the attachment’s destination. If the patient has more than one insurance record available, the **Payor** drop-down may be used to switch between the patient’s insurance records.

## Dates of Service

Indicates if the attachment is in support of a claim or prior authorization.

## Claims

1. Select **Claim**.
2. Enter the **Date of Service From**.
3. If the **Date of Service Thru** is different from the **Date of Service From**, select **Edit date of service from** to modify.

## Prior Authorizations

Select **Prior Authorization**

## EOB Information

If an EOB is received from a payor requesting an attachment, the tracking number provided by the payor should be included on attachment created to respond to that request.

1. Click **Yes** to “**Did the payor request this attachment?**”
2. Enter the tracking number supplied on the EOB you received from the payor.

The screenshot shows a web form titled "EOB Information". It contains a question "Did the payor request this attachment?" with radio buttons for "Yes" and "No", where "No" is selected. Below this is a text input field for "Payor Reference Number" with a help icon. To the left of the input field is a large empty text area labeled "Narrative". To the right of the input field is a help box titled "Payor Reference Number" containing the following text: "Did you receive a letter from a payor, such as an EOB, requesting this attachment? If so, select Yes, then enter the payor-issued tracking number on the letter you received. This tracking number may be listed as a Claim Number, DCN, Document Control Number, Claim ID Number, File Reference Number, File Control Number, or other name. Providing this information will help the payor identify the previously received claim or prior authorization that this attachment supports."

## Narrative

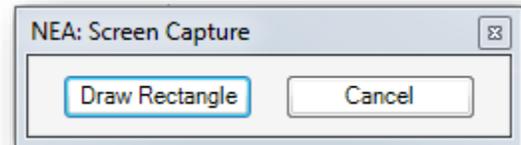
The **Narrative** field allows up to 2000 characters for additional supporting information regarding the attachment.

## Capture Images

Images and documentation in support of claim or prior authorization attachment may be added using the variety of acquisition methods offered in *FastAttach*.

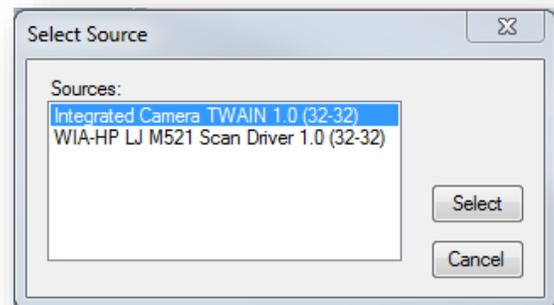
### Screen Capture

1. Click **Screen Capture**. The *Screen Capture* window will appear in the upper right-hand corner of your screen.
2. Open the image or document that you would like to add. Make sure that you are able to clearly see the image and/or easily read any included text.
3. Click **Draw Rectangle** from the *Screen Capture* window. Your cursor will turn into a red crosshair (“+”) that you will use to select the area of the screen that you would like to capture.
4. Use the crosshair to select the desired portion of the screen by clicking and dragging your mouse from one corner of the desired area to the corner diagonally across from the starting point. As you drag the crosshair, a box will form around the selected area that will be captured. Release your mouse button once you have captured the desired area.
5. The selected area will display in the *Edit Image* screen.



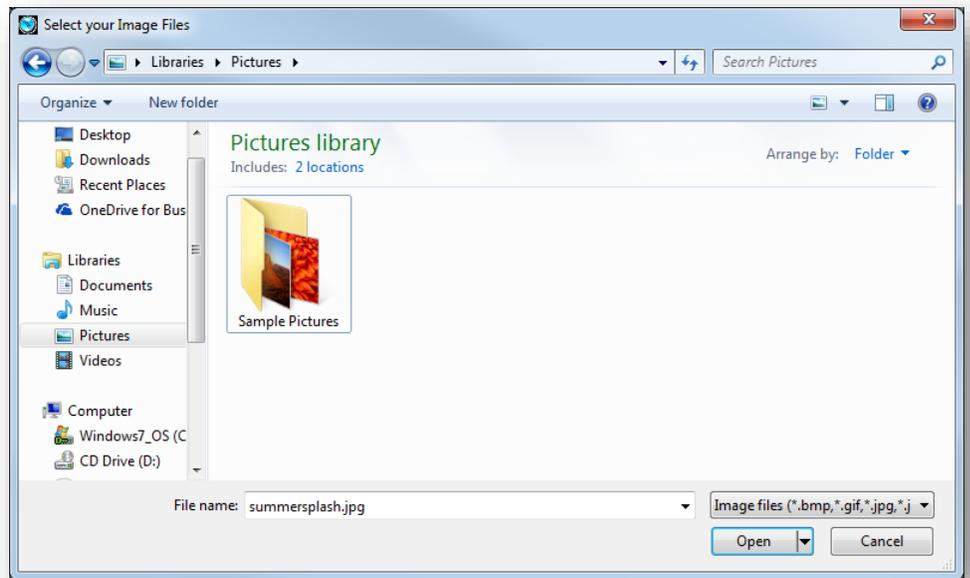
### Twain/Scanner

1. Verify that the scanner is connected to your computer and that the scanner is powered on.
2. Click **Twain/Scanner**, then select your preferred device to scan from in the *Select Source* window and click **Select**.
3. The steps to scan your image will vary depending on what you are scanning and what type of scanner you are using. However, here are some general rules for scanning:
  - a. When scanning an x-ray, you will want to use the positive film setting and have the dpi set as close to 100 as possible.
  - b. When scanning a document, you will want to use the reflective setting and have the dpi set as close to 100 as possible.
4. Once your settings are selected, select the scan option.
5. The scanned image will then display in the *Edit Image* screen.



## File Import

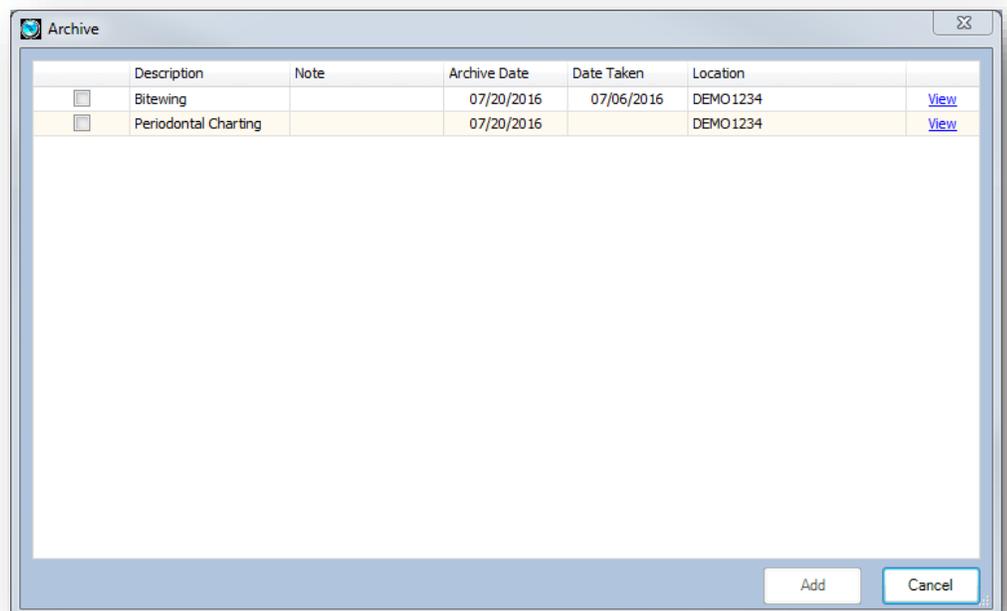
1. Click **File Import**.
2. Browse to the file you wish to import.
3. Select the desired file, then click **Open**.
4. The selected file will display in the *Edit Image* screen.



## Archive

Archive allows you reuse files from previously sent attachments in new attachments for the selected patient.

- Click **Archive**. The *Archive* window will display, listing all files previously submitted for the current patient.
- Archived files may be viewed by selecting the right-hand **View** link on the same row as the file you wish to view.
- Click the checkbox beside any file you wish to add. Click **Add** when finished.
- Select **Next** to add archived documents to the attachment.

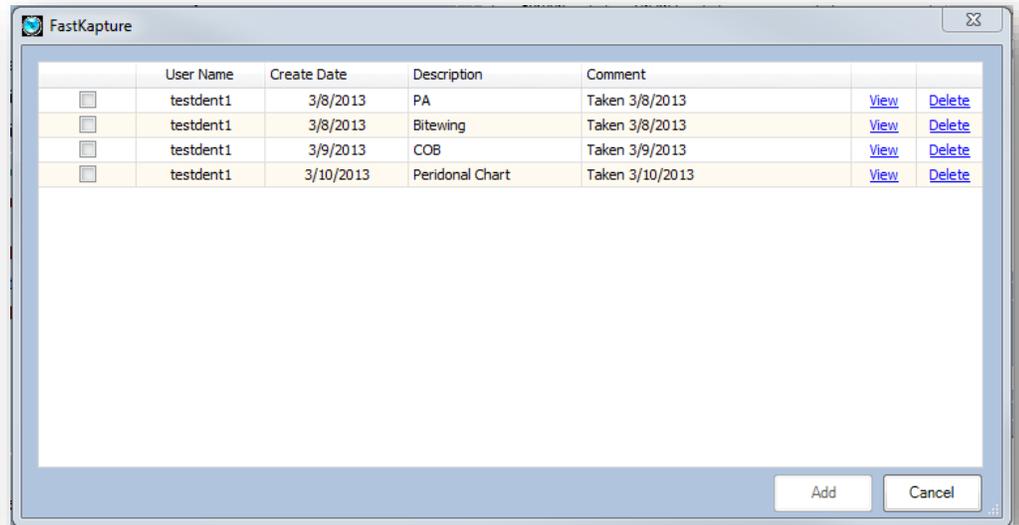


*Note: Files are not editable when added from Archive.*

## FastKapture

FastKapture is a mobile app that allows users to utilize a camera-enabled iOS or Android device to securely capture and transmit images to a repository accessible via *FastAttach*.

1. Click **FastKapture**. The *FastKapture* window will display, listing all images captured via *FastKapture* and available to be added to the attachment.
2. To view a listed image, select the right-hand **View** link on the same row as the image you wish to view.
3. To delete a listed image, select the right-hand **Delete** link on the same row as the image you wish to delete.
4. Click the checkbox beside any image you wish to add. Click **Add** when finished.
5. Selected image(s) will display in the *Edit Image* screen.



The screenshot shows the FastKapture application window. It features a table with the following columns: User Name, Create Date, Description, Comment, View, and Delete. There are four rows of data, each with a checkbox in the first column. At the bottom right of the window, there are 'Add' and 'Cancel' buttons.

	User Name	Create Date	Description	Comment		
<input type="checkbox"/>	testdent1	3/8/2013	PA	Taken 3/8/2013	<a href="#">View</a>	<a href="#">Delete</a>
<input type="checkbox"/>	testdent1	3/8/2013	Bitewing	Taken 3/8/2013	<a href="#">View</a>	<a href="#">Delete</a>
<input type="checkbox"/>	testdent1	3/9/2013	COB	Taken 3/9/2013	<a href="#">View</a>	<a href="#">Delete</a>
<input type="checkbox"/>	testdent1	3/10/2013	Peridonal Chart	Taken 3/10/2013	<a href="#">View</a>	<a href="#">Delete</a>

## Viewing and Editing Images

After acquiring a file, it is then displayed in *Edit Image*. This screen allows users to label and modify files. You may also add an optional note in the **Image Note** field for any image added. This note will appear in the *Archive* screen with the image, and is only viewable by *FastAttach* users. The note is not visible to the payor.

## Using Image Types

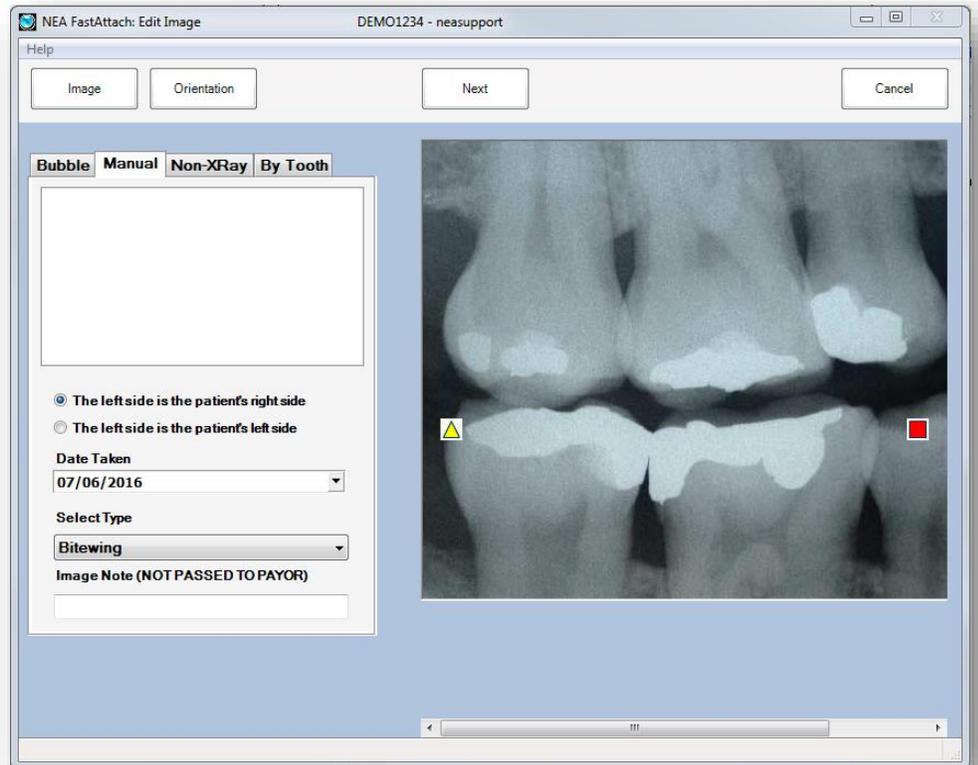
Image types allow you to label images and documents in the *Edit Image* screen as you add them to your attachment. The availability of these image types for labeling are based on the preference of the payor receiving the attachment.

### 1. Bubble, Manual and By Tooth tabs

- Bitewing
- Cephalometric
- Full Arch
- Full Mouth Series
- Panoramic Film
- Partial Mount
- Periapical / PA
- X-RAY

### 2. Non-X-ray Tab

- Appeals
- Diagnosis
- EOB or COB
- Intra-oral Photo
- Narrative
- Periodontal Charting
- Report
- Student Verification



## Bubble

Use the **Bubble** tab for film x-rays with a bubble in the corner.

1. Select the position of the bubble when the x-ray was scanned:
  - a. **Raised bubble towards me** - The “bubble” on the x-ray is face-down on the scanner.

- b. **Raised bubble away from me** - The “bubble” on the x-ray is face-up on the scanner.
2. Enter the date that the x-ray was taken in the **Date Taken** field.
3. Select the appropriate label from the **Select Type** drop-down.
4. Click **Next** to add the image to the attachment.

### Manual

Use the **Manual** tab for scanned or digital x-rays that do not have a bubble.

1. Select the orientation in which the x-ray was scanned or captured by your digital imaging system:
  - **The left side is the patient’s right side** – The left side of the x-ray is the right side of the patient’s face.
  - **The left side is the patient’s left side** – The left side of the x-ray is the left side of the patient’s face.
2. Enter the date that the x-ray was taken in the **Date Taken** field.
3. Select the appropriate label from the **Select Type** drop-down.
4. Click **Next** to add the image to the attachment.

### Non XRay

Use the **Non XRay** tab for any image or file that is not an x-ray.

1. Select the appropriate label from the **Select Type** drop-down.
2. Enter the date that the image or file was taken in the **Date Taken** field. This field is optional.
3. Click **Next** to add the image to the attachment.

## By Tooth

Use the **By Tooth** tab to label x-rays based on tooth number.

1. Using the yellow triangle and red square graphics as guides, select the tooth number that each shape is the closest to from the **Tooth Nearest Triangle** and **Tooth Nearest Square** drop-downs.
2. Enter the date that the x-ray was taken in the **Date Taken** field.
3. Select the appropriate label from the **Select Type** drop-down.
4. Click **Next** to add the image to the attachment.

## Editing & Deleting Files from an Attachment

### Editing

From **Data Entry**, click the left-hand **Edit** link on the same row as the file you wish to edit.

### Deleting

From **Data Entry**, click the left-hand **Delete** link on the same row as the file you wish to remove.

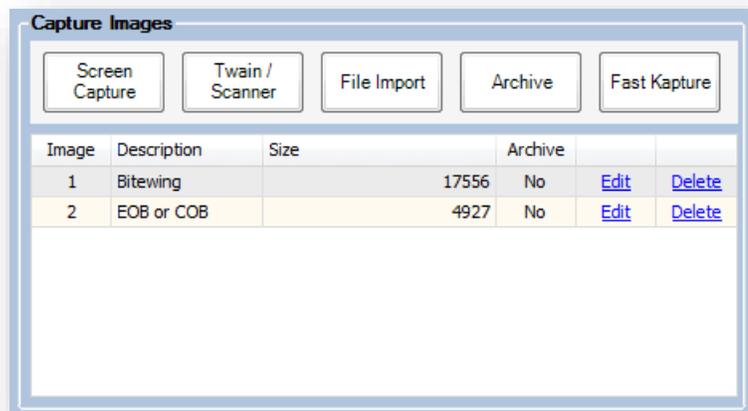


Image	Description	Size	Archive		
1	Bitewing	17556	No	<a href="#">Edit</a>	<a href="#">Delete</a>
2	EOB or COB	4927	No	<a href="#">Edit</a>	<a href="#">Delete</a>

## Completing and Sending Attachments

**FastAttach** supports attachment status options to help manage your work queue.

### Standard Attachment Statuses

#### On Hold

Attachments that have a status of **On Hold** will not be sent when **Send** is clicked. This status is used to prevent an attachment from being sent, while allowing you to work on other attachments.

To place an attachment on hold, click **Hold** on **Data Entry**.

#### Ready to Send

Attachments that have a status of **Ready to Send** will be sent when **Send** is clicked.

To place an attachment in **Ready to Send** status, click **Save** on **Data Entry**.

## Optional Attachment Statuses

When enabled, additional Hold-type status options are available to support more complex workflows. These may be selected from an additional *Select Hold Type* window that displays when **Hold** is clicked from *Data Entry*.

### Hold – Attention Required

Attachments that have a status of **Hold – Attention Required** will not be sent when **Send** is clicked.

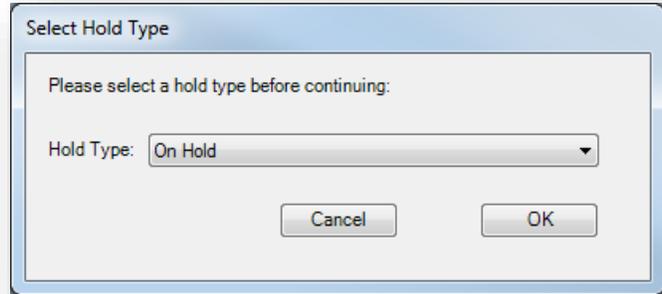
### Hold – For Review

Attachments that have a status of **Hold – For Review** will not be sent when **Send** is clicked.

## Changing an Attachment's Status

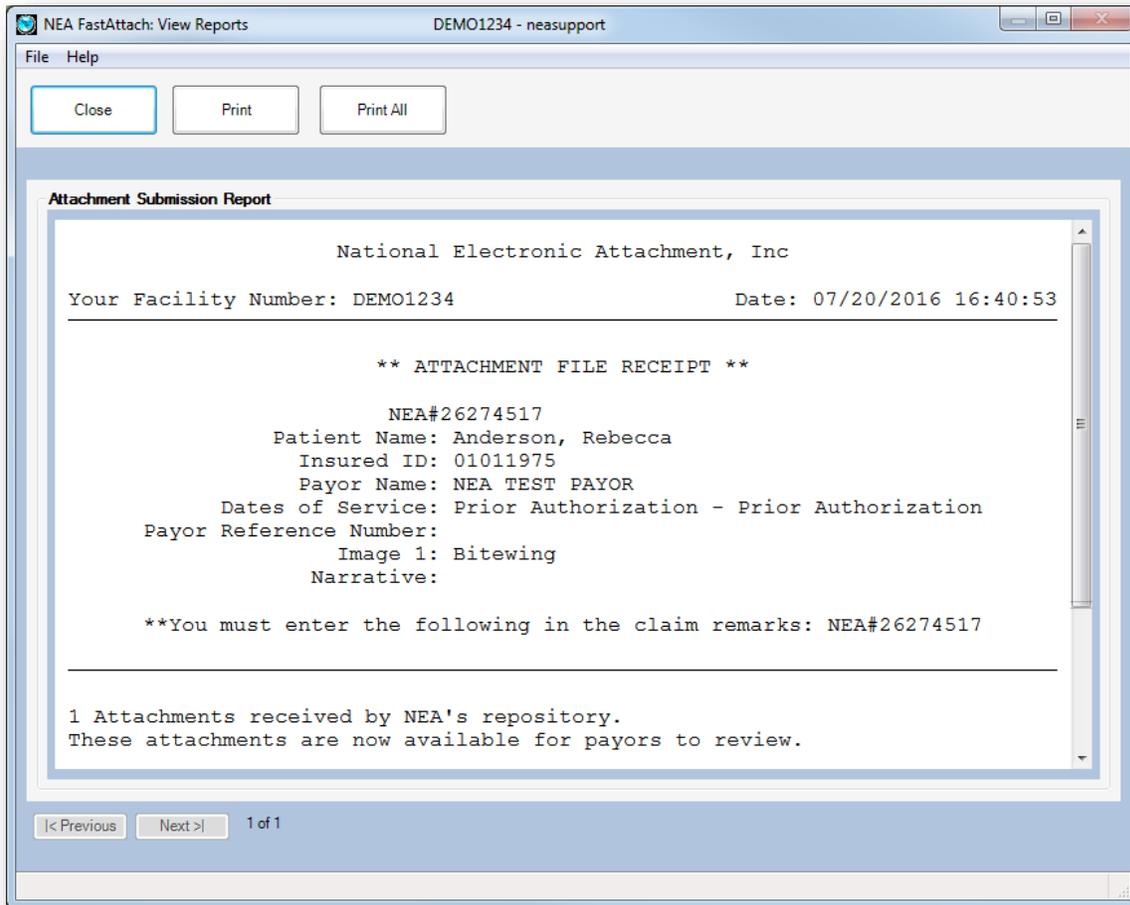
An attachment's status is set from *Data Entry*. Once set, it may be changed by editing it.

1. From *FastAttach Main*, double-click or highlight the attachment and click **Edit**.
2. From *Data Entry*, click **Hold** or **Save** to update the attachment to the appropriate status.
3. The attachment list on *FastAttach Main* will display the attachment's selected status.



## Sending Attachments & Viewing Reports

After clicking send, the **View Report** displays with an *Attachment Submission Report* for each attachment sent.



1. **NEA#** – A unique NEA# is assigned to each attachment and is used by the payor to locate the attachment in NEA’s secure repository. Place this number in the Remarks section of the claim.
2. **Next/Previous** – If you sent multiple attachments, these buttons are used to page through the different Attachment File Receipts.
3. **Print** – You may print the Attachment File Receipt that is currently displayed by clicking the **Print** button.
4. **Print All** – If you sent multiple attachments, you can print all of the receipts at once by clicking the **Print All** button.

## FastAttach Web

FastAttach Web is a secure web portal that offers account management tools, web-based attachment creation and sending capabilities, as well as access to the FastAttach desktop software installer. It is available free of charge as part of your FastAttach service subscription.

### Logging In & Updating Passwords

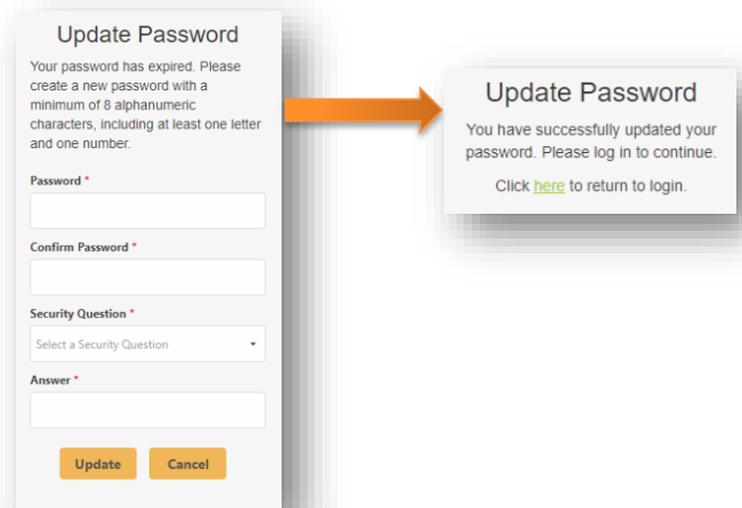
While FastAttach Web is accessible from the FastAttach desktop software via the **Online Features** button without a separate login, it is also accessible directly from the web at <https://fastattachweb.nea-fast.com>.



Like the FastAttach desktop, you will need to provide your Facility ID, Username and Password, however the Facility ID will not be saved for future logins when accessed directly.

If logging in with a temporary password or your password has expired, you will be prompted to reset upon successful login.

After providing and confirming your new password, alongside your security question and answer, you will need to log in again.



## Terms & Conditions

In the event NEA Powered by Vyne's Terms and Conditions have not been previously accepted, *FastAttach* Web will prompt users to review, acknowledge and accept them. Terms & Conditions must be accepted in order to proceed with using *FastAttach* services; click **Continue** to proceed.



# FastAttach® Web

[Login](#) / [Terms & Conditions Agreement](#)

## Please review NEA Powered by Vyne's Terms & Conditions

By using our services, you are agreeing to our Terms & Conditions.

Please read carefully.

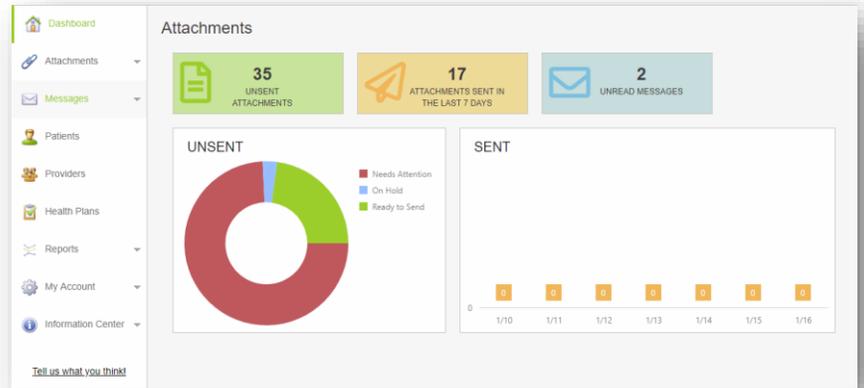
[https://www.nea-fast.com/fastattach\\_terms/](https://www.nea-fast.com/fastattach_terms/)

**Continue**

Click [here](#) to return to login.

## Feature Summary

- **Dashboard** – Summary view of your attachment and messaging activity. Use the tiles to jump to the corresponding section of *FastAttach Web*.
- **Attachments** – Create, view, edit, and send unsent attachments; search for and view submitted attachments; and export listed attachments to a delimited report.
- **Messages** – View and manage your *FastAttach* inbox, including messages received from health plans, NEA, and other providers. Securely message and/or share patient information with other providers in the *FastAttach* network (connections).
- **Patients** – Add new patient records; search for patients whom you've previously sent attachments for; review patient attachment history; create secure messages regarding patients to send to other providers; and initiate new attachments.
- **Providers** – Manage the list of providers associated with your *FastAttach* account; create, update, and delete provider records.
- **Health Plans** – View and search the list of health plans that are part of the *FastAttach* network; access *FastLook* to view carrier information including e-claim payor IDs, address and contact information, as well as procedure code requirements.
- **Reports** – Access to a growing list of available reports, including:
  - **SLA Report** – Provides at-a-glance metrics of NEA *FastAttach* service availability.
  - **Productivity Report** – Allows you to see which users are sending attachments from your *FastAttach* account, and to which health plans, in an Excel-friendly format.
- **My Account** – Access point to several account administration tools, including:
  - **My Profile** – Manage your personal username's security and contact information.
  - **Office Profile** – Maintain up-to-date address and contact information.
  - **Billing Information** – Review and update your *FastAttach* billing and payment information.
  - **Billing Statements** – View statements of previous charges for your *FastAttach* registration, annual fee and subscription for up to 36 months.
  - **Manage Users** – Create new *FastAttach* users, as well as manage existing users by updating name and contact information, changing *FastAttach* features, resetting the user's password or changing the user's status.
- **Information Center** – Access to the *FastAttach* desktop software installer, help tools, release information and our feedback form.



## Unsent Attachments

Unsent Attachments

Create Attachment Send Refresh

Search unsent attachments

Drag a column header here to group by that column

<input type="checkbox"/>			Status	Patient	Date Of Birth	Member Id	Provider	Provider T...	Location	Health Plan	Dates Of S...	Create Date	Last Modif...	Last Modif...	Locked By
<a href="#">Edit</a>	<a href="#">Delete</a>	Ready to Send	Patient, Test	05/05/1955	484845469	Test Doctor	7978646	Satellite Offic...	AETNA	12/05/2017 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	Ready to Send	Patient, Test	05/05/1955	484845469	Test Doctor	7978646	Satellite Offic...	AETNA	12/05/2017 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	Ready to Send	Patient, Test	05/05/1955	484845469	Test Doctor	7978646	Satellite Offic...	AETNA	12/05/2017 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	Ready to Send	Patient, Test	05/05/1955	484845469	Test Doctor	7978646	Satellite Offic...	AETNA	12/05/2017 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	Ready to Send	Patient, Test	05/05/1955	484845469	Test Doctor	7978646	Satellite Offic...	AETNA	12/05/2017 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	Ready to Send	Patient, Test	05/05/1955	484845469	Test Doctor	7978646	Satellite Offic...	AETNA	12/05/2017 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	Ready to Send	Patient, Test	05/05/1955	484845469	Test Doctor	7978646	Satellite Offic...	AETNA	12/05/2017 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	On Hold	doe, Jane	01/01/1975	01011975	Test Doctor	7978646	Satellite Offic...	Advantica	Prior Auth	1/17/2019	1/17/2019		caitlin	
<a href="#">Edit</a>	<a href="#">Delete</a>	Needs Attent...	Patient, Test	05/05/2015	48484546	Test Doctor	7978646	Satellite Offic...	AETNA	05/05/2015 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	Needs Attent...	Patient, Test	05/05/2015	48484546	Test Doctor	7978646	Satellite Offic...	AETNA	05/05/2015 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	Needs Attent...	Patient, Test	05/05/2015	48484546	Test Doctor	7978646	Satellite Offic...	AETNA	05/05/2015 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	Needs Attent...	Patient, Test	05/05/2015	48484546	Test Doctor	7978646	Satellite Offic...	AETNA	05/05/2015 - ...	1/11/2018	1/11/2018			
<a href="#">Edit</a>	<a href="#">Delete</a>	Needs Attent...	Patient, Test	05/05/2015	48484546	Test Doctor	7978646	Satellite Offic...	AETNA	05/05/2015 - ...	1/11/2018	1/11/2018			

Count: 35

Create, view and edit unsent attachments\*. This is the same list of attachments available from the *FastAttach* desktop software. And like the desktop software, this screen provides several controls for easy management of this list.

### Toolbar Controls

- **Create Attachments** – Look up or add new patients, then initiate attachments for them.
- **Send** – Send any attachment with a status of **Ready to Send**.
- **Refresh** – Refresh the attachment list.
- **Search** – Search the attachment list using any displayed information.

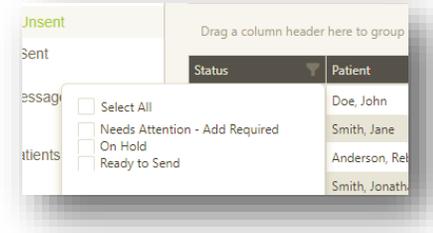
Search: Jane

Drag a column header here to group by that column

<input type="checkbox"/>			Status	Patient	Date Of Birth	Member Id
<a href="#">Edit</a>	<a href="#">Delete</a>	On Hold	doe, Jane	01/01/1975	01011975	

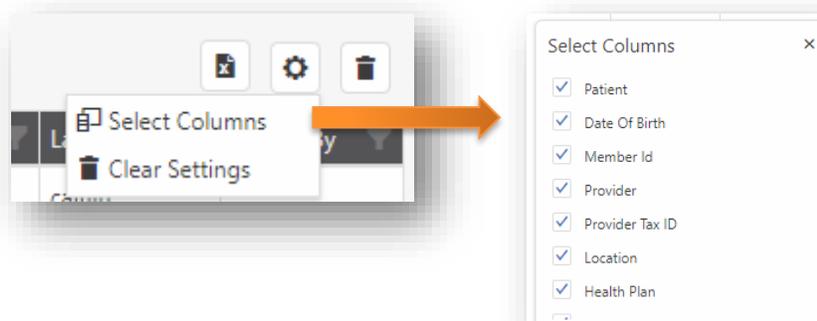
## Mini Toolbar & Grid Controls

- **Edit** – Edit a selected attachment from the attachment list.
- **Delete** – Delete individual attachment(s) using in-line grid links, or delete multiple selected attachments with the right-hand **Delete** icon.
- **Filter** – Filter the attachment list by any columns' displayed data by selecting the filter icon on the desired column.
- **Sort** – Sort the attachment list in ascending or descending order by left or right-clicking a column header.
- **Customize Columns** – Click and drag displayed columns to your preferred order and use the **Column Chooser** to hide or expose available columns.



To access the **Column Chooser**, select the right-hand **Settings** icon, then **Select Columns**. Choose your preferred columns from the list provided.

Use **Clear Settings** to restore the list to its default display.



- **Group** – Group the attachment list by any column(s) displayed by clicking and dragging column header(s) into the designated area.
- **Right-click** a listed attachment to Edit or Delete it.
- **Export** – Export your unsent attachment list in XLSX format by selecting the right-hand **Export** icon.

		Patient	Date Of Birth
Status: Ready to Send			
<a href="#">Edit</a>	<a href="#">Delete</a>	Patient, Test	05/05/1955
<a href="#">Edit</a>	<a href="#">Delete</a>	Patient, Test	05/05/1955
<a href="#">Edit</a>	<a href="#">Delete</a>	Patient, Test	05/05/1955
<a href="#">Edit</a>	<a href="#">Delete</a>	Patient, Test	05/05/1955
<a href="#">Edit</a>	<a href="#">Delete</a>	Patient, Test	05/05/1955
<a href="#">Edit</a>	<a href="#">Delete</a>	Patient, Test	05/05/1955
<a href="#">Edit</a>	<a href="#">Delete</a>	Patient, Test	05/05/1955
Status: On Hold			
<a href="#">Edit</a>	<a href="#">Delete</a>	doe, Jane	01/01/1975
Status: Needs Attention - Add Required			
<a href="#">Edit</a>	<a href="#">Delete</a>	Patient, Test	05/05/2015
<a href="#">Edit</a>	<a href="#">Delete</a>	Patient, Test	05/05/2015

## Editing Unsent Attachments

To edit an unsent attachment, click the left-hand **Edit** link beside the listed attachment.

Any information imported from an integration and/or previously saved will be displayed.

*\*Note: Certain integrations do not allow for attachments to be modified or sent from FastAttach Web, if generated via these integrations. Applicable attachments will be listed with a status of **FastAttach Software Only** and may only be completed from the FastAttach desktop software.*

*For information on applicable integrations, please contact NEA Support at 800-782-5150, Option 3, then Option 3 again.*

## Initiating New Attachments

1. To start a new attachment, click the **Create Attachment** button. This will take you to the **Patient Search** screen.
2. From **Patient Search**, use the search options to find an existing patient, or click **Add** to create a new patient.
3. If initiating an attachment for an existing patient, click the right-hand **Create Attachment** link for the selected patient from the search results grid to proceed to the **Attachment** screen.
4. If initiating an attachment for a new patient, after clicking **Add** and completing the **Patient Information** screen, click the right-hand **Create Attachment** button to proceed to the **Attachment** screen

*For more information on searching for existing patients or creating new patients, see the **Patients** section of this guide.*

## Attachment Screen Guide

### Attachment

**Save** **Hold** **Cancel**

#### Patient Information

**Patient:** Jane Doe  
**Date of Birth:** 01/01/1975  
**Home Location:** CAITLIN1  
**Services Rendered:**  
CAITLIN1  
**Sending Provider:**  
Test Doctor

#### Health Plan Information

**Health Plan:**  
Advantica  
**Member Name:** Jane doe  
**Member ID:** 01011975  
**Relationship:** self

#### Procedure Codes (Optional)

Code	Tooth #/Quad	Requirement
No procedure codes have been provided		

Count: 0 [Look Up](#)

#### Service Information

**Reference Number:**  ?  
 Claim  Prior Authorization  
**Date of Service From:**    
**Date of Service Thru:**

#### Images

[Install Screen Capture](#)

**Screen Capture** **File Upload** **Archive**

#	Image Type	Size
No images have been added to this attachment		

Count: 0

#### Narrative

#### Attachment Activity

Activity	User	Date
No Attachment History		

Count: 0

Disclaimer: The patient information in this communication is protected by U.S. Privacy Laws. If you are not the intended recipient or an agent thereof, disclosing, distributing, or copying the information is prohibited by law; you must delete it and notify the sender.

### Toolbar Controls

- **Save** – Saves the attachment and places it with a status of **Ready to Send** on **Unsent Attachments**. Only attachments with a status of Ready to Send will be sent if the **Send** button is clicked.
- **Hold** – Saves the attachment and places it in a pending status of **On Hold** on **Unsent Attachments**. If needed, additional Hold statuses of **On Hold – For Review** and **On Hold – Attention Required** are available to be enabled.
- **Cancel** – Discard all changes and return to **Unsent Attachments**.

## Patient & Health Plan Information

- **Patient Information** – Displays a summary of the information as indicated from *Patient Information* or as supplied from an integrated software.
- **Services Rendered** – Location in which services have been rendered for the patient.  
*Note: In a multi-location implementation, Services Rendered may differ from Home Location.*
- **Health Plan Information** – Automatically displays the patient’s health plan record indicated as Primary in *Patient Information*, or as supplied from an integrated software, and indicates the attachment’s destination. If the patient has more than one health plan record associated, the **Health Plan** drop-down may be used to switch between records.

## Procedure Codes & Service Information

- **Procedure Code Lookup** – Look up attachment requirements based on the health plan selected. Launches the *FastLook* section of FastAttach Web in a separate window or tab. If the attachment was imported from an integration, procedure codes may be listed with their associated requirements in the grid.
- **Reference Number** – If an EOB is received from a health plan requesting the attachment, the tracking number provided by that health plan should be included in the **Reference Number** field to ensure proper response to that request.
- **Claim/Prior Authorization** – Indicates whether the attachment is in support of a claim or prior authorization. If **Claim** is selected, **Date of Service From** and **Thru** must be provided.

Code	Tooth #/Quad	Requirement
D2750	5	X-RAY

Count: 1 [Look Up](#)

### Service Information

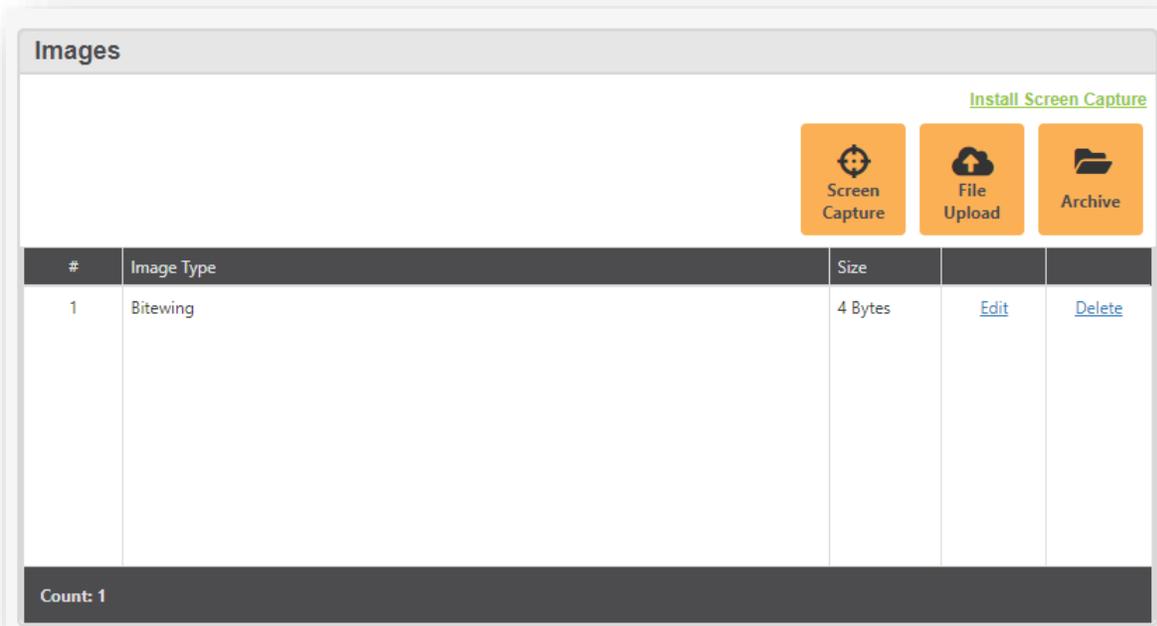
Reference Number:

?

Claim  Prior Authorization

Date of Service From:

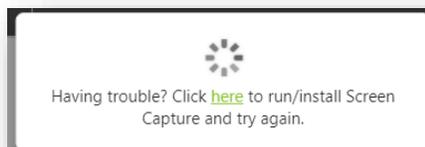
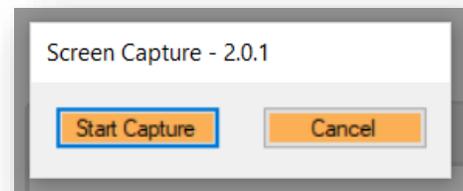
## Images



Images and documentation in support of claim or prior authorization's attachment may be added using the acquisition methods offered in *FastAttach Web*. Use the right-hand **Edit** and **Delete** links beside a listed image to make modifications or remove an image.

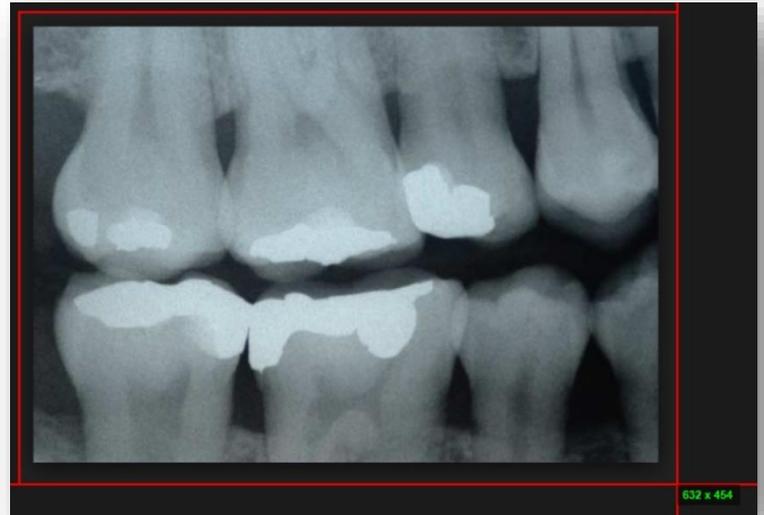
- **Screen Capture** – allows a screenshot-style selection of any portion of your screen, as it is displayed. This acquisition method does require a small installation for web browser support.
  - To install, click the **Install Screen Capture** link and save, then run the file.
  - Once installed, click the **Screen Capture** button to use. A *Screen Capture* dialog window will display in the center of your screen.

*Note: If the Screen Capture dialog does not display, click the **Here** link in the **Having Trouble?** dialog to try again.*

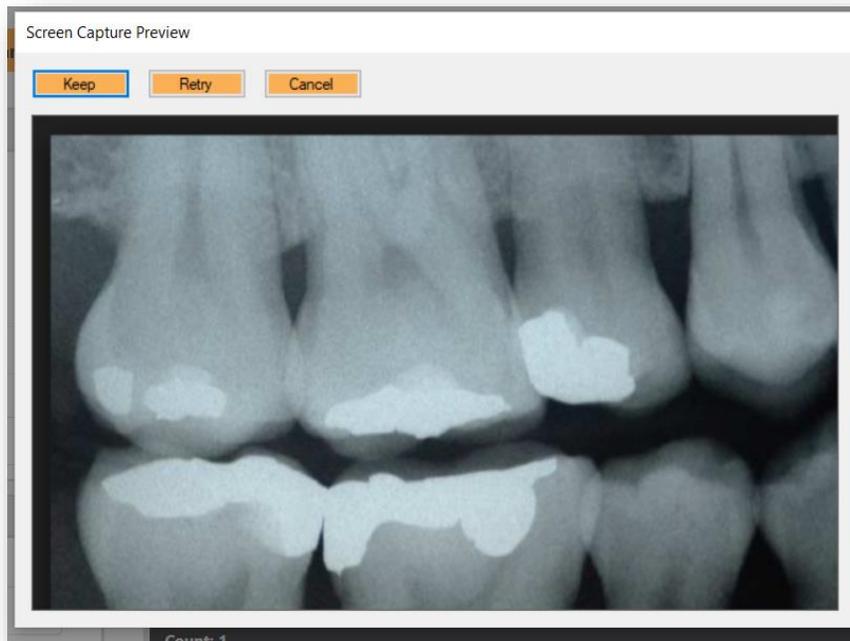


- Open the image or document that you would like to add. Make sure that you can clearly see the image and/or easily read any included text.
- Click **Start Capture**. A full screen red crosshair will appear across your screen, with your cursor controlling the cross point. You will use this to select the area of the screen that you would like to capture.
- Use the crosshair to select the desired portion of the screen by clicking and dragging your mouse from one corner of the desired area to the corner diagonally across from the starting point. As you drag the crosshair, a box will form around the selected area that will be captured.

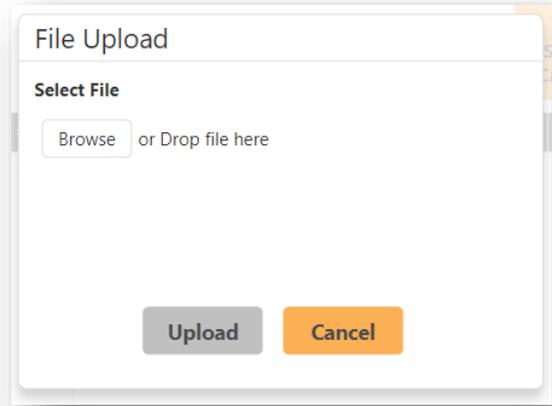
Release your mouse button once you have captured the desired area.



- The selected area will display in the **Screen Capture Preview** window. Click **Keep** to proceed with labeling the image in the **Edit Image** window, **Retry** to try again, or click **Cancel** to exit out of screen capture.



- **File Upload** – browse to or click and drag a supported file into the **File Upload** window upload an existing file. Click **Upload** to complete the selected file’s upload to the attachment. Once successfully uploaded, the *Edit Image* window will display with a preview of the selected file.
- **Archive** – Browse and reuse files previously archived or from previously sent attachments for the selected patient. To use:



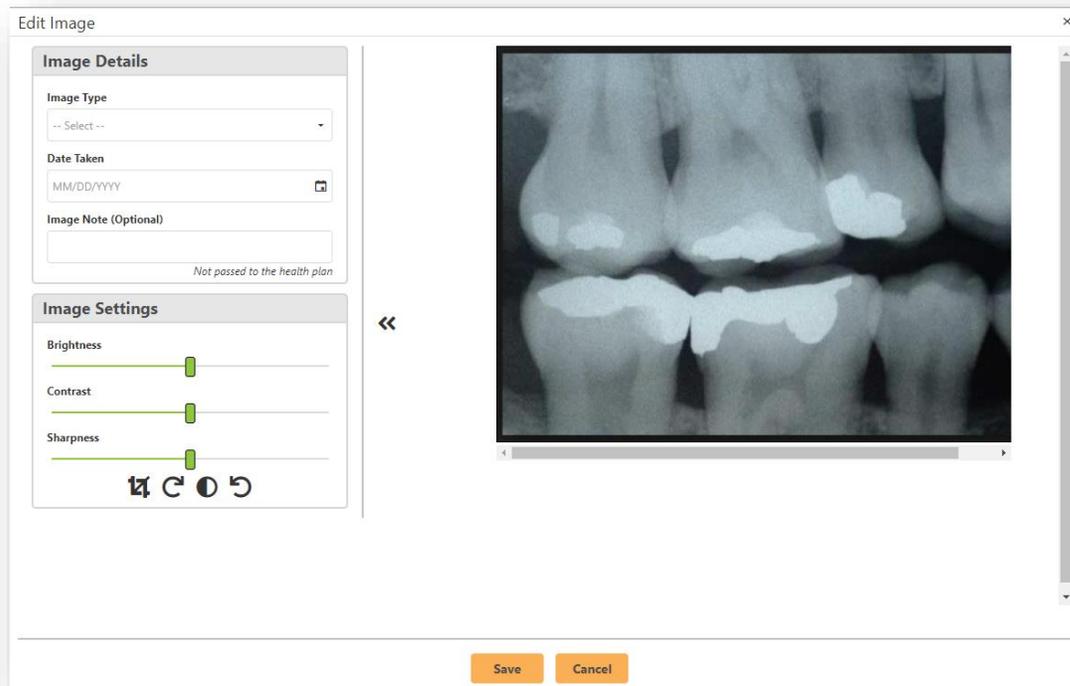
- Click **Archive**. The *Patient Image Archive* window will display, listing all files previously submitted for the current patient.
  - Archived files may be viewed by selecting the right-hand **View** link on the same row as the file you wish to view.
  - Click the checkbox beside any file you wish to add. Click **Add** when finished.
- Note: Files are not editable when added from Archive.*

Patient Image Archive

	Type	Note	Archive Date	Date Taken	Location	
<input type="checkbox"/>	Bitewing		01/11/2018	05/05/2015	Satellite Off...	<a href="#">View</a>



## Viewing & Editing Images



After acquiring a file, it is displayed in the *Edit Image* window, which allows users to label and modify files.

- **Image Types** – Image types allow you to label images and documents as you add them to your attachment, so that they are properly identified for the receiving health plan. The availability of these image types is based on the preference of the health plan receiving the attachment. These image types are divided into two sections within the **Image Type** drop-down, and may include:
  - XRay
    - Bitewing
    - Cephalometric
    - Full Arch
    - Full Mouth Series
    - Panoramic Film
    - Partial Mount
    - Periapical / PA
    - X-RAY
  - Non XRay
    - Appeals
    - Diagnosis
    - EOB or COB
    - Intra-oral Photo

- Narrative
- Periodontal Charting
- Report
- Student Verification

If an Xray image type is selected, orientation will also need to be defined. Orientation is identified through one of three options:

- **Manual** – For scanned or digital x-rays that do not have a bubble, these x-rays may be labeled as:
  - **The left side is the patient’s right side** – The left side of the x-ray is the right side of the patient’s face.
  - **The left side is the patient’s left side** – The left side of the x-ray is the left side of the patient’s face.
- **Bubble** – For film x-rays with a bubble in the corner, these x-rays may be labeled as:
  - **Raised bubble towards me** - The “bubble” on the x-ray is face-down on the scanner.
  - **Raised bubble away from me** - The “bubble” on the x-ray is face-up on the scanner.
- **By Tooth** – Label x-rays based on tooth number.
  - Using the yellow triangle and red square graphics as guides, select the tooth number that each shape is the closest to from the **Tooth Nearest Triangle** and **Tooth Nearest Square** drop-downs.

- **Date Taken** – Lists the date the image was taken. This field is required for x-rays but is optional for non x-rays.
- **Image Note** – An optional note may be added in the **Image Note** field for any image added. This note will appear in the *Archive* screen with the image, and is only viewable by *FastAttach* users. The note is not visible to the health plan.
- **Image Settings** – Use the sliders to adjust the image’s brightness, contrast and sharpness, as well as crop, rotate or mirror the image as needed for optimal viewing.

- **Expand/Collapse Labeling Panel** – Use the << / >> option to the left of the displayed image to expand or collapse the labeling panel for easier viewing.

After making all necessary modifications and providing required labels to the image, click **Save** to add the image to the attachment and return to the **Attachment** screen.

#### Narrative

The **Narrative** field allows up to 2000 characters for additional supporting and/or diagnostic information regarding the attachment.

#### Attachment Activity

The **Attachment Activity** section of the **Attachment** screen lists each user who has completed a savable action on the attachment (Create, Modify, and Send), what the action was, and the date the action took place.

This information is *not* available to the health plan receiving the attachment.

#### Completing & Sending Attachments

FastAttach Web supports attachment status options to help manage your work queue.

- **On Hold** – Attachments that have a status of **On Hold** will not be sent when **Send** is clicked on **Unsent Attachments**. This status is used to prevent an attachment from being sent, while allowing you to work on other attachments. To place an attachment on hold, click **Hold** on **Attachment**.

When enabled, additional Hold statuses are available, including:

- On Hold – For Review
  - On Hold – Attention Required
- **Ready to Send** – Attachments that have a status of **Ready to Send** will be sent when **Send** is clicked. To place an attachment in **Ready to Send** status, click **Save** on **Attachment**.

## Changing an Attachment's Status

An attachment's status is set from **Attachment**. Once set, it may be changed by editing it.

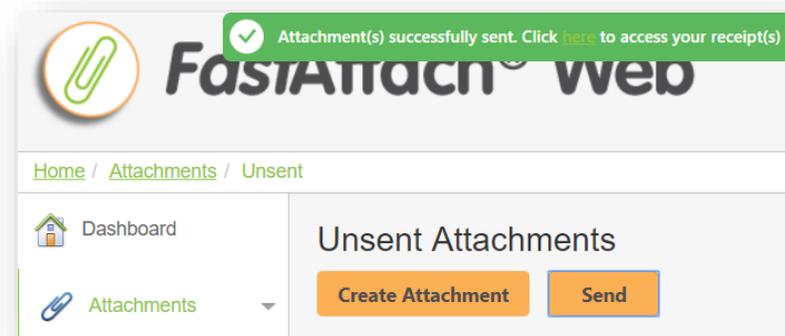
1. From **Unsent Attachments**, right-click or click **Edit** beside the desired attachment.
2. From **Attachment**, click **Hold** or **Save** to update the attachment to the appropriate status.

## Sending Attachments

Click **Send** on **Unsent Attachments** to send any attachment with a status of **Ready to Send**.

Upon successful submission, a confirmation will display at the top of the **Unsent Attachments** screen. This confirmation provides quick viewing access to the attachment(s) just sent on the **Sent Attachments** screen, including their associated attachment file receipts.

*For more information on viewing and accessing attachment file receipts, see the **Sent Attachments** section of this guide.*



## Sent Attachments

Review and print any attachment sent within your retention storage period, review user activity associated with individual attachments, retrieve attachment file receipts, and resubmit attachments when needed.

### Toolbar Controls

- **Quick Search** – Use preset options to quickly list attachments sent within the last day, 7 days, 30 days, month, and 2 months.
- **Advanced Search** – Search by more specific criteria in the fields provided.

Sent Attachments

Today Last 7 Days Last 30 Days Last Month 2 Months Ago [Hide Advanced Search](#) ▼

**Advanced Search**

NEA/Reference #

Sent From

Sent Through

Patient First Name

Patient Last Name

Health Plan

[Reset](#)

Click **Hide Advanced Search** and use the field provided to search displayed results.

Sent Attachments

Today Last 7 Days Last 30 Days Last Month 2 Months Ago [Show Advanced Search](#) ▼

Drag a column header here to group by that column

<input type="checkbox"/>	NEA#	Patient	Member ID	Provider	Provider Tax ID	Health Plan	Dates
	<a href="#">3248668</a>	Patient, Test	484845469	Test Doctor	7978646	<a href="#">AETNA</a>	12/05/
	<a href="#">3248614</a>	Patient, Test	484845469	Test Doctor	7978646	<a href="#">AETNA</a>	12/05/

## Mini Toolbar & Grid Controls

- **Filter** – Filter the sent attachment list by any columns' displayed data by selecting the filter icon on the desired column
- **Sort** – Sort the sort attachment list in ascending or descending order by left or right-clicking a column header.
- **Customize Columns** – Click and drag displayed columns to your preferred order and use the **Column Chooser** to hide or expose available columns. Use **Clear Settings** to restore the list to its default display.
- **Group** – Group the attachment list by any column(s) displayed by clicking and dragging column header(s) into the designated area.
- **Export** – Export your unsent attachment list in XLSX format by selecting the right-hand **Export** icon.
- **View Receipts** – View an individual attachment file receipt in PDF format by selecting **View Receipt**; display multiple receipts together in a single PDF by selecting the corresponding checkboxes for listed sent attachments and clicking the right-hand **View Receipts** icon.
- **View Sent Attachments** – View sent attachments by clicking the click the corresponding NEA# from the **NEA#** column.

## Viewing Sent Attachments

Once selected from *Sent*, all captured attachment index information that was submitted to the health plan is divided into sections for organized viewing.

View NEA#3248668

Resubmit Printer View View Receipt

### Attachment Information

Date Sent: 01/18/2019  
 Patient: Test Patient  
 Date of Birth: 05/05/1955  
 Home Location: CATLIN'S TEST OFFICE  
 Services Rendered: CATLIN  
 Sending Provider: Test Doctor

### Health Plan Information

Health Plan: AETNA  
 Member Name: Test Insureds  
 Member ID: 434345409  
 Relationship: SELF

### Procedure Codes (Optional)

Code	Tooth #/Quad	Requirement
D0750	5	X-RAY

Count: 1

### Service Information

Reference Number:

Claim  Prior Authorization

Date of Service From: 12/05/2017  Date of Service Thru: 12/05/2017

### Images

#	Image Type	
1	Stewing	<a href="#">View</a>
2	Cert. Of Ins. Cov.	<a href="#">View</a>

Count: 2 [View All](#)

### Narrative

Test narrative

### Health Plan Messages

No messages received for this attachment

### Attachment Activity

Activity	User	Date
Created		01/11/2018
Modified	catlin	01/18/2019
Modified	catlin	01/18/2019
Modified	catlin	01/18/2019
Sent	catlin	01/18/2019

Count: 5

- **Attachment Information** – Lists patient and provider location information associated with the attachment.
- **Health Plan Information** – Lists the health plan the attachment was sent to, as well as the patient’s member information.
- **Procedure Codes** – If provided at creation, procedure codes and the associated requirements supporting the attachment are listed.
- **Service Information** – Date(s) of service or prior authorization designation, as well as the reference number if the attachment was sent in response to an EOB or health plan request.
- **Images** – Each image included in the attachment is listed and may be viewed by selecting the **View** link beside each image; **View All** displays all included images together.

**Attachment Information**

Date Sent: 01/18/2019  
 Patient: Test Patient  
 Date of Birth: 05/05/1955  
 Home Location: CAITLIN'S TEST OFFICE  
 Services Rendered: CAITLIN1  
 Sending Provider: Test Doctor

---

**Health Plan Information**

Health Plan: AETNA  
 Member Name: Test Insureds  
 Member ID: 454845469  
 Relationship: SELF

---

**Procedure Codes (Optional)**

Code	Tooth #/Quad	Requirement
D2750	5	X-RAY

Count: 1

---

**Service Information**

Reference Number:

Claim  Prior Authorization

Date of Service From: 12/05/2017  Date of Service Thru: 12/05/2017

**Images**

#	Image Type	
1	Bitewing	<a href="#">View</a>
2	Cert. Of Ins. Cov.	<a href="#">View</a>

Count: 2 [View All](#)

- **Narrative** – Any narrative information included in the attachment
- **Health Plan Messages** – If received, messages displayed from the health plan are listed.
- **Attachment Activity** – Lists activity including the attachment’s creation, modification and submission, the associated username (if applicable) and date of each action.

**Attachment Activity**

Activity	User	Date
Created		01/11/2018
Modified	caitlin	01/18/2019
Modified	caitlin	01/18/2019
Modified	caitlin	01/18/2019
Sent	caitlin	01/18/2019

Count: 5

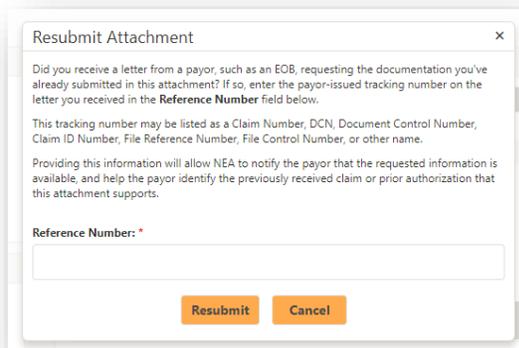
In addition to viewing all data associated with an individual attachment, you can also:

- **Resubmit** – Re-notify the receiving health plan of the attachment’s submission using the reference number provided by that health plan.
- **Printer View** – Display the attachment in a printer-friendly format for easy viewing and if desired, printing.
- **View Receipt** – View the attachment file receipt associated with the displayed attachment

### Responding to an EOB via *FastAttach Web*

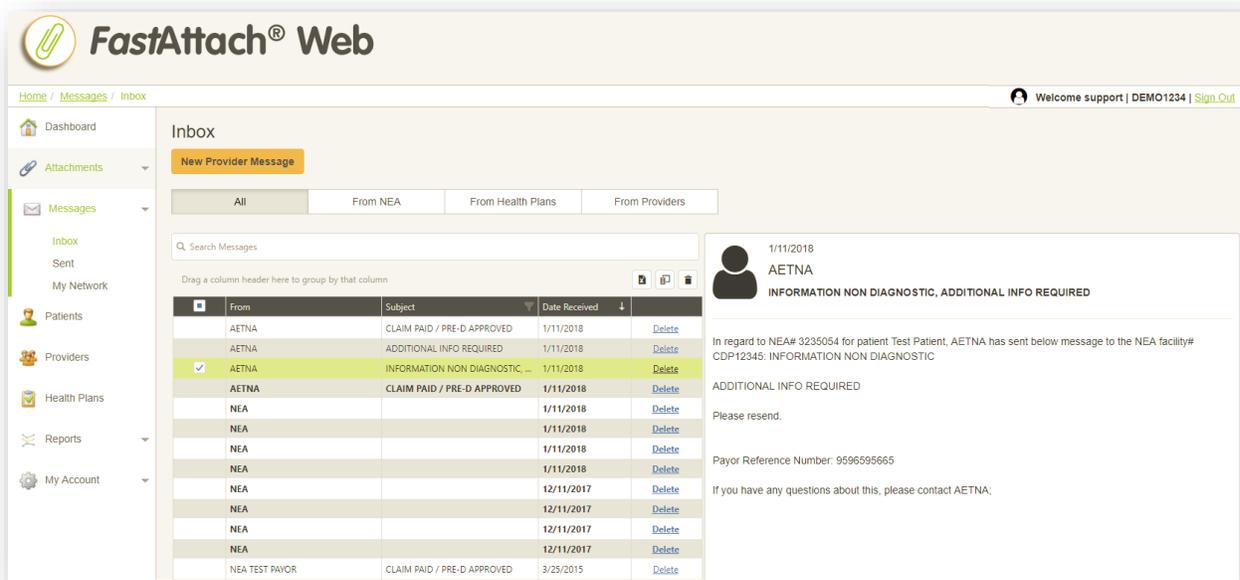
If you receive an EOB from a health plan requesting an attachment that you have already sent, you may re-notify that health plan using **Resubmit**.

1. Click the **Resubmit** button.
2. In **Resubmit Attachment**, enter the appropriate reference number, then click **Resubmit**.



### Messages

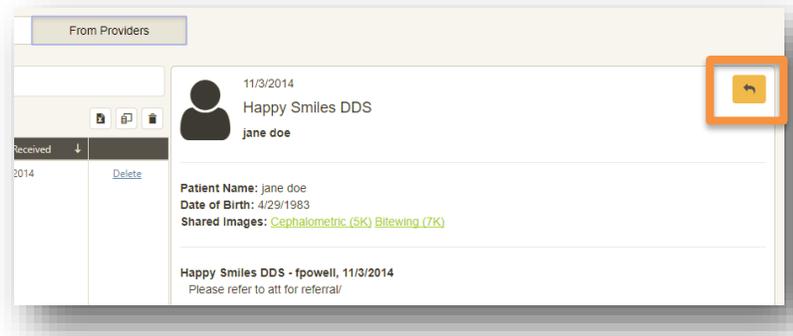
**Messages** provides access to your *FastAttach Inbox*, allowing you to view, manage and export messages received from NEA, health plans and providers, as well as manage your provider network.



## Inbox

From *Inbox*, use the quick sort buttons to view received messages by sender type, and easily differentiate between messages received from NEA, health plans, or other practices.

- **All** - Combines all messages received into a single list.
- **From NEA** – These are messages received from NEA and may include subjects such as health plans that have joined NEA, as well as support information, product information, and other announcements.
- **From Health Plans** – These are messages from health plans who have received and viewed attachments sent from your *FastAttach* account. Select the type(s) of messages from health plans you wish to view by selecting the filter icon in the **Subject** column. Attachments associated with these messages can be quickly accessed by selecting the right-hand **View Attachment** link above the message.
- **From Providers** – These are secure messages received from other providers within the *FastAttach* network, and may contain patient information for communications like referrals and consults. These messages may be replied to within *FastAttach* Web by clicking the reply icon in the upper-right hand corner of the message.

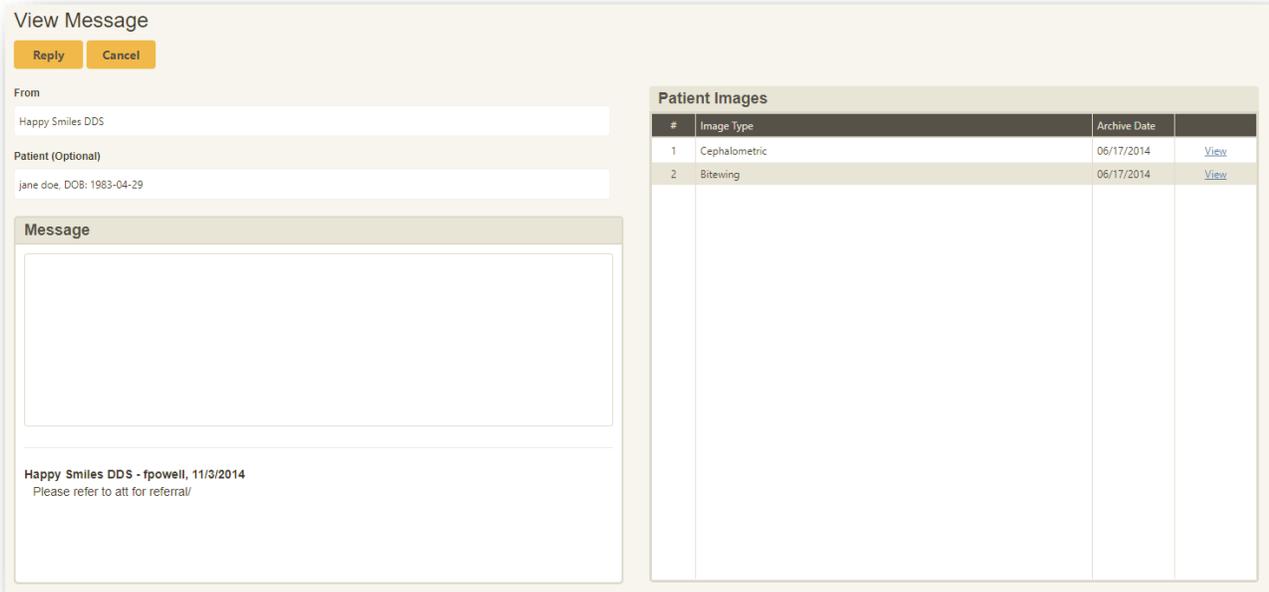


List viewing options including searching, grouping, column filtering, column customization and export are also available with *Inbox* and *Sent*.

## Replying to Provider Messages

1. While viewing the message you wish to reply to from *Inbox*, click the reply icon in the upper-right hand corner of the message.
2. From *View Message*, enter your reply in the **Message** section, then click **Reply** when finished.  
*Note: Adding files in a reply is not supported at this time.*

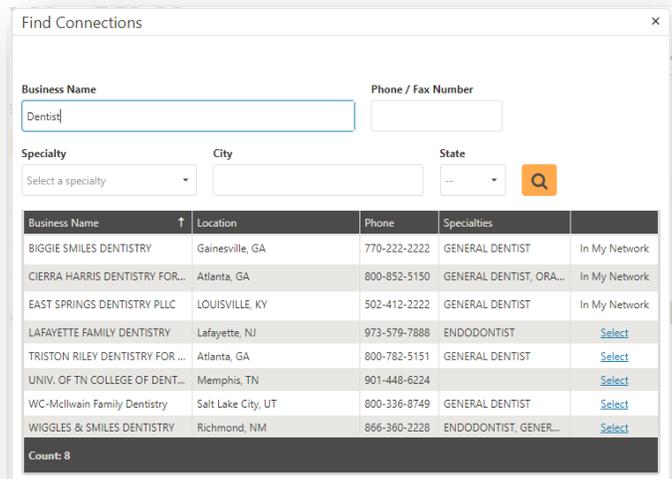
3. Your reply will be added to the message displayed in your **Inbox**.



### Sending Messages to Other Providers

Use provider to provider messaging to securely communicate with other practices in the NEA Powered by Vyne network and share patient information for tasks like referrals.

1. From **Inbox**, click **New Provider Message**.
2. From **New Message**, select an existing connection from the **To** drop down, or click  to look up a provider not yet saved as a connection
  - a. If searching for a provider you have not saved as a connection, use the search fields in **Find Connections** to find other providers in the **FastAttach** network.
  - b. Providers already saved as connections will display as “In My Network” and are available in the **To** drop-down on **New Message**; click **Select** to send to a different provider.



3. If you wish to include a patient in your message, select  beside the **Patient (Optional)** field.
  - a. Use the search fields in *Select Patient* to find the patient you wish to share information regarding.
  - b. Click **Select** to choose a listed patient.
  
4. Once a patient is selected, you have the option to select images from that patient's attachment archive to share as well.
  - a. To select a patient's images to share, click the **Archive** button in the **Patient Images** section.
  - b. From *Patient Archive*, select any images you wish to include in your message by clicking the checkbox beside each desired image. To view an individual image, click **View** beside the listed image.
  - c. Click **Add** when finished selecting images to include.

Select Patient

Patient First Name:

Patient Last Name:

Date of Birth:

Home Location:  

First Name	Last Name	Date of Birth	Location	
Jane	Doe	01/01/1975	DEMO1234	<a href="#">Select</a>
Jane	Smith	05/18/1992	DEMO1234	<a href="#">Select</a>

Count: 2

Patient Archive

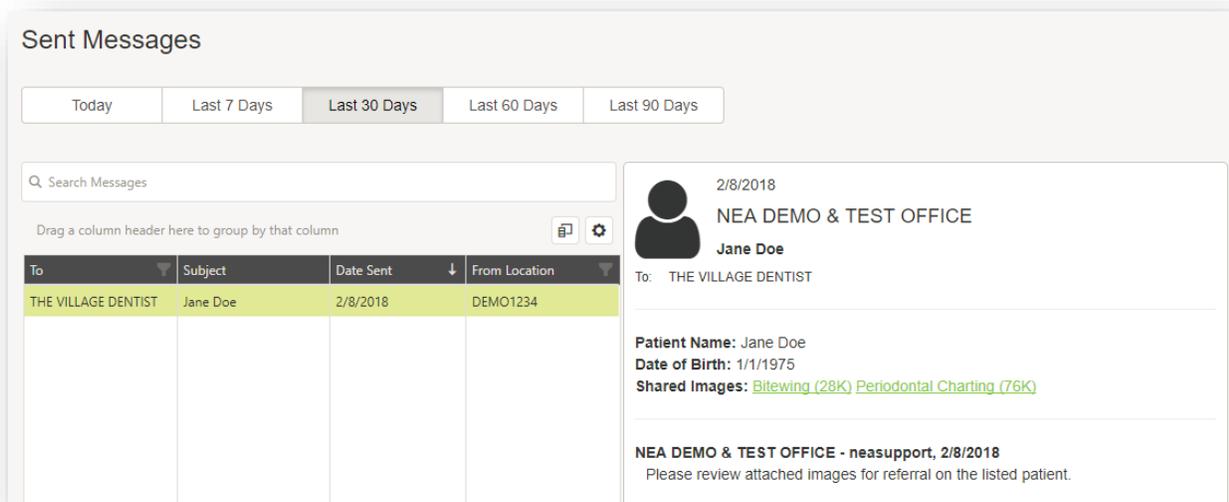
Patient Name: Doe, Jane

Date of Birth: 01/01/1975

Description	Note	Archive Date	Date Taken	Location	
Bitewing		02/06/2018	02/06/2018	DEMO1234	<a href="#">View</a>
Periodontal Charting		02/06/2018	02/06/2018	DEMO1234	<a href="#">View</a>

5. Add the message you wish to include, then click **Send** to transmit your message to the selected provider.

- Sent messages are available to view from the **Sent** section of **Messages**. If the receiving provider chooses to reply to your message, it will be displayed in your **Inbox**.

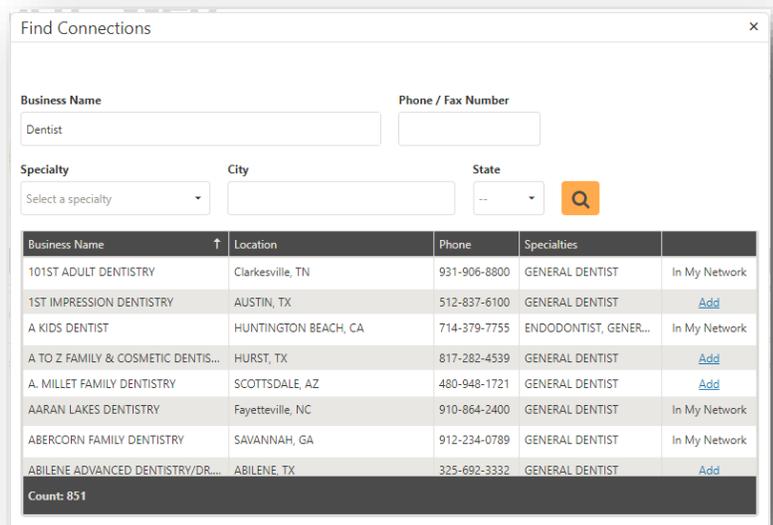


## Managing Your Network

The provider to provider messaging capabilities of *FastAttach* Web offer the option to securely send messages to any provider within the *FastAttach* network who has the functionality enabled. Providers with whom you frequently interact may be saved as connections, which are managed from **My Network**.

Once saved as a connection, a provider is available from the **To** drop-down of **New Message**, for quick selection to create and send new messages.

- From the **Messages** menu, select **My Network**.
- My Network** will display any connections already saved. Search existing connections using the **Search Current Network** field.
- To create a new connection, click **Find Connections**.
- Use the search fields in **Find Connections** to find providers you wish to add to your network. Click **Add** beside each provider you wish to save. Providers already part of your network will display as “In My Network”.



- When finished, click the **X** in the upper-right hand corner of *Find Connections*. Your network list will automatically refresh to include the connections you added.

My Network

[Find Connections](#)

Search current network

Business Name	City	State	Phone	Specialties	
101ST ADULT DENTISTRY	Clarkesville	TN	9319068800	GENERAL DENTIST	<a href="#">Delete</a>
A KIDS DENTIST	HUNTINGTON BEACH	CA	7143797755	ENDODONTIST, GENERAL DENTIS...	<a href="#">Delete</a>
AARAN LAKES DENTISTRY	Fayetteville	NC	9108642400	GENERAL DENTIST	<a href="#">Delete</a>
ABERCORN FAMILY DENTISTRY	SAVANNAH	GA	9122340789	GENERAL DENTIST	<a href="#">Delete</a>

- To remove a listed connection from your network, click **Delete**, then click **Yes** to confirm the deletion.

## Patients

*Patient Search* allows you to manage your patients through a variety of options, including:

- Searching, viewing and editing existing patients.
- Adding new patients.
- Viewing patient attachment history.
- Linking patients to consolidate duplicates into a comprehensive patient record.
- Initiating new attachments.
- Initiating new messages to providers regarding a specific patient.

Patient Search

[Add](#) [Link Patients](#)

Patient First Name:

Patient Last Name:

Date of Birth:

Health Plan:

Member ID:

Home Location:

Link	First Name	Last Name	Date of Birth	Health Plan	Member ID	Home Location	
<input type="checkbox"/>	Jane	doe	01/01/1975	Advantica	01011975	Satellite Office 1 / CAITLIN1	<a href="#">View History</a> <a href="#">Create Message</a> <a href="#">Create Attachment</a>

Page 1 of 1 (1 items)

## Searching for Patients

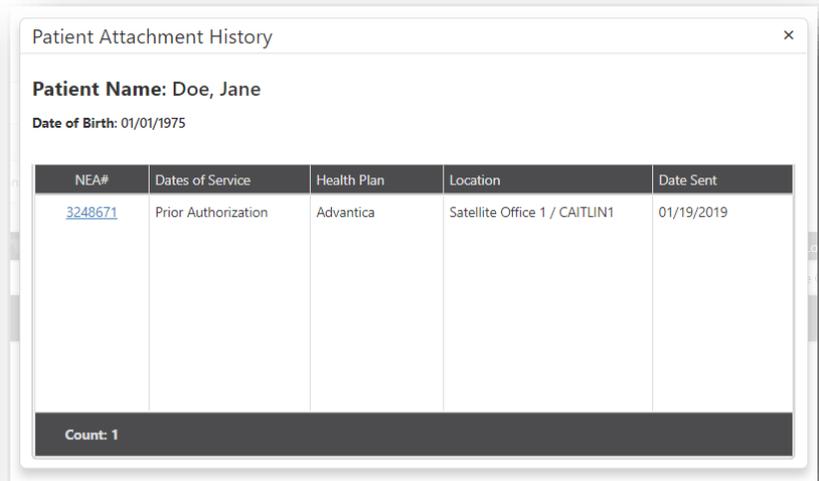
1. To find a patient, use the search fields provided and click 

*Note: If you use FastAttach in a multi-location implementation, when enabled, you may search for patients across other FastAttach accounts associated with yours and use them to create attachments. Use the **Home Location** drop-down to search a specific location, or across all locations.*

2. Results will display in a grid below the search fields.
3. To create a message regarding a listed patient, click **Create Message**.
4. To create an attachment for a listed patient, click **Create Attachment**.

## Viewing a Patient's Attachment History

1. From the listed search results, click the right-hand **History** link on the same row of the desired patient.
2. A list of all attachments submitted for that patient will be displayed in a separate window, sorted by NEA#.
3. View a listed attachment by clicking the left-hand **NEA#**.



The screenshot shows a window titled "Patient Attachment History" with a close button (X) in the top right corner. Below the title, it displays "Patient Name: Doe, Jane" and "Date of Birth: 01/01/1975". A table with the following columns is shown: NEA#, Dates of Service, Health Plan, Location, and Date Sent. The table contains one row with the following data: NEA# 3248671, Dates of Service Prior Authorization, Health Plan Advantica, Location Satellite Office 1 / CAITLIN1, and Date Sent 01/19/2019. At the bottom of the window, it says "Count: 1".

NEA#	Dates of Service	Health Plan	Location	Date Sent
<a href="#">3248671</a>	Prior Authorization	Advantica	Satellite Office 1 / CAITLIN1	01/19/2019

## Patient Linking

When enabled, patient linking allows you to consolidate two or more duplicate existing patients into a comprehensive patient record. All

patients contained within a link will share the same attachment history and image archive. **Once linked, patients cannot be unlinked.**

*Note: If you use FastAttach in a multi-location implementation, you may link patients across other FastAttach accounts associated with yours. Use the **Home Location** drop-down to search a specific location, or across all locations, for patients that you wish to include in a link.*

1. After completing a search, select the checkbox beside each patient you wish to include in the link, then click **Link Patients**.

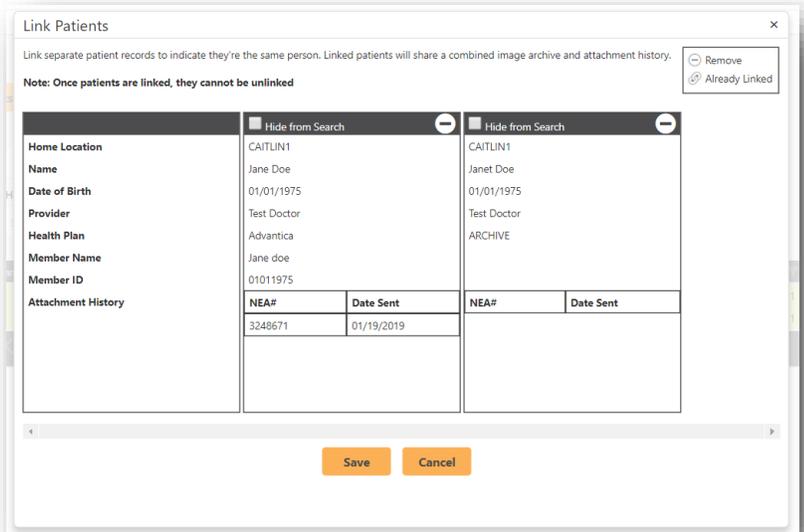


The screenshot shows a table with columns: Link, First Name, Last Name, Date of Birth, Health Plan, Member ID, Home Location, View History, Create Message, and Create Attachment. Two rows are visible, both with checkboxes checked in the Link column.

Link	First Name	Last Name	Date of Birth	Health Plan	Member ID	Home Location	View History	Create Message	Create Attachment
<input checked="" type="checkbox"/>	Edit Janet	Doe	01/01/1975	ARCHIVE		Satellite Office 1 / CAITLIN1	<a href="#">View History</a>	<a href="#">Create Message</a>	<a href="#">Create Attachment</a>
<input checked="" type="checkbox"/>	Edit Jane	Doe	01/01/1975	Advantica	01011975	Satellite Office 1 / CAITLIN1	<a href="#">View History</a>	<a href="#">Create Message</a>	<a href="#">Create Attachment</a>

2. Selected patients will display in the **Link Patients** window. From here, a summary of each patient’s information is displayed in order to determine if the selected records are for the same person.

- a.  **(Remove)** – Removes patient from the list of patients to be linked.
- b.  **(Already Linked)** – Indicates the patient is included in a previous link.
- c. **Hide from Search** – Consolidate results in *Patient Search* by hiding selected patients from search results. At least one patient within a link must remain visible.



Link Patients

Link separate patient records to indicate they're the same person. Linked patients will share a combined image archive and attachment history.

Note: Once patients are linked, they cannot be unlinked

Remove  
Already Linked

	Hide from Search	Hide from Search
Home Location	CAITLIN1	CAITLIN1
Name	Jane Doe	Janet Doe
Date of Birth	01/01/1975	01/01/1975
Provider	Test Doctor	Test Doctor
Health Plan	Advantica	ARCHIVE
Member Name	Jane doe	
Member ID	01011975	
Attachment History	NEA#	Date Sent
	3248671	01/19/2019

Save Cancel

This may be changed by viewing a selected patient’s linked patients in *Patient Information*. See the *Editing Existing Patients* section of this guide for more details.

3. Click **Save** to complete the patient link. Once saved, the **Link Patients** window will close and return you to *Patient Search* with updated search results.

## Adding Patients & Health Plan Information

1. From the *Patient Search* screen, click the **Add** button.
2. Enter the patient's **First Name**, **Last Name**, and **Date of Birth**.
3. Select the patient's **Sending Provider**.
4. To add insurance information, click **New Health Plan**. *To create an Image Archive Only patient, skip steps 5-7.*
5. In the *Edit Health Plan Information* window, select the patient's plan from the **Recipient** drop-down by clicking and scrolling to the appropriate plan name, or by typing directly into the drop-down to search the list.
6. Select the relationship between the patient and the insurance carrier using the **Relationship** drop-down. *Note: "Self" will automatically populate **Member First Name** and **Member Last Name** based on the patient information entered. If the **Relationship** is set to any option other than "Self", you will need to provide the **Member First Name** and **Member Last Name**.*
7. Enter the **Member ID** and click **Save**.
8. To save all patient information entered and proceed to creating an attachment, click **Create Attachment**.
9. To save all patient information entered and proceed to creating message to send to another provider, click **Create Message**.
10. To save information entered, click **Save**.

## Editing Existing Patients

1. After searching for a patient from *Patient Search*, click the left-hand **Edit** link on the same row as the patient you wish to update.
2. From *Patient Information*, make changes as needed.

- To see what patients are linked to the patient you're viewing, click **View Linked Patients**. From here, you may change what patient(s) included in the link are hidden from your search results in **Patient Search**.

First Name	Last Name	Date Of Birth	Home Location	Hide from Search
Janet	Doe	01/01/1975	Satellite Office 1 / CAITUN1	<input type="checkbox"/>

Save Cancel

- To modify health plan information, select the left-hand **Edit** link on the same row as the record you wish to modify from the **Health Plan Information** section. Click **OK** when finished.
- To delete an insurance record, select the left-hand **Delete** link on the same row as the record you wish to remove. Click **OK** to confirm the deletion. *Note: If there is only one insurance record listed for the patient, you will not be able to delete it.*
- Attachment activity for the selected patient is listed in the **Attachments for this Patient** section. If not yet sent, the current status of the attachment will display with the option to edit using the right-hand **Edit** link. Sent attachments will display a status of Sent with the NEA# included.
- To save all patient information changes and proceed to creating an attachment, click **Create Attachment**.
- To save all patient information changes and proceed to creating message to send to another provider, click **Create Message**.
- To save information entered, click **Save**.

## Providers

**Providers** allows you to manage the provider records associated with your practice online. All provider records currently saved will be listed.

Provider First Name	Provider Last Name	Tax ID	License Number	NPI	Specialty	Location		
Jane	Doe	123456	123456	1234567890	GENERAL DENTIST	DEMO1234	<a href="#">Edit</a>	<a href="#">Delete</a>

1. To edit an existing provider, click **Edit** beside the listed provider, then make any changes necessary in **Edit Provider Information**. Click **Save** when finished.
2. To add a new provider, click **Add** and complete the form on **Edit Provider Information** for the new record. Click **Save** when finished.
3. To delete a listed provider, click **Delete**, then click **Yes** to confirm the deletion.

Edit Provider Information

Location \*  
DEMO1234

First Name \*  
Jane

Last Name \*  
Doe

Tax ID \*  
123456

License Number \*  
123456

NPI  
1234567890

Specialty \*  
GENERAL DENTIST

[Save](#) [Cancel](#)

## Health Plans

**Health Plans** provides an online view to the full list of **FastAttach** health plans for submitting attachments, as well as access to **FastLook**, NEA's reference point for procedure code requirements, address and contact information, and other details for connected health plans.

- Search to find a specific plan, or export the full list in XLSX format for easy reference.
- Use the **Select E-Claim Clearinghouse** drop-down to quickly view e-Claim payor IDs for listed health plans.
- Click **FastLook** beside any listed health plan to view additional details.

FastAttach® Web

Home / Health Plans

Welcome support | DEMO1234 | [Sign Out](#)

Health Plans

Search Health Plans

Select E-Claim Clearinghouse

Health Plan Name	E-Claim Payor ID	Master ID	
AARP Dental Insurance		019021	<a href="#">FastLook</a>
Active Duty Dental Program		022018	<a href="#">FastLook</a>
Advantage- Peach St Health Plan Medicare		006227	<a href="#">FastLook</a>
Advantica		032000	<a href="#">FastLook</a>
AETNA		037001	<a href="#">FastLook</a>
Aetna Better Health (Coventry Cares KY)		059008	<a href="#">FastLook</a>

## FastLook

1. From **Health Plans**, select **FastLook** beside a health plan you wish to view more details on.

The screenshot shows the FastAttach Web interface. The main content area is titled "FastLook" and contains the following sections:

- Health Plan Details:**
  - Plan Name: AETNA
  - Carrier Name: AETNA
  - Clearinghouse table:
 

Clearinghouse	E-Claim ID
APEX	61
ClaimRemedi	
EDS-EDI	60054
EHG	60054
Emdeon	123456
  - Address table:
 

Address 1	Address 2	City	State	Zip
P.O. Box 14093		Lexington	KY	40512-4094
  - Comments: Payor has not specified special comments.
  - Attachment Return Policy: All original xrays and photos are returned to the dentist after 30 days. Digital (or paper) xrays are not returned.
- Procedure Code Requirements:**
  - Code: ex. D2510
  - OR
  - Code Range: D7420-D7499
  - Search icon
  - Results table:
 

Code	Description	Requirements	Comments
D7450	removal of benign odontogenic cyst or tumor - lesion diameter up to 1.25 cm	Intra-oral Photo	x
D7451	removal of benign odontogenic cyst or tumor - lesion diameter greater than 1.25 cm	Intra-oral Photo	x
D7460	removal of benign nonodontogenic cyst or tumor - lesion diameter up to 1.25 cm	Intra-oral Photo	x
D7461	removal of benign nonodontogenic cyst or tumor - lesion diameter greater than 1.25 cm	Intra-oral Photo	x

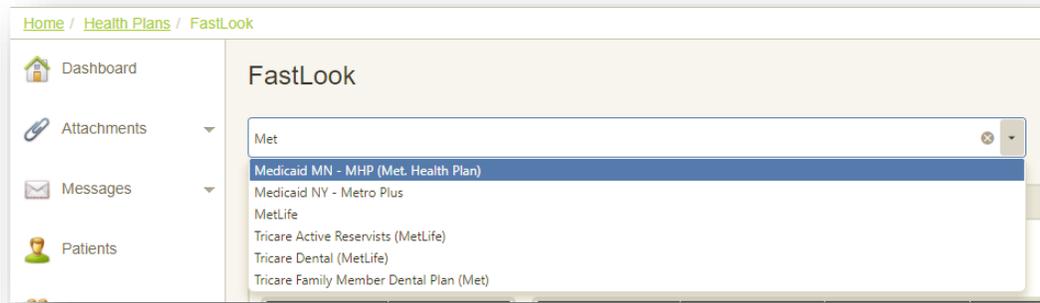
2. **FastLook** will display all available details on the selected health plan. Each section of **FastLook** will provide different information, including e-claim payor IDs, addresses, contact information, comments, attachment return policy and procedure code requirements.
3. To retrieve procedure code requirements, enter a code in the field provided or select from the listed ranges from the **Procedure Code Requirements** section. Results will display in the grid below the fields.

The close-up screenshot shows the "Procedure Code Requirements" section with the following details:

- Code: ex. D2510
- OR
- Code Range: D6200-D6299
- Search icon
- Results table:
 

Code	Description	Requirements	Comments
D6205	pontic - indirect resin based composite	Full Mouth Series, Panoramic Film	Current dated full mouth and/or panoramic radiograph, extraction dates of teeth to be replaced, date of prior prosthetic placement (fixed and/or removable dentures and rationale for replacement if applicable, numbers of all missing
D6210	pontic - cast high noble metal	Full Mouth Series, Panoramic Film	Current dated full mouth and/or panoramic radiograph, extraction dates of teeth to be replaced, date of prior prosthetic placement (fixed and/or removable dentures and rationale for replacement if applicable, numbers of all missing
D6211	pontic - cast predominantly base metal	Full Mouth Series, Panoramic Film	Current dated full mouth and/or panoramic radiograph, extraction dates of teeth to be replaced, date of prior

4. To view a different health plan, click the **Search Health Plans** drop-down to select, or type to search.



## Reports

NEA provides a growing list of reports to help oversee and manage your *FastAttach* account and its usage.

### SLA Report

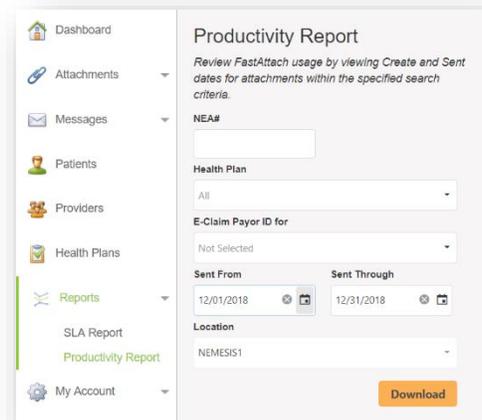
**SLA Report** provides at-a-glance metrics for the last 12 months of NEA *FastAttach* network-wide service availability, including:

- Average provider file retrieval time
- Average recipient (health plan) retrieval time
- Average file save time
- *FastAttach* availability

### Productivity Report

**Productivity Report** allows you to see which users are sending attachments from your *FastAttach* account, and to which health plans, in an Excel-friendly format. This report has several criteria options to allow easy retrieval of specific data.

1. From the **Reports** menu, select **Productivity Report**.
2. Specify the criteria for the data you would like included.
3. Click **Download** to retrieve an Excel-friendly CSV report that includes the following for the criteria specified:
  - NEA#
  - Date Created
  - Date Sent
  - Payor Name
  - E-Claim Payor ID (when a selection is made from the **E-Claim Payor ID for** drop-down)
  - Location
  - User (who sent the attachment)



## My Account

**My Account** provides access to several administrative tools for managing your *FastAttach* account and its users, including for multi-location implementations.

### Account Summary

**Account Summary** provides a top-level summation of your account with access to update your personal user profile via **My Profile**, as well as *FastAttach* account level information including your facility's **Office Profile** and **Billing Information**.

When enabled for your username, listed sections may be updated by selecting **Edit** to the right of each section title.

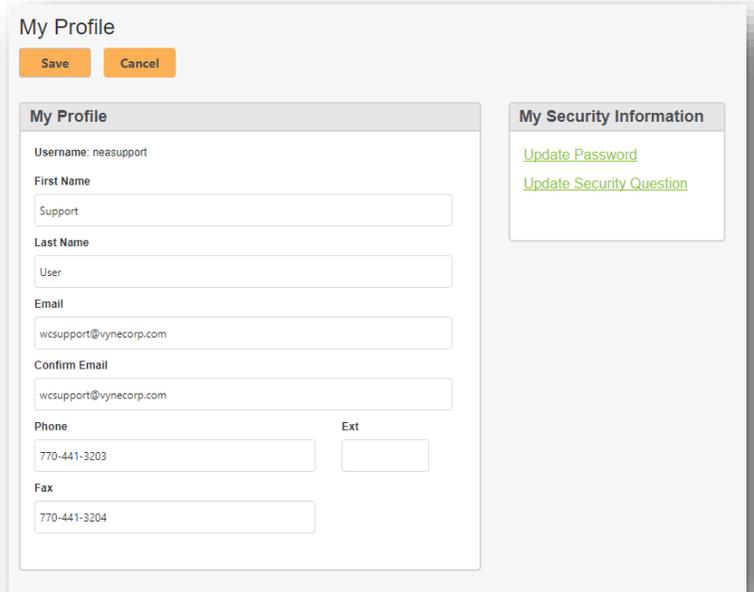
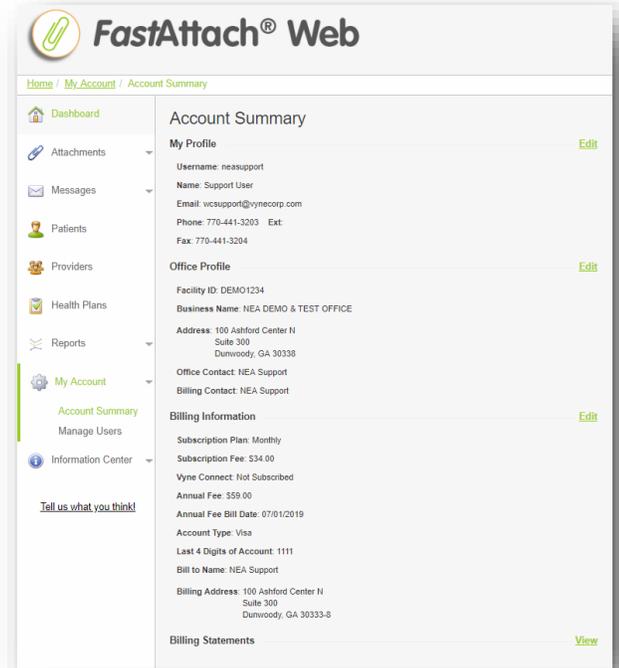
### My Profile

Use **My Profile** to manage your personal username's security and contact information.

1. From the **My Account** menu, select **Account Summary**.
2. From **Account Summary**, select **Edit** to the right of **My Profile**.
3. Using the fields provided, update any necessary information regarding your username's profile.

*Note: Always ensure your email address is up-to-date, so that you can use tools like **Forgot Password**.*

4. Use **Update Password** to change your password without using a reset process.
5. Use **Update Security Question** to change your security question and/or answer for use in tools like **Forgot Password** or validating your account access with NEA Technical Support.
6. Click **Save** when finished with your changes.



## Office Profile

Maintain up-to-date address and contact information with *Office Profile*.

1. From the *My Account* menu, select **Account Summary**.
2. From *Account Summary*, select **Edit** to the right of **Office Profile**.
3. Using the fields provided, complete any necessary updates regarding your office's demographic and contact information, as well setting your search preference for provider to provider messaging.
4. Click **Save** when finished with your changes.

The screenshot displays the 'Office Profile' form with two main sections: 'Office Information' and 'Contact Information'. At the top left, there are 'Save' and 'Cancel' buttons. The 'Office Information' section includes fields for Facility ID (DEMO1234), Business Name (NEA DEMO & TEST OFFICE), Address 1 (100 Ashford Center N), Address 2 (Suite 300), City (Dunwoody), State (GA), and Zip (30338). A checkbox at the bottom of this section is checked, labeled 'Include my business in search results for provider to provider messaging'. The 'Contact Information' section is divided into three columns: 'Office Contact' (NEA Support), 'Office Contact Email' (wcsupport@vynecorp.com), 'Primary Office Phone' (770-441-3203) with an 'Ext' field, 'Secondary Office Phone' with an 'Ext' field, and 'Fax' (770-441-3204). The 'Billing Contact' column includes 'Billing Contact' (NEA Support), 'Billing Contact Email' (wcsupport@vynecorp.com), and 'Billing Office Phone' (770-441-3203) with an 'Ext' field.

*Note: Contact information supplied in **Office Profile** should reflect the name of the person(s) that will act as a primary contact for all Billing and non-Billing related reasons, including software support. Additionally, for assistance with updating your **Practice Name**, please contact the NEA Billing team at 800-782-5150, Option 3, followed by Option 4.*

## Billing Information

**Billing Information** allows you to review your *FastAttach* billing details and update your payment method. When accessed, Payment Information will summarize the method of payment that is on-file for your *FastAttach* account, as well as the associated billing address information.

1. From the **My Account** menu, select **Account Summary**.
2. From **Account Summary**, select **Edit** to the right of **Billing Information**.
3. Using the fields provided, enter updated address information and click **Save** when finished.
4. To update your payment method, from the **Update Payment Method** portion of the **Payment Information** section:
  - a. For **Credit Card**:
    - i. Select **Credit Card**.
    - ii. Enter the name listed on credit card you intend to use in the **Name on Card** field.
    - iii. Select the appropriate **Card Type**
    - iv. Enter the **Card Number**, **Expiration Date**, and **Security Code**.
    - v. Click **Save** when finished.

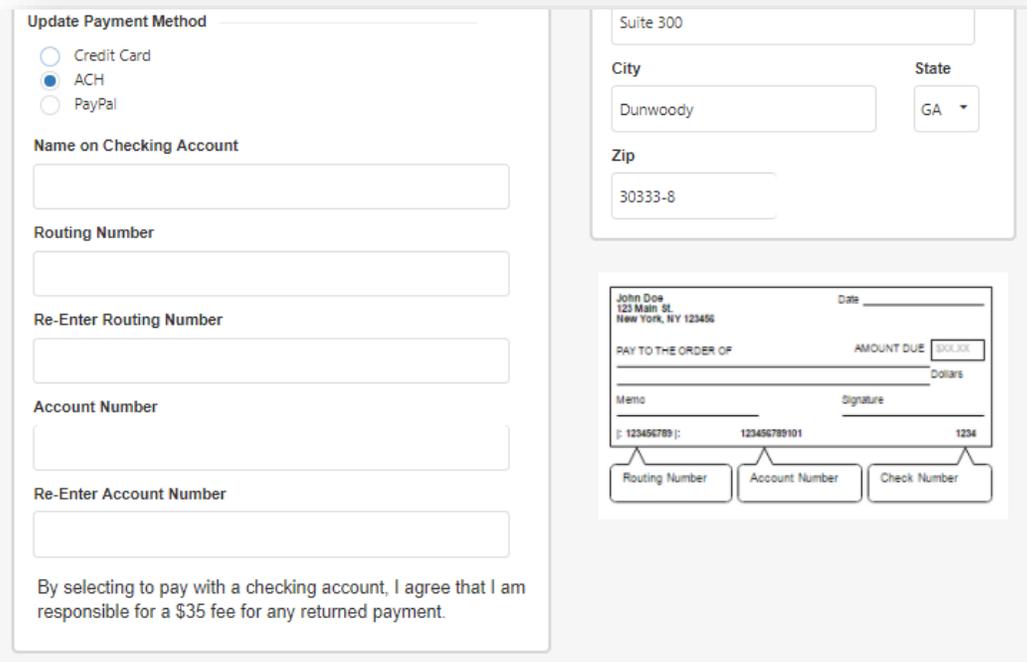
The screenshot shows a 'Payment Information' form with two main sections: 'Payment Information' and 'Billing Address Information'. The 'Payment Information' section includes fields for 'Current Payment Method', 'Account Type: Visa', 'Last 4 Digits of Account: 1111', and 'Bill to Name: NEA Support'. Below this is the 'Update Payment Method' section with radio buttons for 'Credit Card', 'ACH', and 'PayPal'. The 'Billing Address Information' section has a checkbox for 'Billing address is the same as the office address', followed by 'Address 1' (100 Ashford Center N), 'Address 2' (Suite 300), 'City' (Dunwoody), 'State' (GA), and 'Zip' (30333-8). 'Save' and 'Cancel' buttons are at the top.

The screenshot shows the 'Update Payment Method' form. It starts with radio buttons for 'Credit Card' (selected), 'ACH', and 'PayPal'. Below are fields for 'Name on Card', 'Card Type' (a dropdown menu showing 'Select a Credit Card'), 'Card Number', 'Expiration Date' (with 'Month' set to '01' and 'Year' set to '2018'), and 'Security Code'. A 'What's this?' link is next to the security code field.

b. For **Checking (ACH)**:

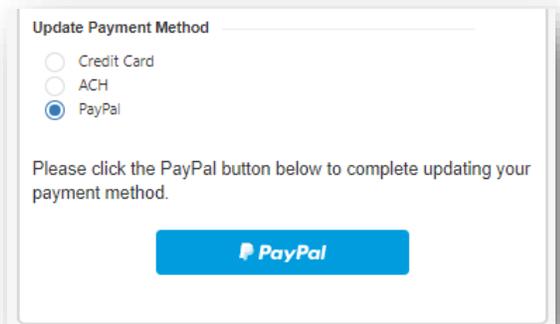
- i. Select **Checking (ACH)**.
- ii. Enter the name associated with the checking account you intend to use in the **Name on Checking Account** field.
- iii. Provide the **Routing Number**, then **Re-Enter Routing Number**. These fields must match.
- iv. Provide the **Account Number**, then **Re-Enter Account Number**. These fields must match.
- v. Click **Save** when finished.

*Note: By selecting to pay with a checking account, you agree that you are responsible for a \$35 fee for any returned payments.*



c. For **PayPal**:

- i. Select **PayPal**.
- ii. Click the **PayPal** button. You will be automatically directed to the secure PayPal site.
- iii. Log in with your PayPal account credentials. NEA does not store this information.
- iv. Click the **Agree & Continue** button from the PayPal site. You will then be securely redirected back to *FastAttach* Web with your payment method updated to PayPal.



## Billing Statements

**Billing Statements** allows you to review your past *FastAttach* account-related charges, including registration, subscription and annual fee (if applicable) for up to the last three years.

### Billing Statements

#### Statements

Date	Description	Payment Method	Total	
01/31/2016	Service - FA	Credit Card	\$348.00	<a href="#">View</a>
01/31/2017	Service - FA	Credit Card	\$384.00	<a href="#">View</a>
01/31/2018	Service - FA	Credit Card	\$384.00	<a href="#">View</a>
01/31/2018	Annual Fee	Credit Card	\$59.00	<a href="#">View</a>

Note: We only show up to 36 months of billing history

## Manage Users

**Manage Users** allows enabled users to create and manage other users and their associated features for your *FastAttach* account.

1. From the **My Account** menu, select **Manage Users**.
  - a. To edit an existing user:
    - i. Click **Edit** from the right-hand column for the selected user.
    - ii. Review and update user information and features as needed, then click **Save**.
  - b. To create a new user:
    - i. Click **New User**.

Home / My Account / Manage Users

Welcome Support | DEMO1234 | Sign Out

### Manage Users

[New User](#)

Username	First Name	Last Name	Status	
jdoe	Jane	Doe	Active	<a href="#">Edit</a>
jsmith	John	Smith	Active	<a href="#">Edit</a>

Count: 2

- ii. Enter user information and select the *FastAttach* features you would like enabled, then click **Save**.
- iii. Upon saving, the next screen will display with a temporary password for the new user. Be sure to provide this to the new user in order to log into *FastAttach* and/or *FastAttach* Web for the first time.

## Information Center

Access support & release information, as well as our feedback form and *FastAttach* desktop software installer.

## Help Tools

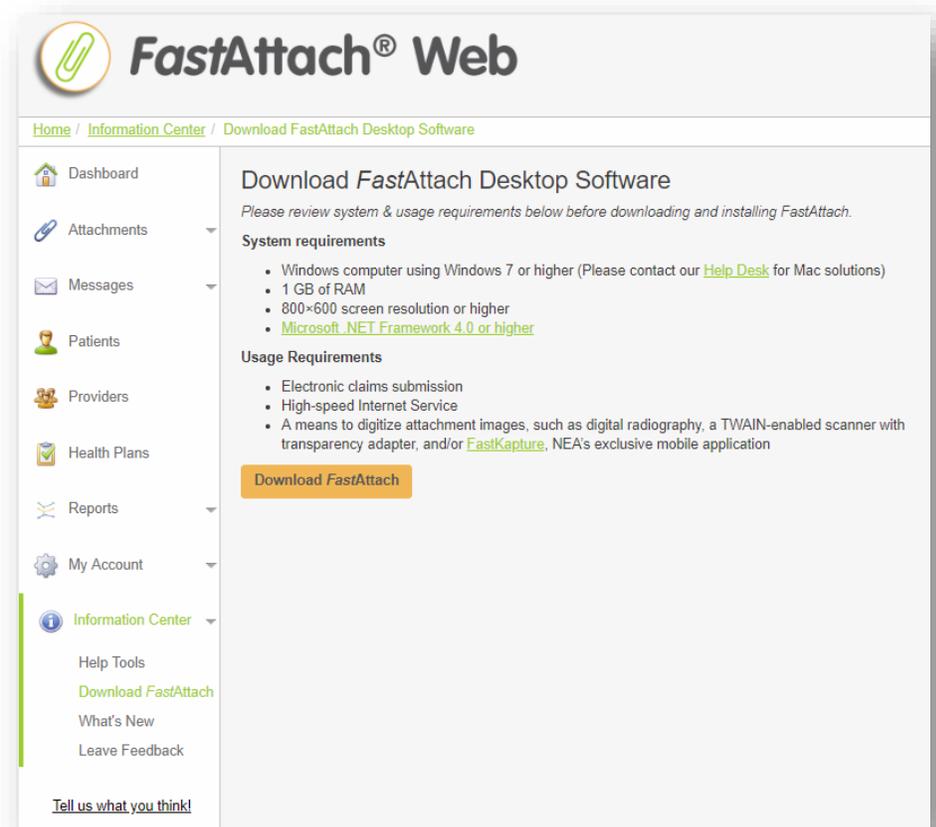
Quick access to our Support Team's contact information and hours, as well as FAQs and the *FastAttach* User Manual.

## Download *FastAttach*

Review our *FastAttach* desktop software and install *FastAttach* by clicking **Download *FastAttach*** and following the prompts.

## What's New

Take a look at our latest release information for *FastAttach* and *FastAttach* Web.



The screenshot shows the 'FastAttach® Web' Information Center. The page title is 'Download *FastAttach* Desktop Software'. Below the title, it says 'Please review system & usage requirements below before downloading and installing *FastAttach*.' The page lists 'System requirements' and 'Usage Requirements'. The 'System requirements' include: Windows computer using Windows 7 or higher (Please contact our [Help Desk](#) for Mac solutions), 1 GB of RAM, 800x600 screen resolution or higher, and Microsoft .NET Framework 4.0 or higher. The 'Usage Requirements' include: Electronic claims submission, High-speed Internet Service, and A means to digitize attachment images, such as digital radiography, a TWAIN-enabled scanner with transparency adapter, and/or [FastKapture](#), NEA's exclusive mobile application. A prominent orange button labeled 'Download *FastAttach*' is visible. The left sidebar contains a navigation menu with items: Dashboard, Attachments, Messages, Patients, Providers, Health Plans, Reports, My Account, Information Center (expanded), Help Tools, Download *FastAttach*, What's New, and Leave Feedback. At the bottom of the sidebar is a link 'Tell us what you think!'.

## Leave Feedback

Have a question or an idea for us that could improve *FastAttach* and/or its associated products and services? We want to hear from you! Send us your ideas by filling out our feedback form when you click **Leave Feedback** or **Tell Us What You Think!**

### Got feedback?

We would love to hear from you!

Please select "Include data about your current environment" at the bottom of this form to help us provide you with the best experience possible.

Rate this page\*

- 🌟 Awesomel
- 😊 Good
- 😐 Meh!
- 😞 Bad
- 🤬 Horrible!

What do you like?\*

What needs to be improved?\*

## Contacting NEA Powered by Vyne

100 Ashford Center North, Suite 300  
Dunwoody, GA 30338  
[www.nea-fast.com](http://www.nea-fast.com)

For online help tools, go to: [www.nea-fast.com/help/](http://www.nea-fast.com/help/)

Chat with a support representative via *FastChat* by visiting [www.nea-fast.com/fastchat](http://www.nea-fast.com/fastchat)

# (800) 782-5150

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

Friday 8:30 AM to 5:30 PM Eastern