Connecting Disconnected Data™

*Fast*Attach® Desktop & Web User Manual

Version 4.1

Revision Date: 07/22/2019

www.nea-fast.com

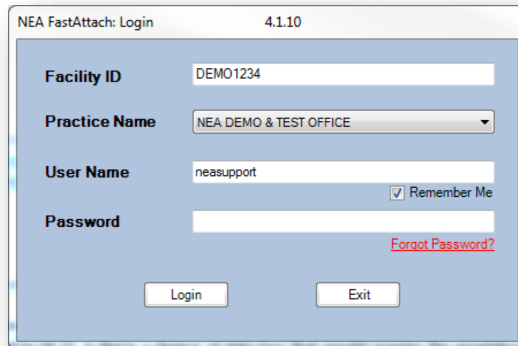
(800) 782-5150

Contents

Updating & Logging into *Fast*Attach

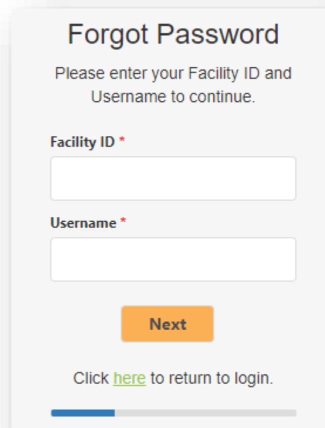
For information on installing *Fast*Attach, please see the *Fast*Attach Web > Information Center section of this guide.

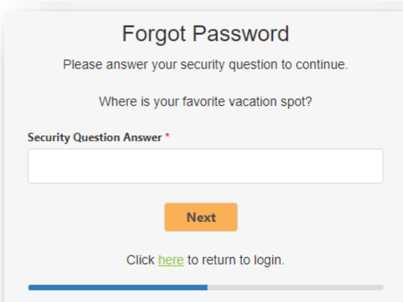
1. Launch *Fast*Attach by selecting the icon on your desktop, or from your Start Menu.
    a. Upon launch, the ***AutoUpdater*** displays, updating *Fast*Attach to the latest version.
    b. Once updates are complete, ***NEA FastAttach: Login*** displays.
2. If you're a first time user, enter the **Facility 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 *Fast*Attach to remember your user name.
4. Click **Log In**.



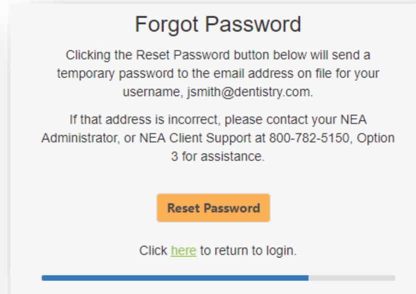
Forgot Password

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**.

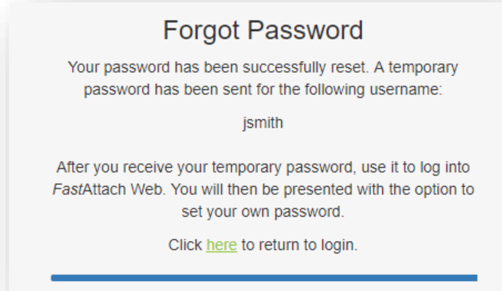




4. After providing the correct answer, you will receive a prompt that a temporary password will be sent to the email address on file for your username. Click **Reset Password** to proceed.
5. A confirmation will display, indicating a temporary password has been sent for your username to the email address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

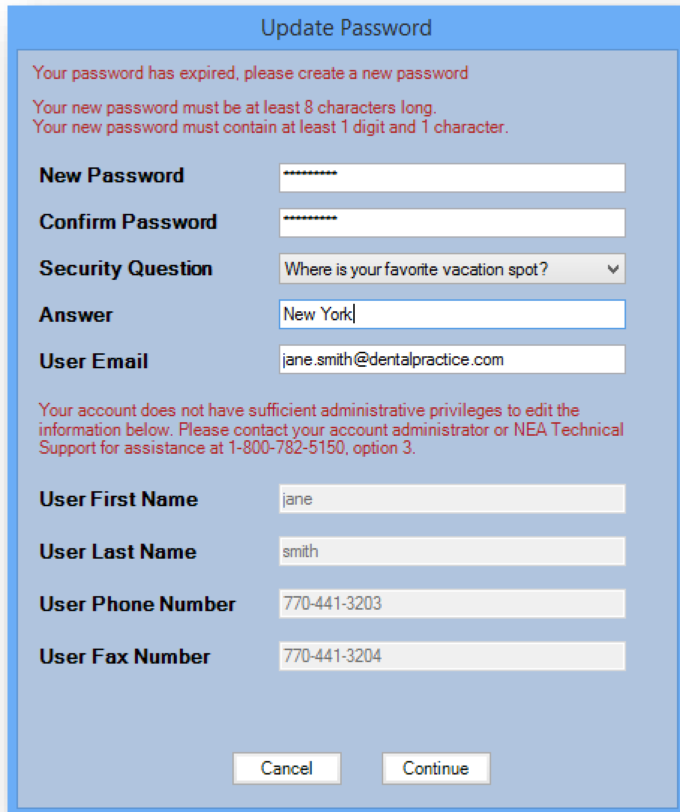


6. Once received, use the temporary password to log into *Fast*Attach and complete the password reset process.



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.

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

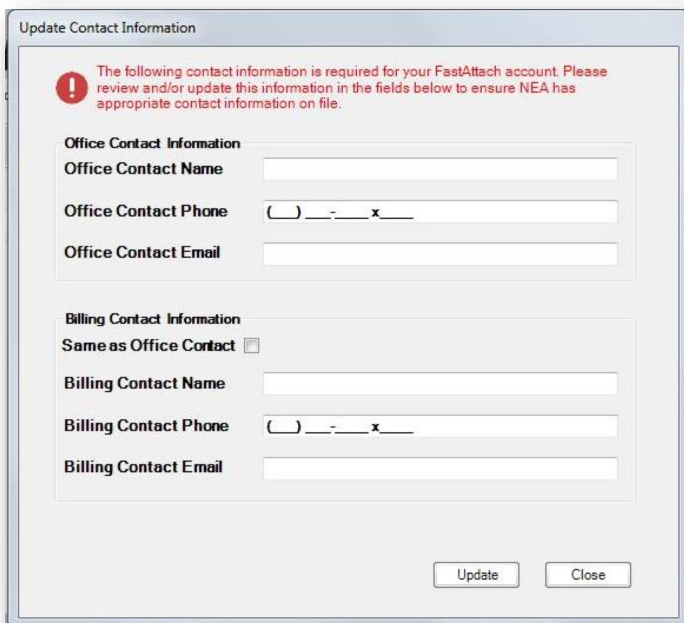
Terms & Conditions Notifications & Acceptance

In the interest of keeping our clients informed, *Fast*Attach 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.

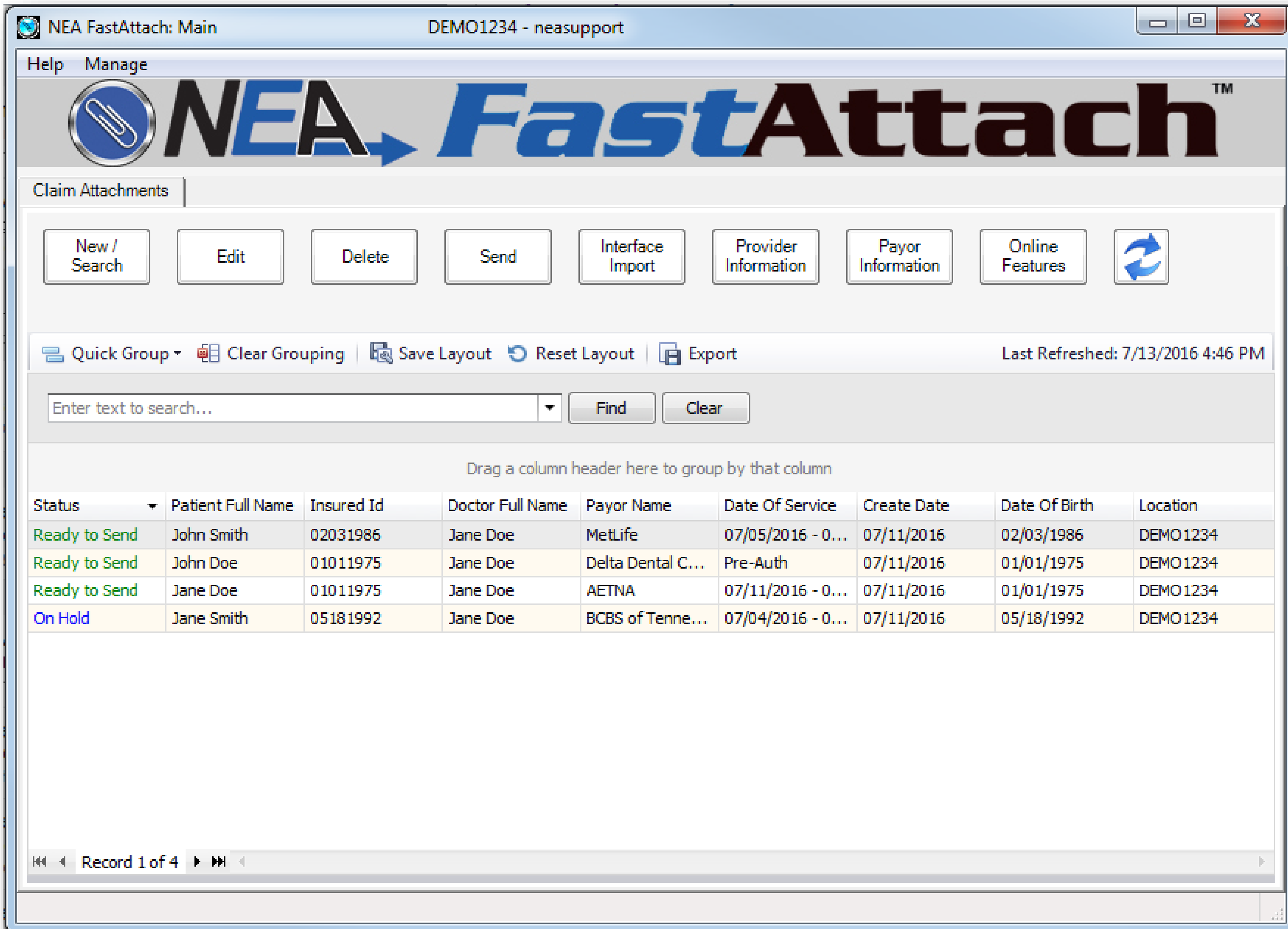
Contact Information

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.

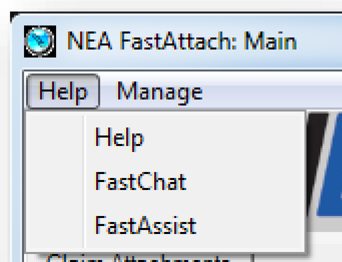
If you're unable to update this information when the prompt appears, click **Close.** You may update this information at any time by selecting **Update Contact Information** from the **Manage** menu.



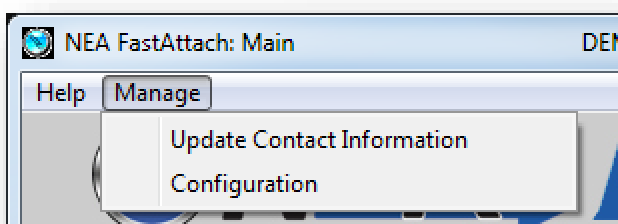
*Fast*Attach Main Screen Guide



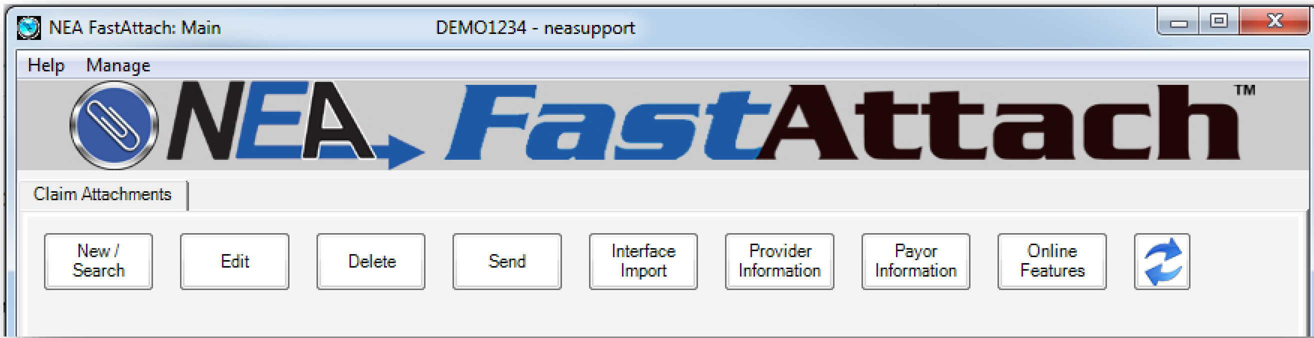
Menu Options



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 *Fast*Attach configuration details.
   - **Update Contact Information** – Update contact information associated with your *Fast*Attach account.
   - **Configuration** – *Fast*Attach installation configuration information.

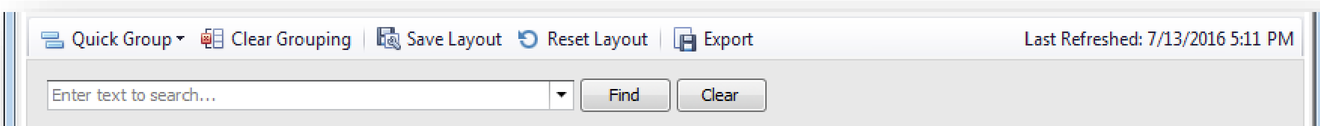


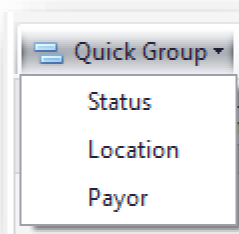
Toolbar Controls



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 *Fast*Look for procedure code requirement information and set up payor favorites.
8. **Online Features** – Access to *Fast*Attach Web.
9. **Refresh** – Refresh attachment list.

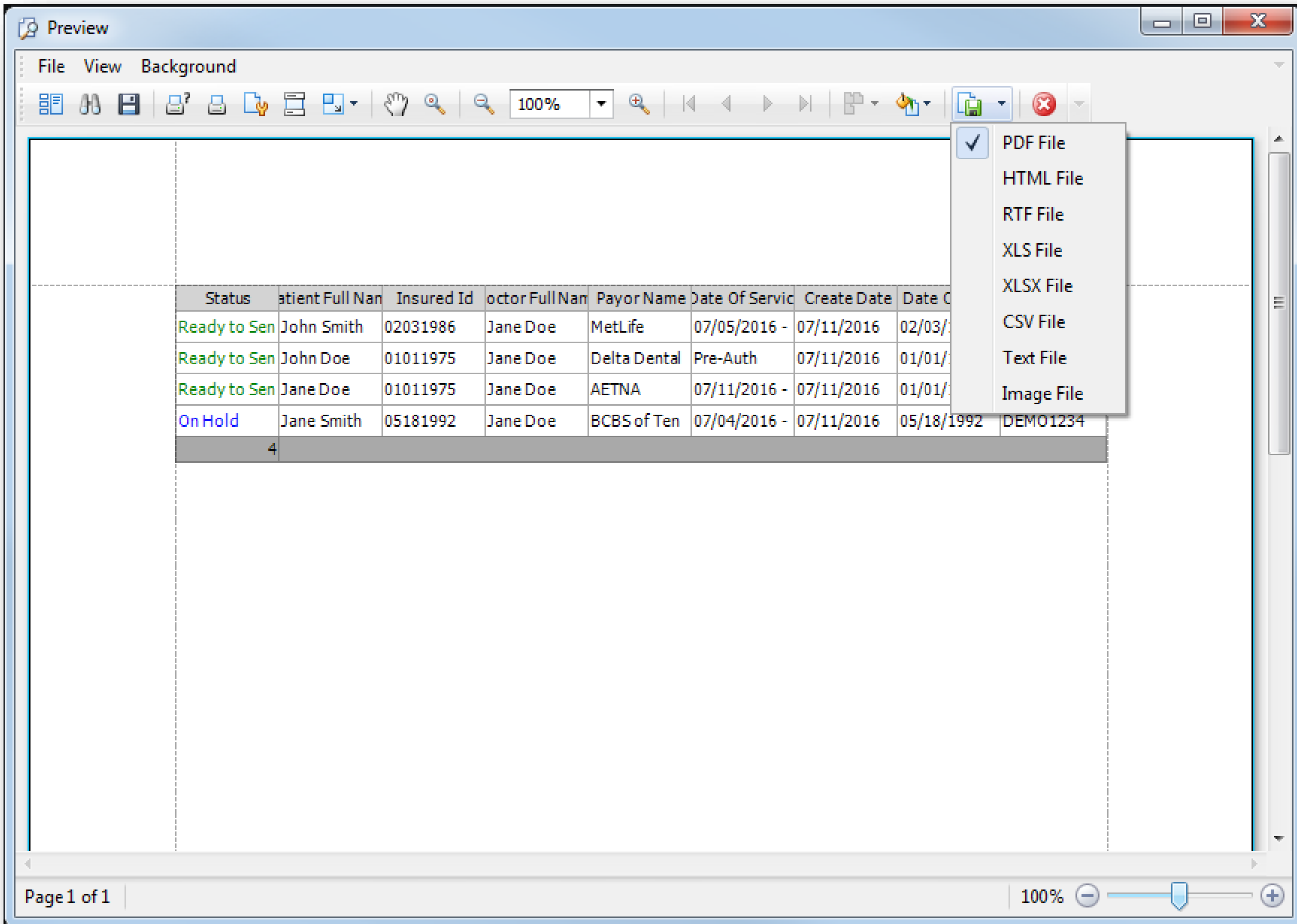
Mini Toolbar Controls



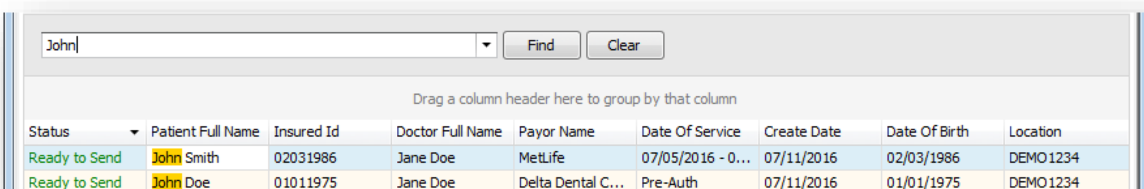


1. **Quick Group** – Select from preset options to group information displayed in the attachment list by one or more columns for easy viewing. See the *Additional Controls* section for more information on grouping.
2. **Clear Grouping –** Remove all applied attachment list groupings.
3. **Save Layout –** 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.

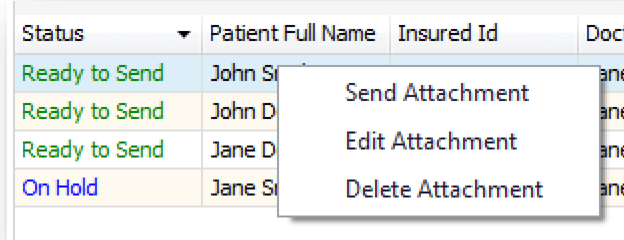


6. **Search –** Search the attachment list using any displayed information.

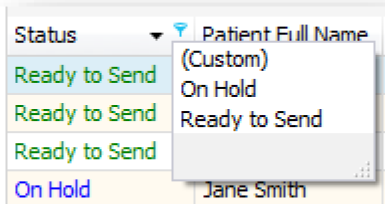


Additional Controls

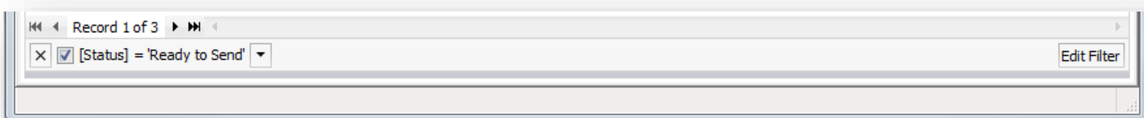
1. Click and drag displayed columns to your preferred order.
2. Select multiple attachments from the attachments list (to delete only) using any of the following keyboard/mouse actions:
   a. **CTRL + A** – selects all attachments listed.
   b. **CTRL + mouse click** – selects each attachment as it's 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.



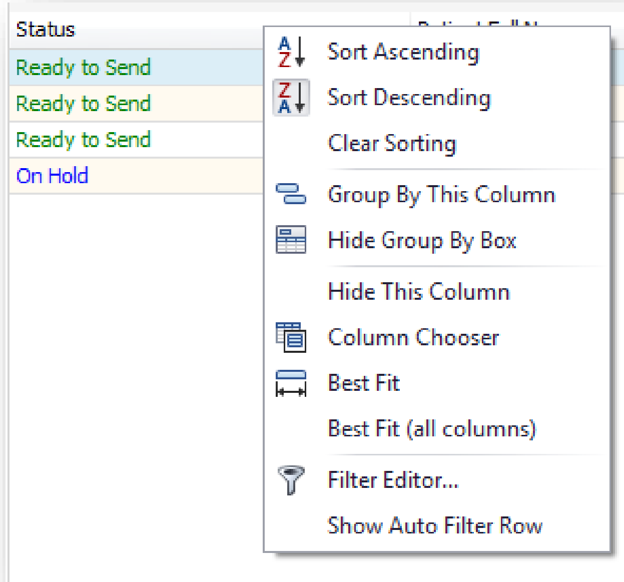
4. Filter the attachment list by any columns' displayed data by selecting the filter icon on the desired column. *Additional filter options are available by right-clicking a column header. See #6 for more details.*



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:



   a. Sort listed attachments by any column in ascending or descending order, or clear sorting.
   b. Right-click to group the attachment list by the selected column with **Group by This Column**. *For more information on grouping, see #7.*
   c. Hide the Group By box that displays the columns the attachment list is grouped by.
   d. Hide the selected column from the attachment list.
   e. View and/or retrieve previously hidden columns using the **Column Chooser**.
   f. 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)**.
   g. Use the **Filter Editor** to create complex filtering settings.
   h. 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 N...	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

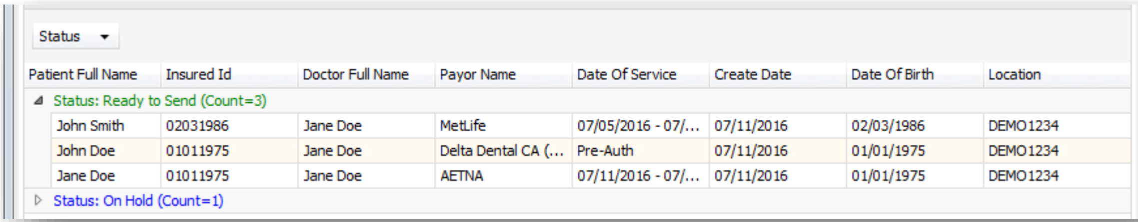
7. Group the attachment list by any column(s) displayed by clicking and dragging column header(s) into the designated area. For example:

   Before grouping:

Drag a column header here to group by that column

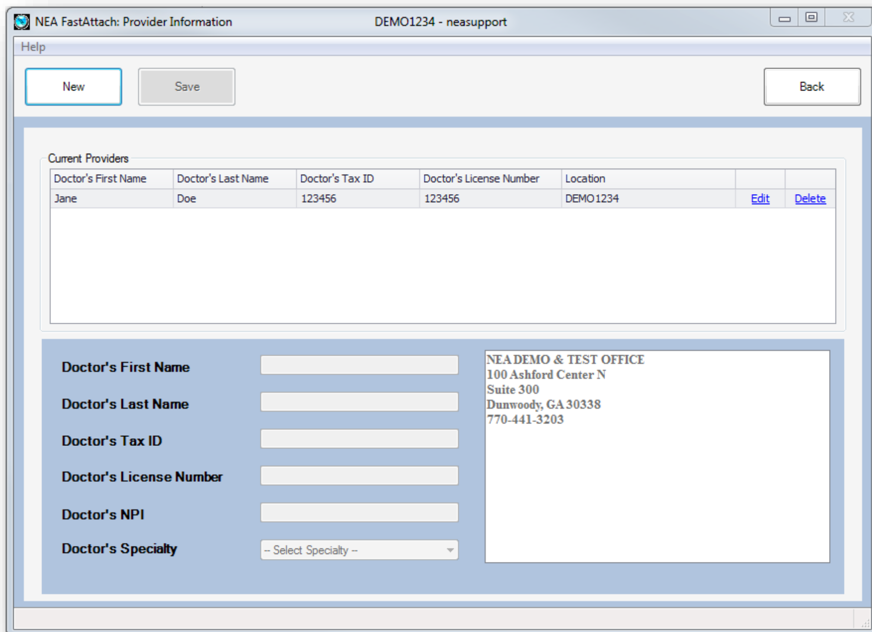
Status	Patient Full Name	Insured Id	Doctor Full Name	Payor Name	Date Of Service	Create Date	Date Of Birth	Location
Ready to Send	John Smith	02031986	Jane Doe	MetLife	07/05/2016 - 0...	07/11/2016	02/03/1986	DEMO1234
Ready to Send	John Doe	01011975	Jane Doe	Delta Dental C...	Pre-Auth	07/11/2016	01/01/1975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



Provider Information

Provider Information allows you to manage the provider information associated with your *Fast*Attach 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.

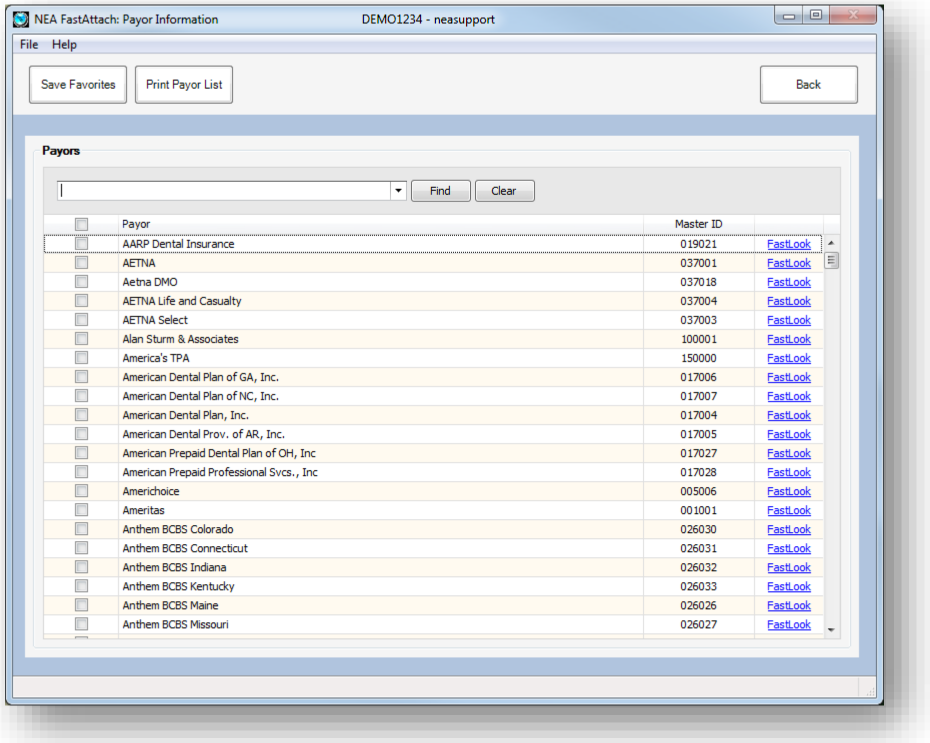
Editing Existing Providers

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 *Fast*Attach.

Payor Information



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

*Fast*Look

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.*

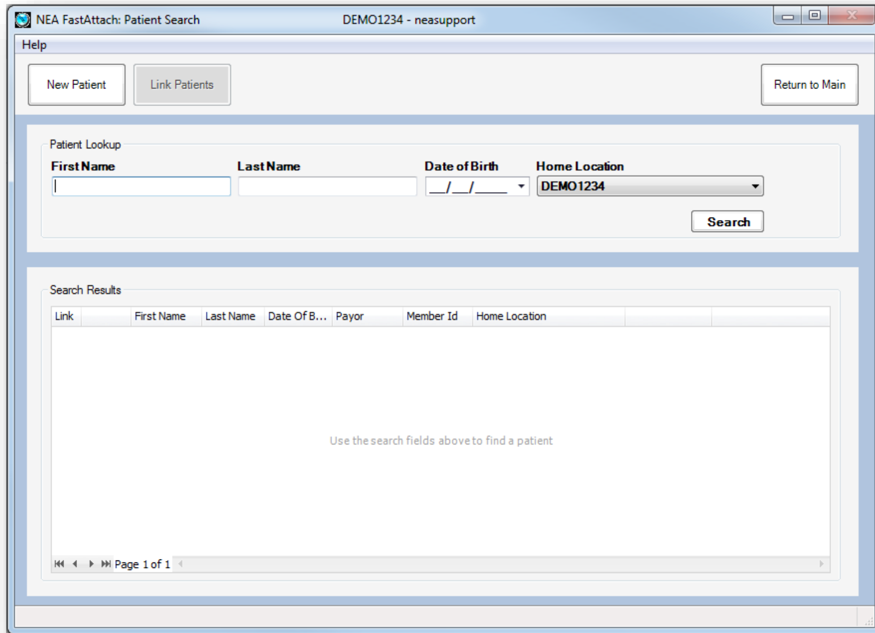
1. Click the checkbox beside each payor you would like to include as a favorite.
2. Click **Save Favorites** when done.

Patient Search

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

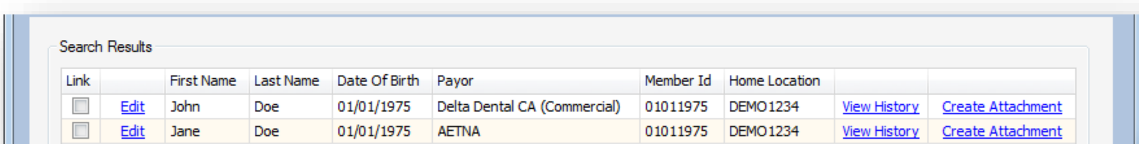
- Searching, viewing and editing existing patients.
- Adding new patients.
- Viewing patient attachment history.
- Linking patients to consolidate duplicates into a comprehensive patient record.
- Initiating new attachments.

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



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.



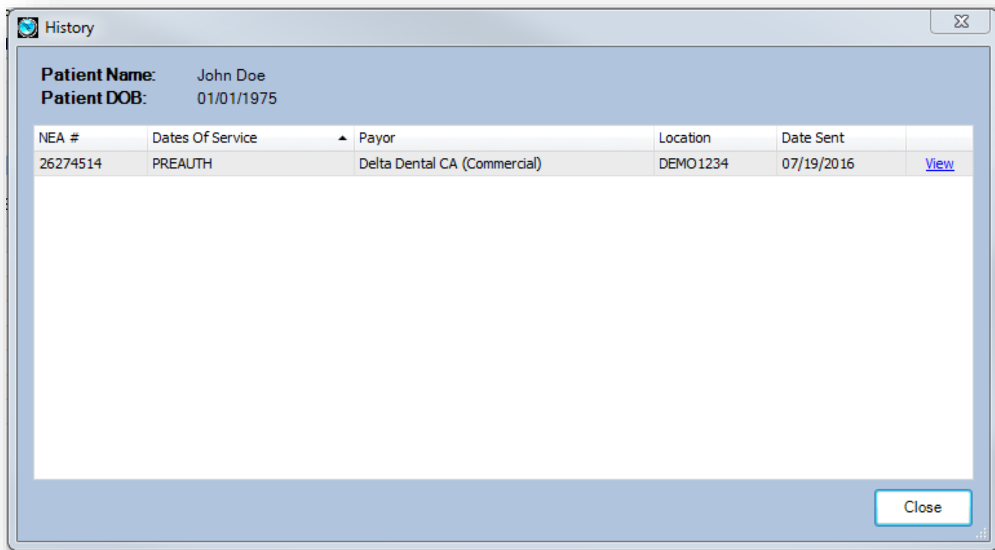
Viewing a Patient's Attachment History

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 *Fast*Attach Web.

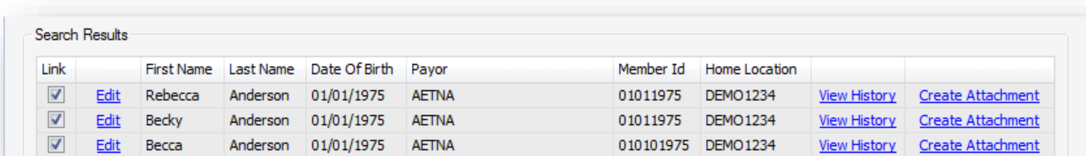
Patient Linking

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.**

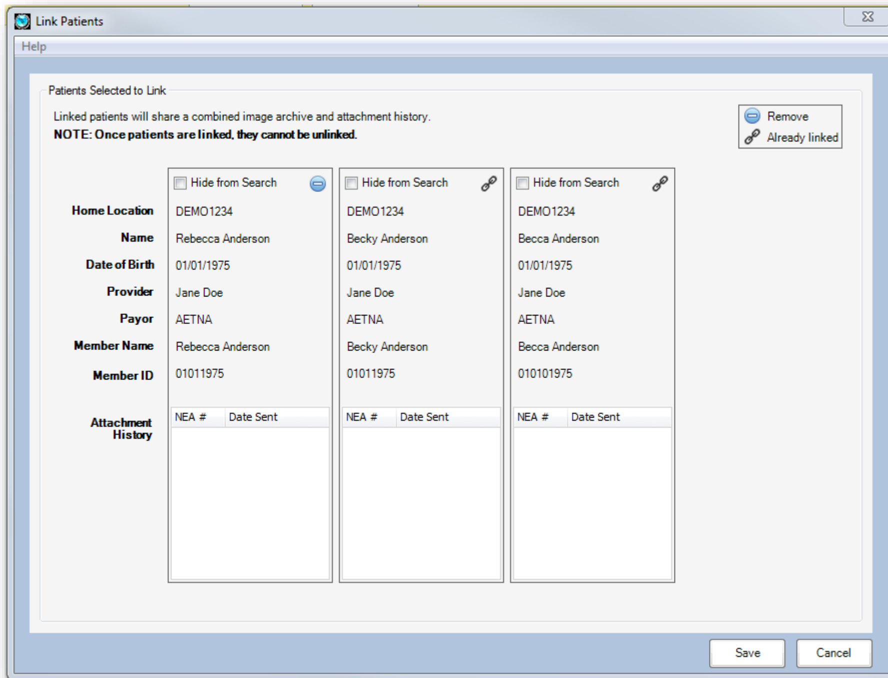
*Note: If you use FastAttach in a multi-location implementation, you may link patients across other FastAttach accounts associated with yours. Use the **Home Location** drop-down to search a specific location, or across all locations, for patients that you wish to include in a link.*



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



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.*

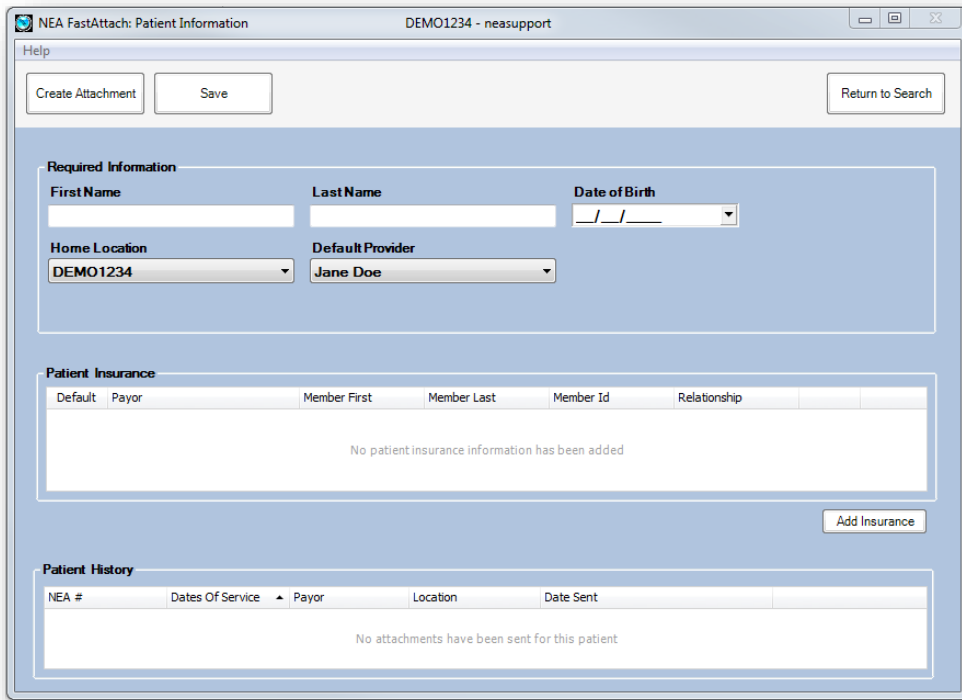
3. Click **Save** to complete the patient link. Once saved, the ***Link Patients*** window will close and return you to ***Patient Search*** with updated search results.

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.

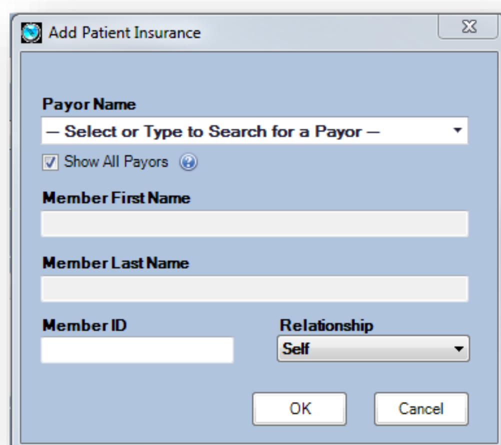
Adding Patients & Insurance Information

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.*



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.*

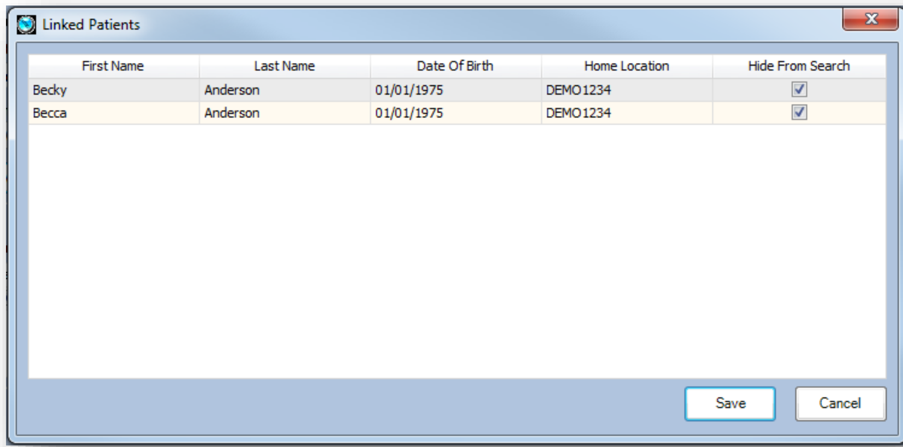


6. The **Relationship** drop-down will default to "Self", and automatically populate **Member First Name** and **Member Last Name** based on the patient information entered. If the **Relationship** is set to any option other than "Self", you will need to provide the **Member First Name** and **Member 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***.

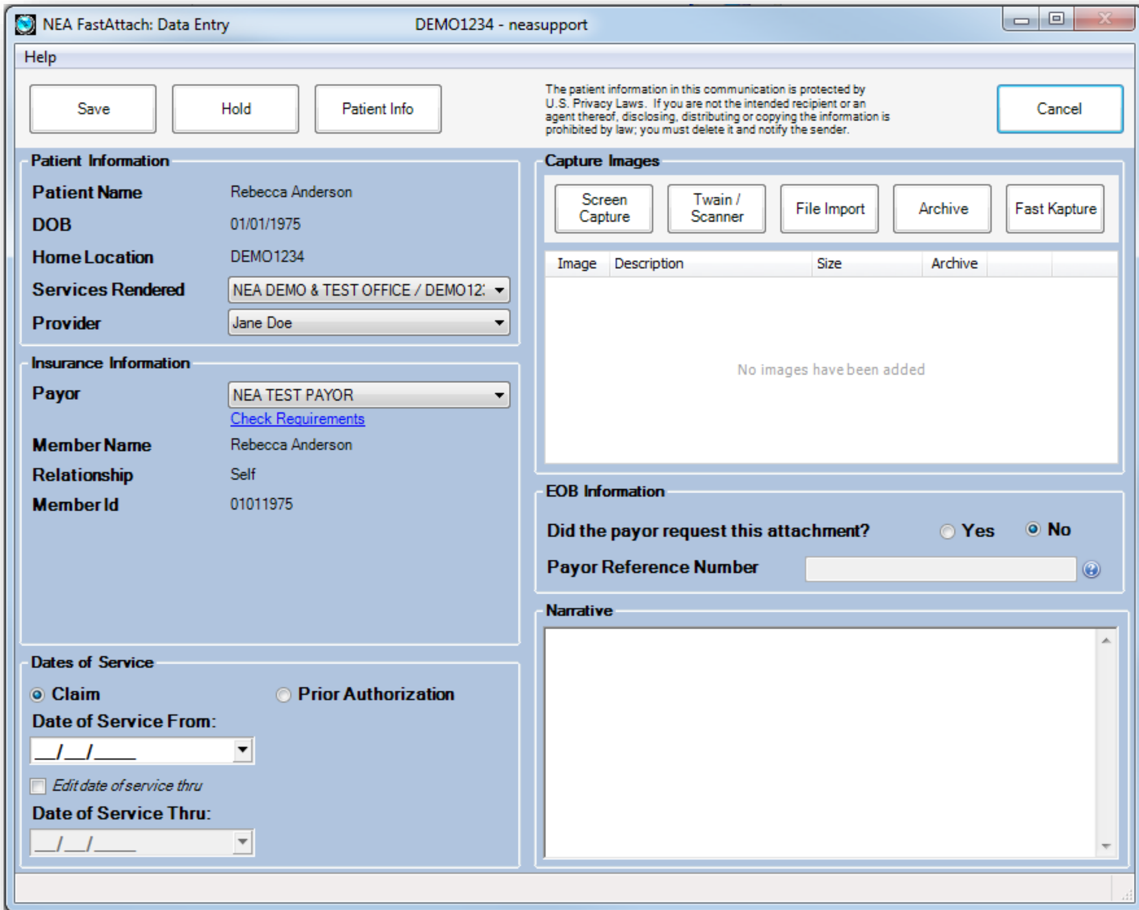


4. To modify insurance information, select the right-hand **Edit** link on the same row as the insurance record you wish to modify from the **Patient Insurance** section. Click **OK** when finished.
5. To delete an insurance record, select the right-hand **Delete** link on the same row as the insurance 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



Help Menu

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

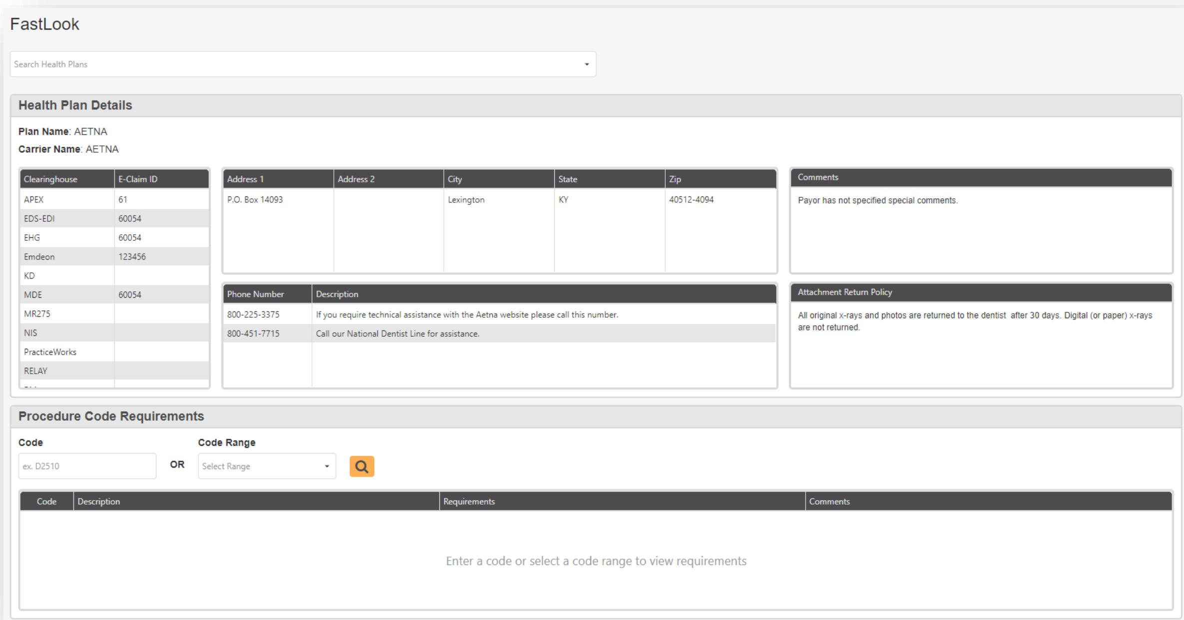
Toolbar Controls

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 *Fast*Attach Web.



- **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.

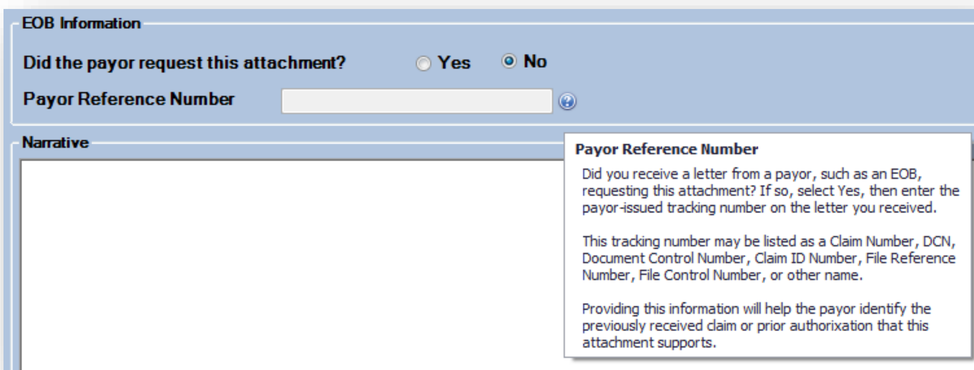
Prior Authorizations

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.



Narrative

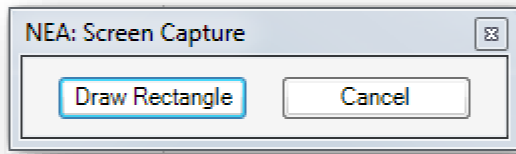
The **Narrative** field allows up to 2000 characters for additional supporting information regarding the attachment.

Capture Images

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

Screen Capture

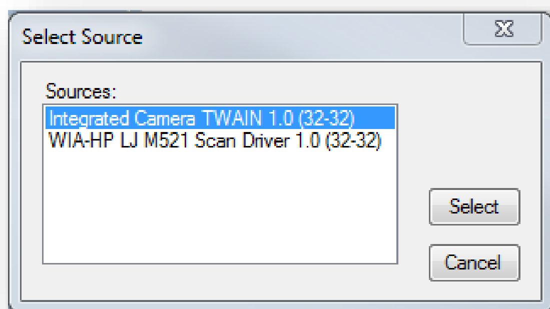
1. Click **Screen Capture**. The ***Screen Capture*** window will appear in the upper right-hand corner of your screen.
2. Open the image or document that you would like to add. Make sure that you are able to clearly see the image and/or easily read any included text.
3. Click **Draw Rectangle** from 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

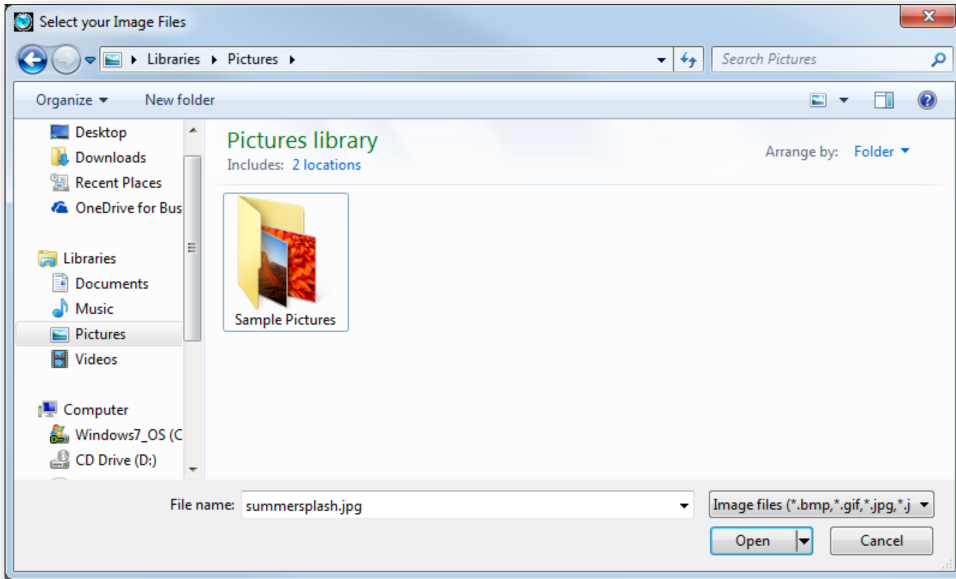
1. Verify that the scanner is connected to your computer and that the scanner is powered on.
2. Click **Twain/Scanner,** then select your preferred device to scan from in the ***Select Source*** window and click **Select.**



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.

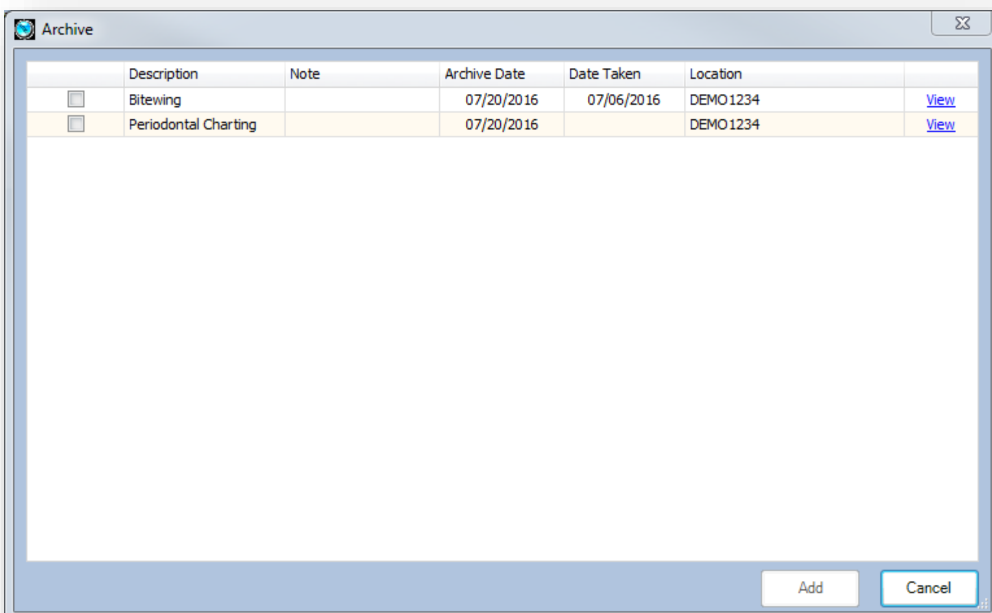


Archive

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.

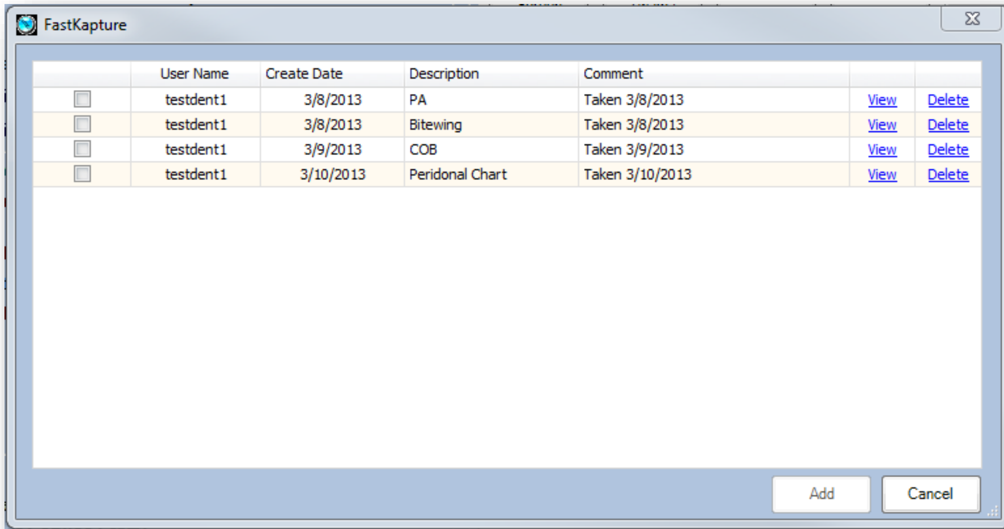
Note: Files are not editable when added from Archive.



*Fast*Kapture

*Fast*Kapture 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 *Fast*Attach.

1. Click **FastKapture.** The ***FastKapture*** window will display, listing all images captured via *Fast*Kapture 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.

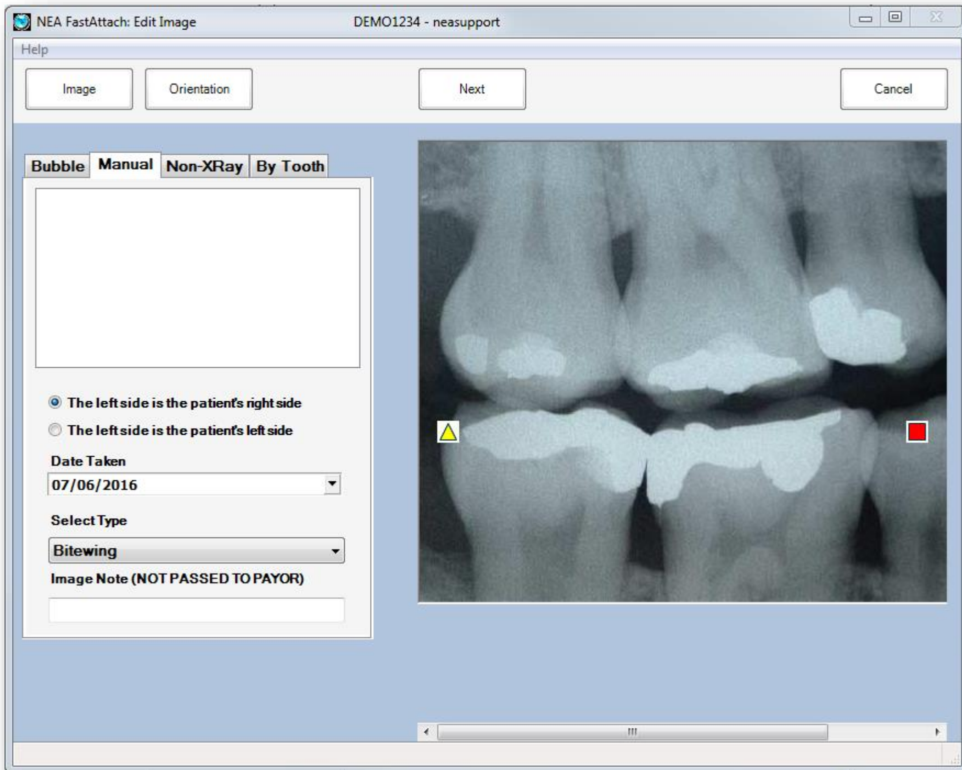


Viewing and Editing Images

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 *Fast*Attach 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.

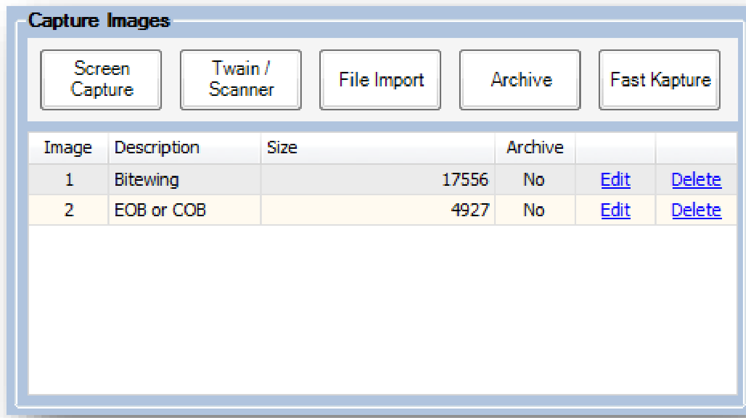
Editing & Deleting Files from an Attachment

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.



Completing and Sending Attachments

*Fast*Attach 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***.

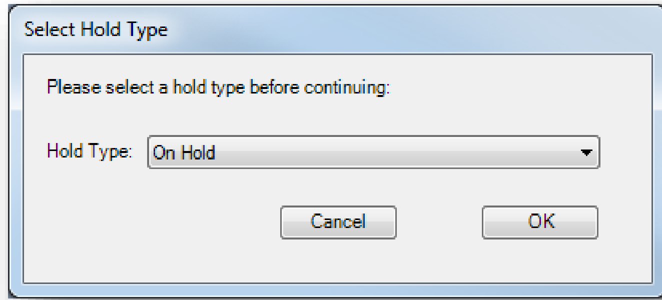
Ready to Send

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.

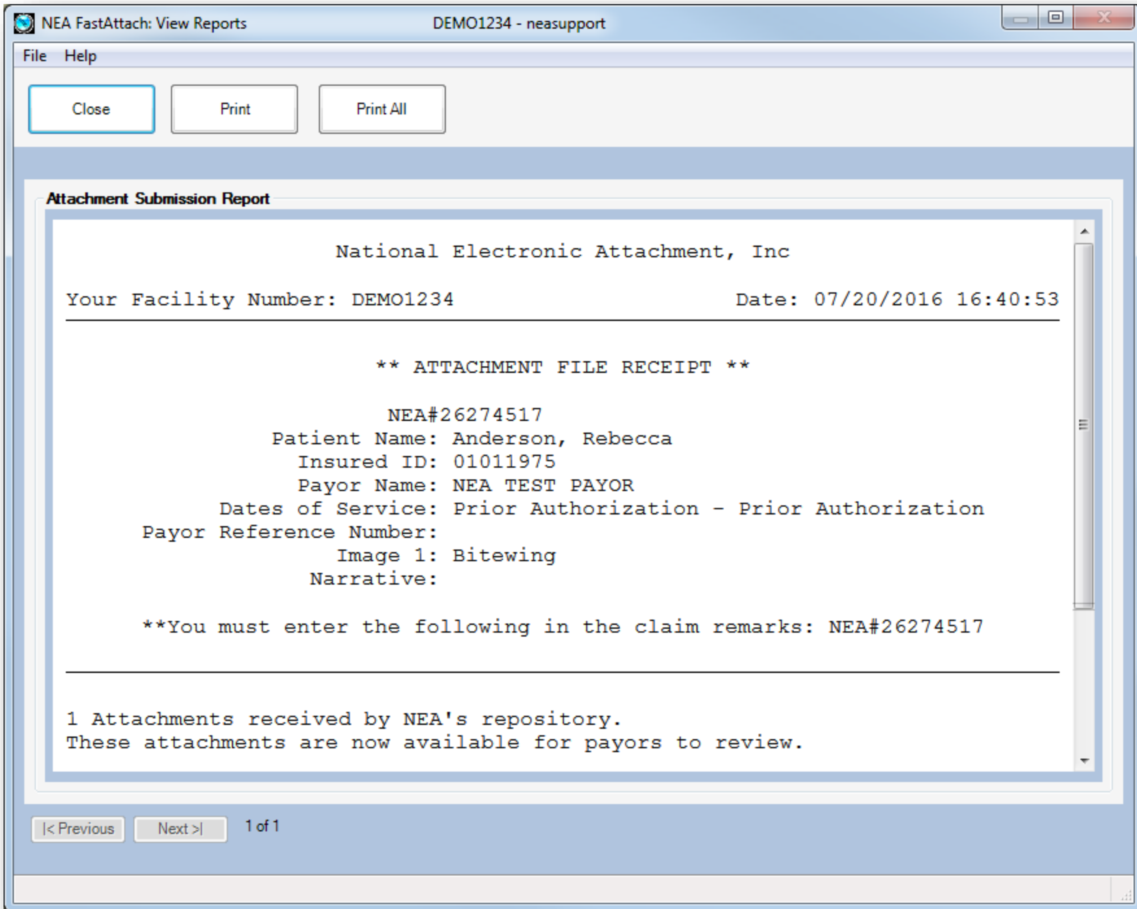
Changing an Attachment's Status

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.

*Fast*Attach Web

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

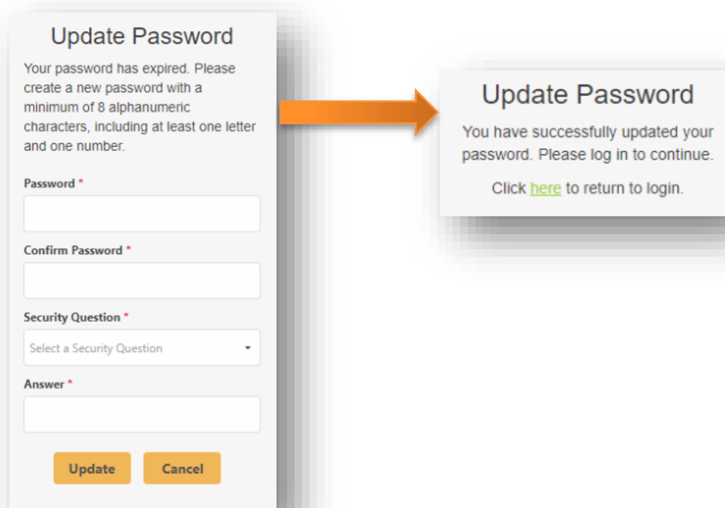
Logging In & Updating Passwords

While *Fast*Attach Web is accessible from the *Fast*Attach 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 *Fast*Attach 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.

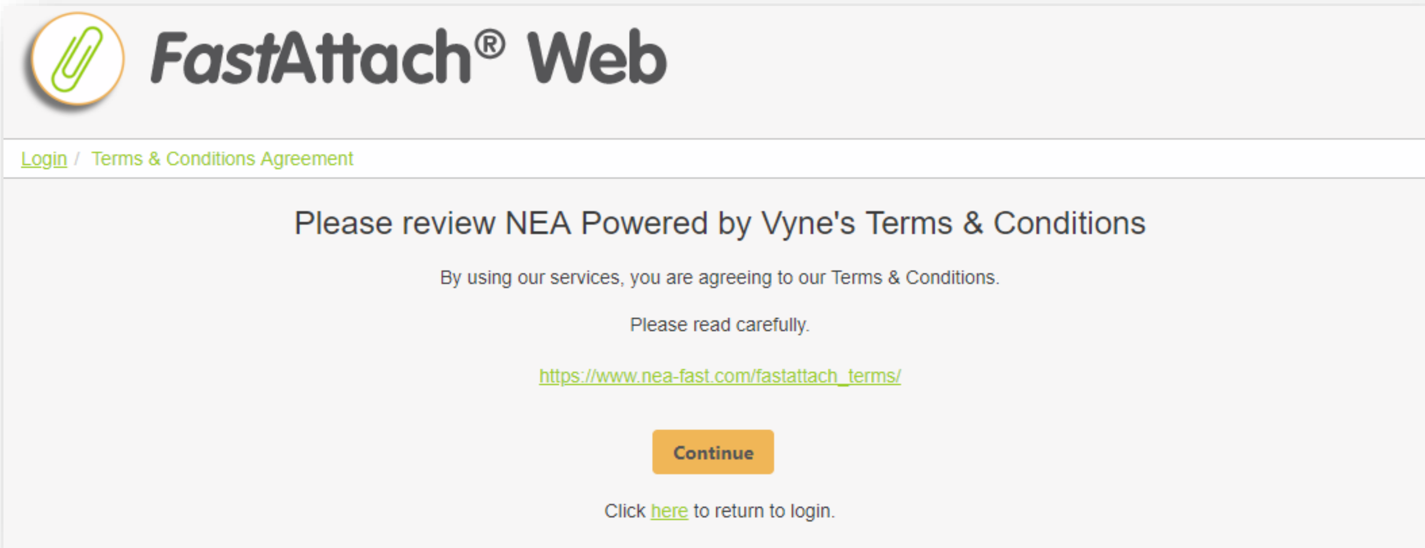
If logging in with a temporary password or your password has expired, you will be prompted to reset upon successful login.

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

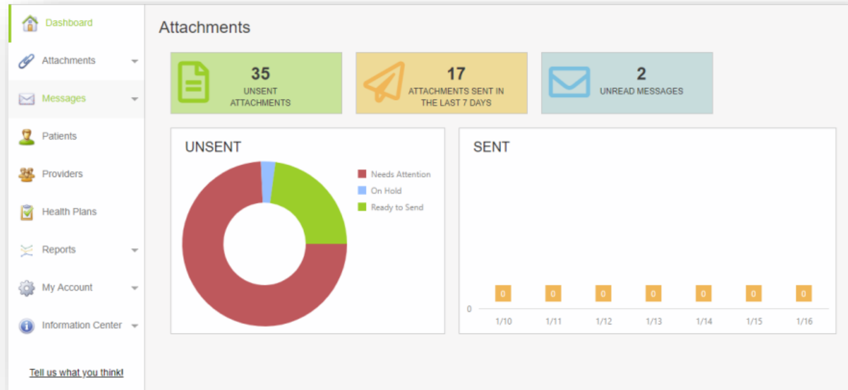


Terms & Conditions

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

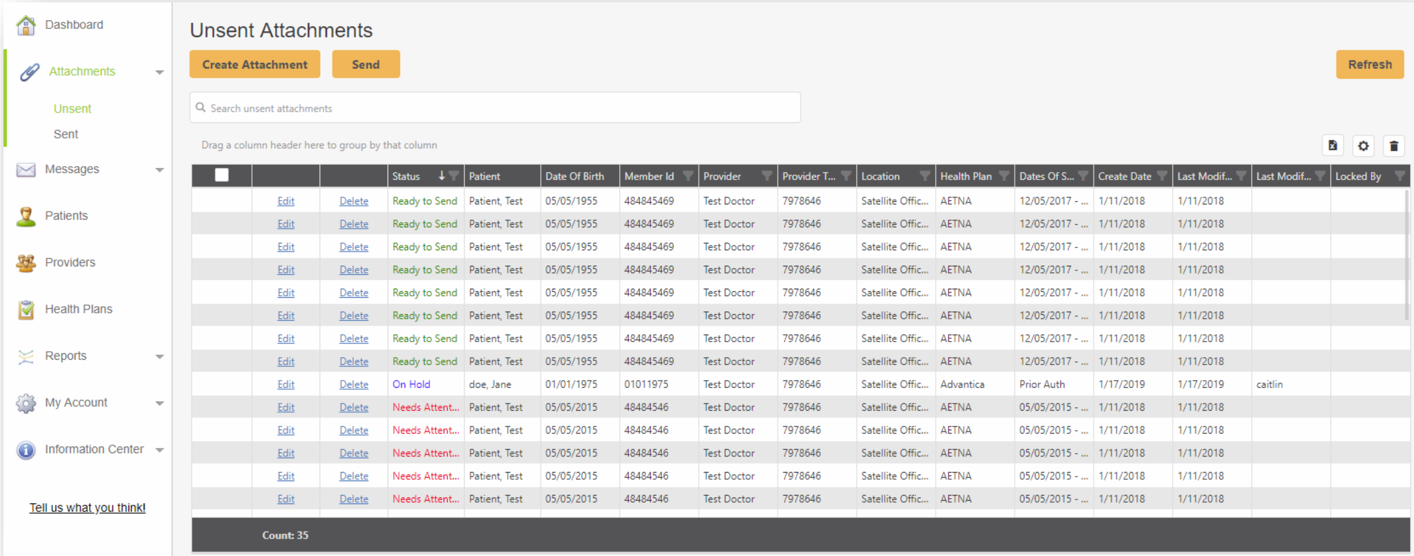


Feature Summary



- **Dashboard** – Summary view of your attachment and messaging activity. Use the tiles to jump to the corresponding section of *Fast*Attach 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 *Fast*Attach inbox, including messages received from health plans, NEA, and other providers. Securely message and/or share patient information with other providers in the *Fast*Attach 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 *Fast*Attach account; create, update, and delete provider records.
- **Health Plans** – View and search the list of health plans that are part of the *Fast*Attach network; access *Fast*Look 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 *Fast*Attach service availability.
    - **Productivity Report** – Allows you to see which users are sending attachments from your *Fast*Attach 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 *Fast*Attach billing and payment information.
    - **Billing Statements –** View statements of previous charges for your *Fast*Attach registration, annual fee and subscription for up to 36 months.
    - **Manage Users** – Create new *Fast*Attach users, as well as manage existing users by updating name and contact information, changing *Fast*Attach features, resetting the user's password or changing the user's status.
- **Information Center –** Access to the *Fast*Attach desktop software installer, help tools, release information and our feedback form.

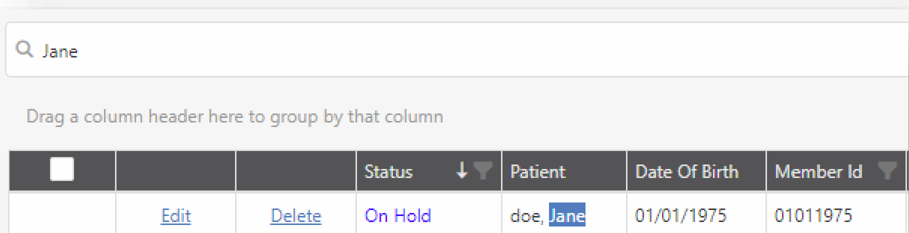
Unsent Attachments



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

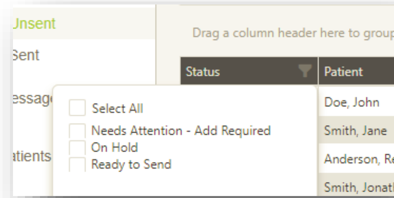
Toolbar Controls

- **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.



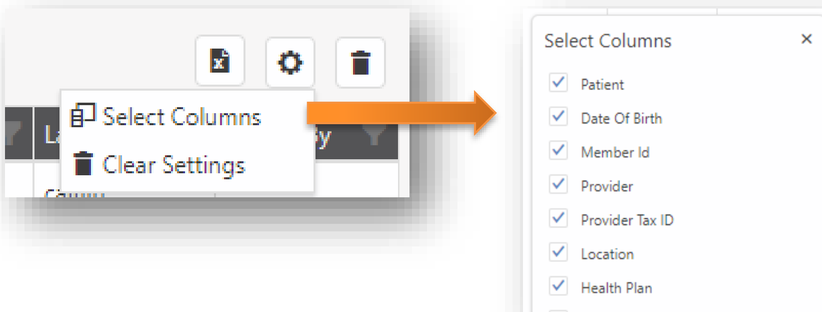
Mini Toolbar & Grid Controls

- **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.

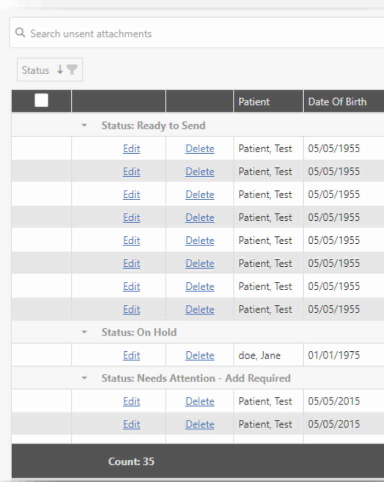


To access the **Column Chooser**, select the right-hand **Settings** icon, then **Select Columns**. Choose your preferred columns from the list provided.

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.



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.*

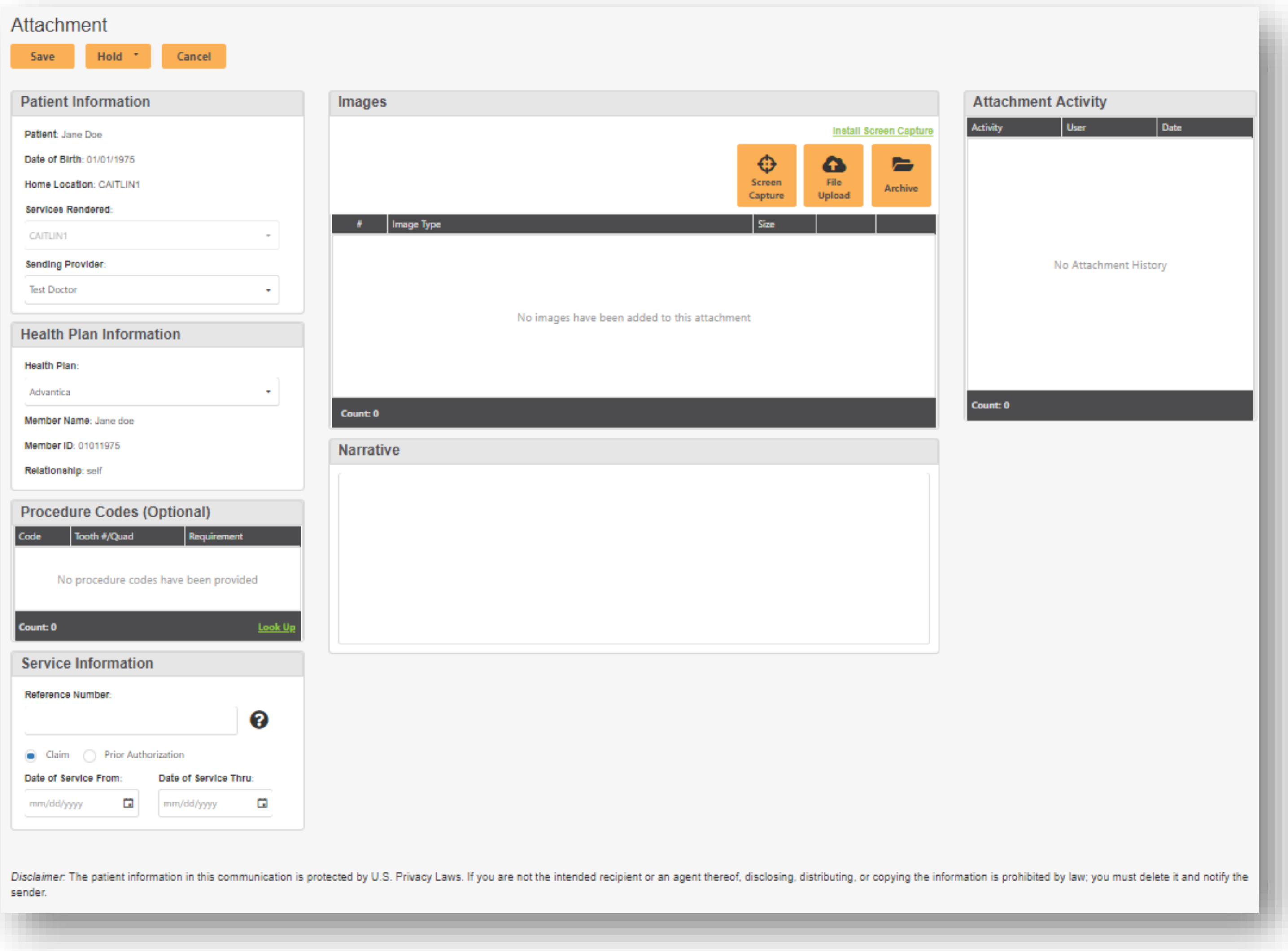
For information on applicable integrations, please contact NEA Support at 800-782-5150, Option 3, then Option 3 again.

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



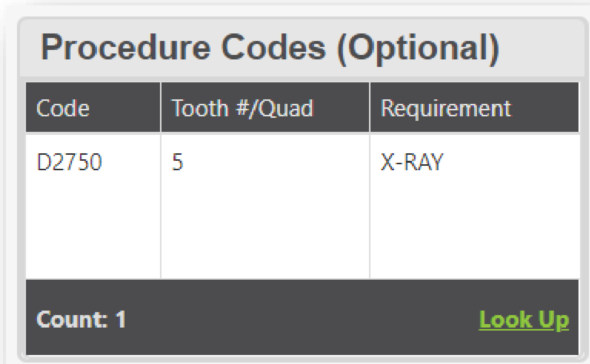
Toolbar Controls

- **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***.

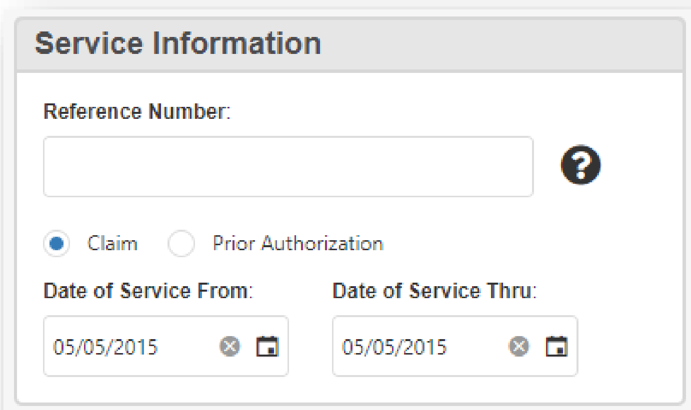
Patient & Health Plan Information

- **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.

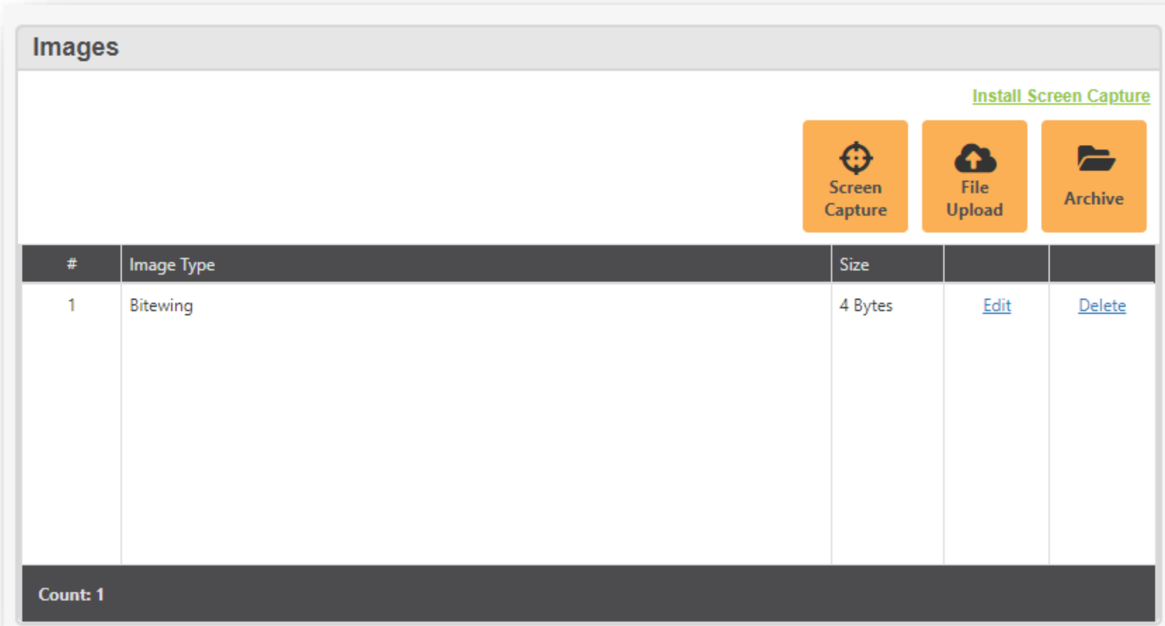
Procedure Codes & Service Information



- **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.



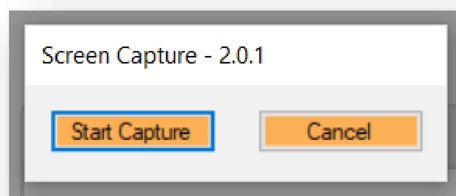
Images

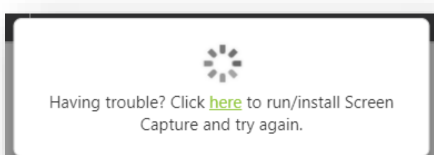


Images and documentation in support of claim or prior authorization's attachment may be added using the acquisition methods offered in *Fast*Attach Web. Use the right-hand **Edit** and **Delete** links beside a listed image to make modifications or remove an image.

- **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.*

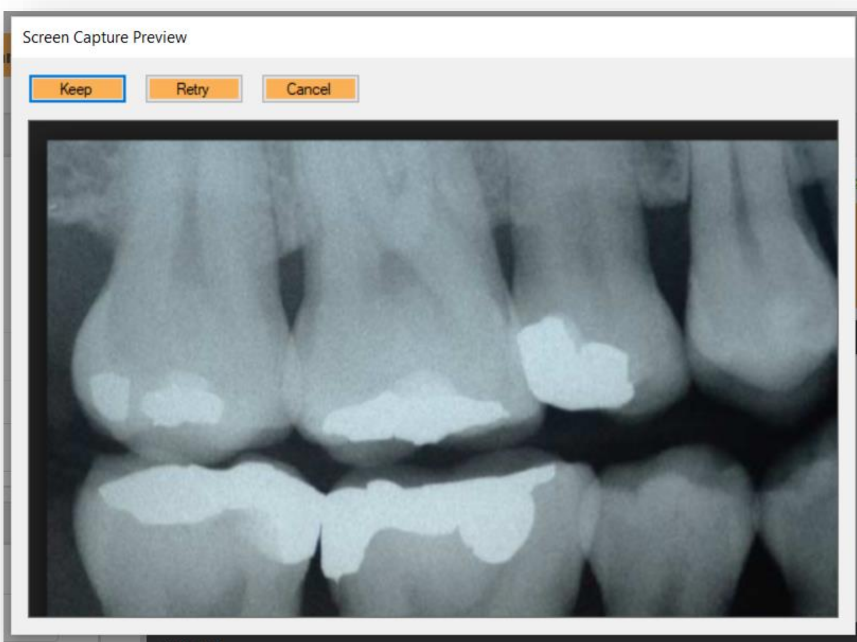




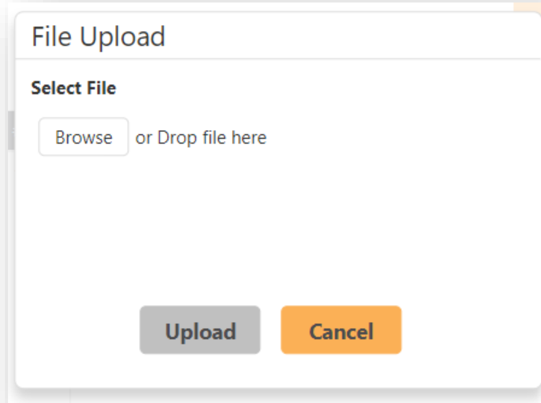
- Open the image or document that you would like to add. Make sure that you can clearly see the image and/or easily read any included text.
- Click **Start Capture.** A full screen red crosshair will appear across your screen, with your cursor controlling the cross point. You will use this to select 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.

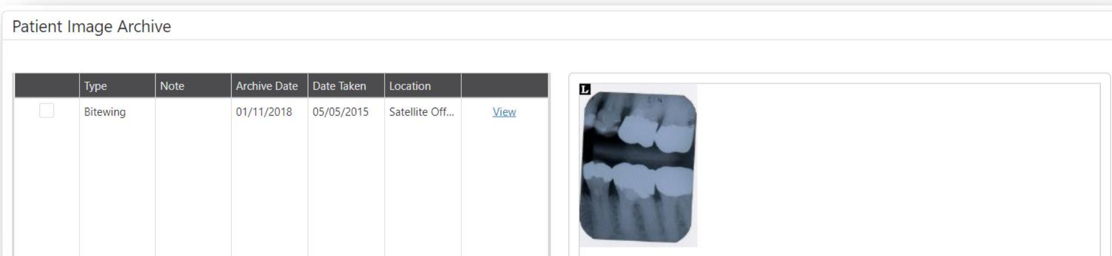
  Release your mouse button once you have captured the desired area.

- 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.

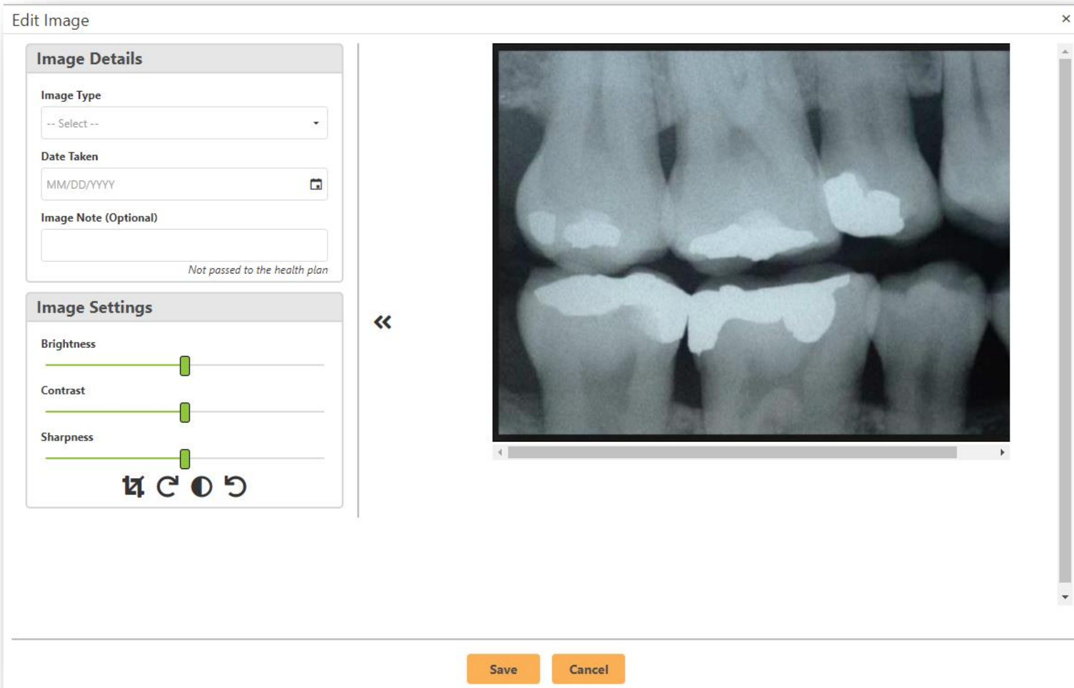


- **File Upload** – browse to or click and drag a supported file into the **File Upload** window upload an existing file. Click **Upload** to complete the selected file's upload to the attachment. Once successfully uploaded, the ***Edit Image*** window will display with a preview of the selected file.
- **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.





Viewing & Editing Images



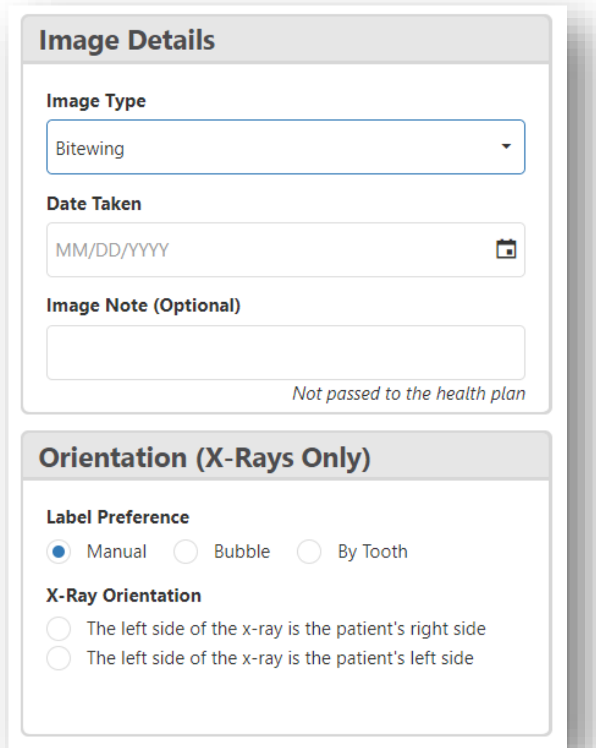
After acquiring a file, it is displayed in the ***Edit Image*** window, which allows users to label and modify files.

- **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 *Fast*Attach 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

*Fast*Attach 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.

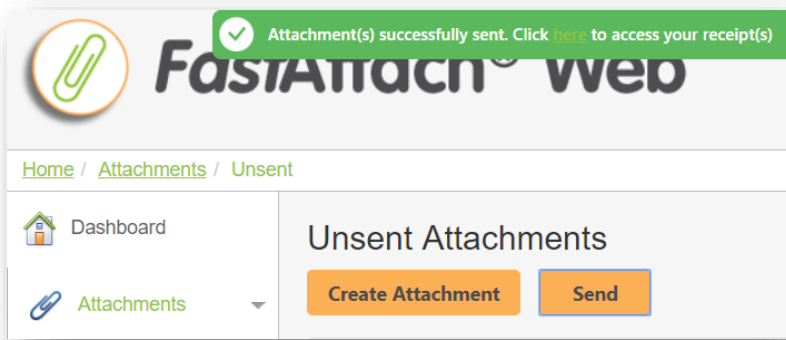
1. From ***Unsent Attachments***, right-click or click **Edit** beside the desired attachment.
2. From ***Attachment***, click **Hold** or **Save** to update the attachment to the appropriate status.

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.*

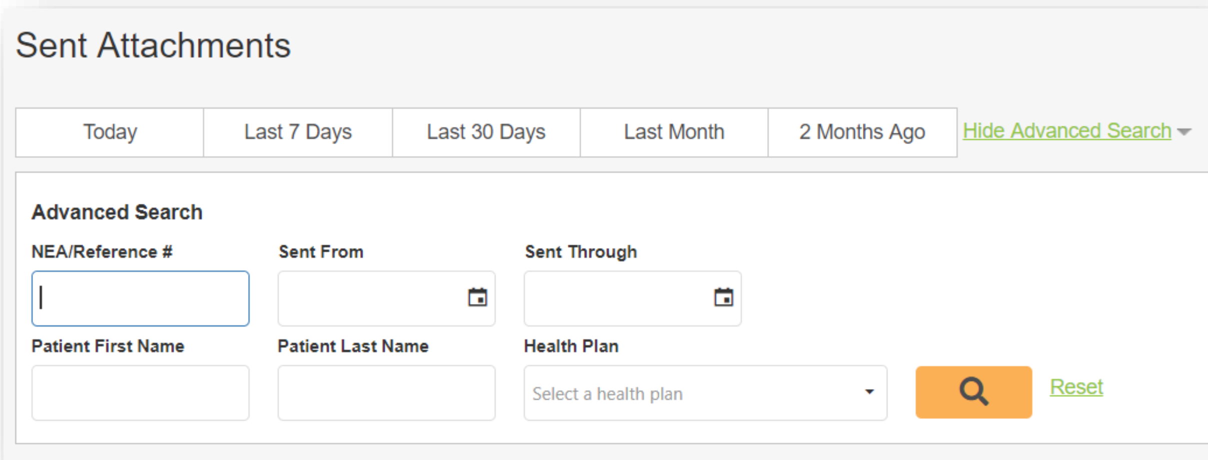


Sent Attachments

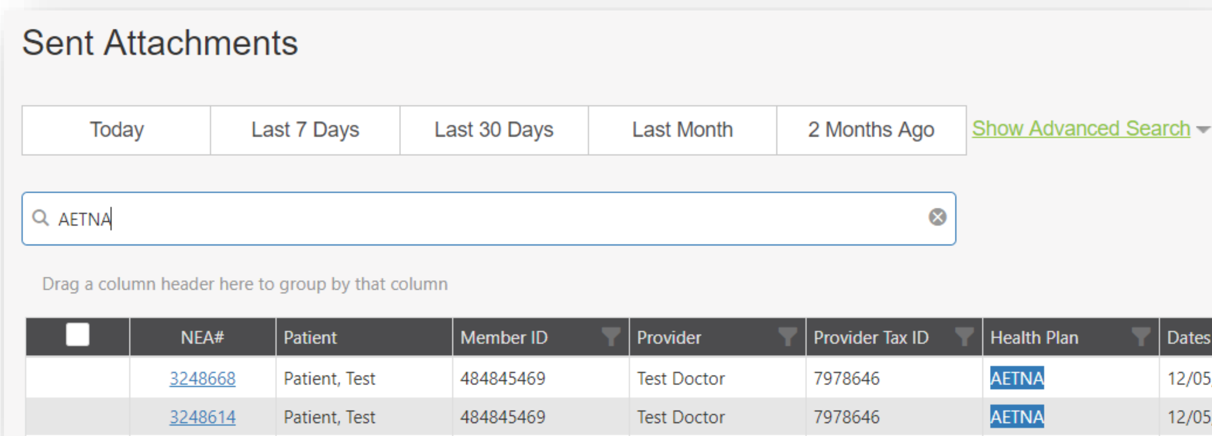
Review and print any attachment sent within your retention storage period, review user activity associated with individual attachments, retrieve attachment file receipts, and resubmit attachments when needed.

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.



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

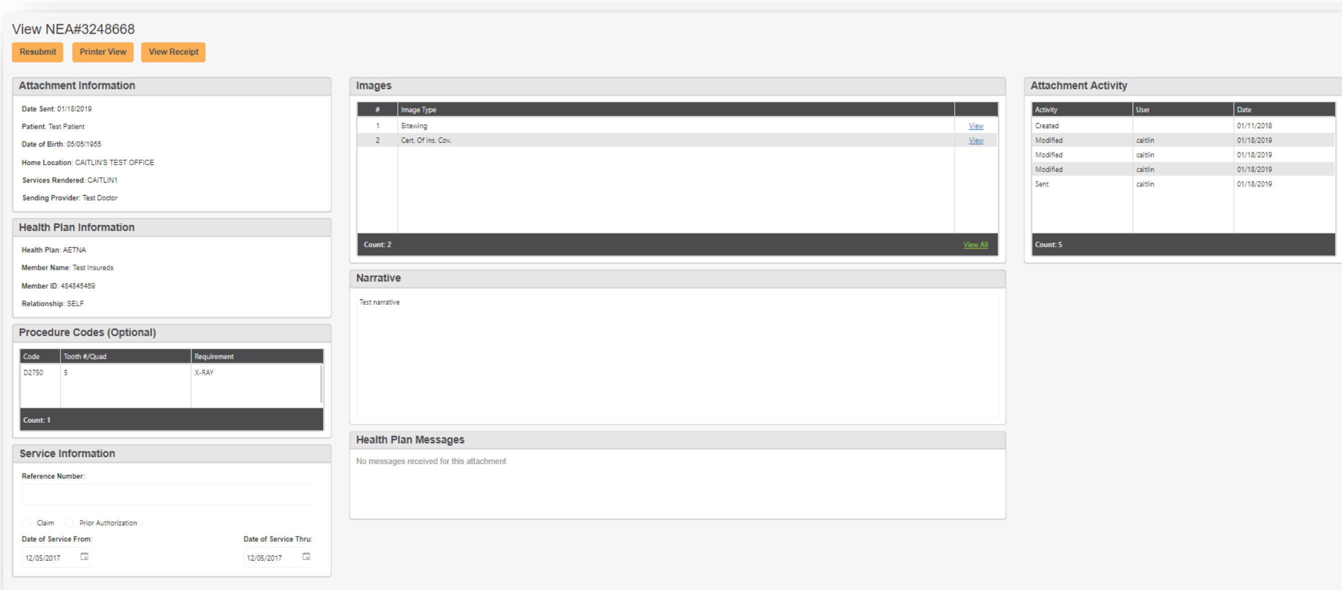


Mini Toolbar & Grid Controls

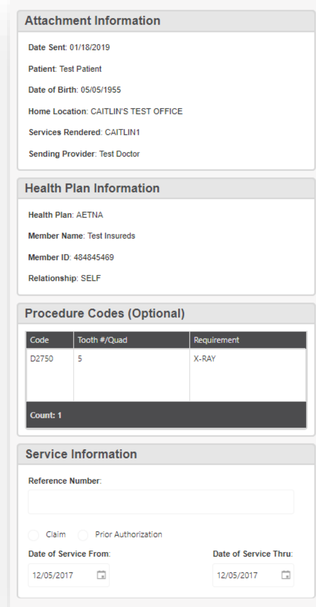
- **Filter** – Filter the sent attachment list by any columns' displayed data by selecting the filter icon on the desired column
- **Sort –** Sort the sort attachment list in ascending or descending order by left or right-clicking a column header.
- **Customize Columns** – Click and drag displayed columns 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.

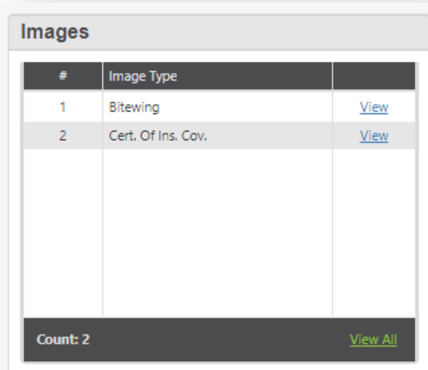
Viewing Sent Attachments

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

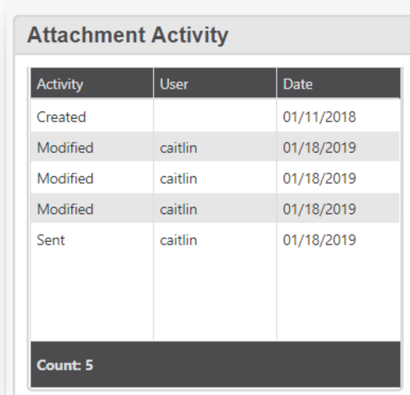


- **Attachment Information** – Lists patient and provider location information associated with the attachment.
- **Health Plan Information –** Lists the health plan the attachment was sent to, as well as the patient's member information.
- **Procedure Codes** – If provided at creation, procedure codes 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.





- **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.



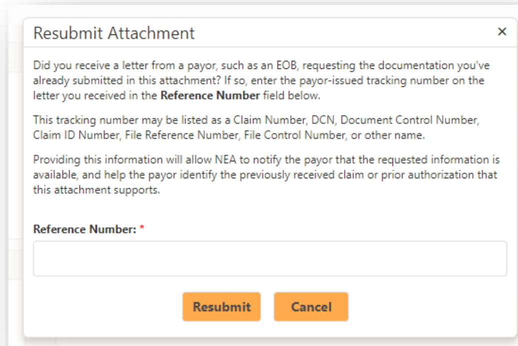
In addition to viewing all data associated with an individual attachment, you can also:

- **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 *Fast*Attach Web

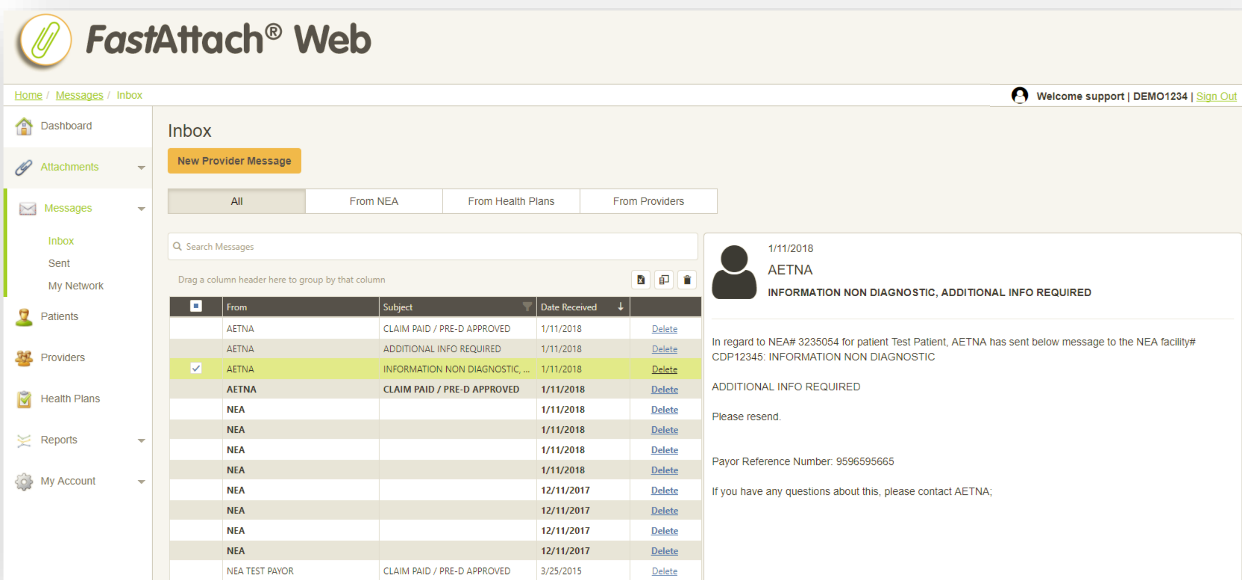
If you receive an EOB from a health plan requesting an attachment that you have already sent, you may re-notify that health plan using **Resubmit**.

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



Messages

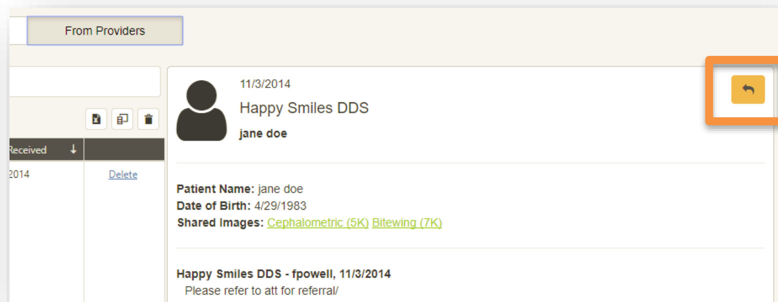
Messages provides access to your *Fast*Attach ***Inbox***, allowing you to view, manage and export messages received from NEA, health plans and providers, as well as manage your provider network.



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 *Fast*Attach 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 *Fast*Attach network, and may contain patient information for communications like referrals and consults. These messages may be replied to within *Fast*Attach Web by clicking the reply icon in the upper-right hand corner of the message.

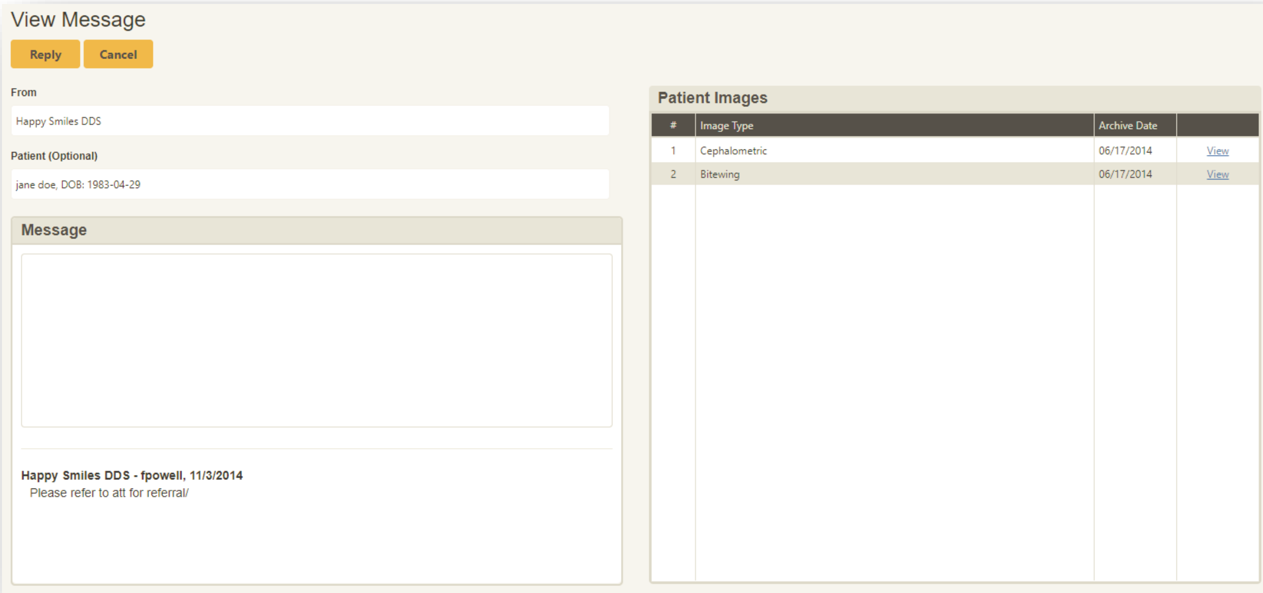


List viewing options including searching, grouping, column filtering, column customization and export are also available with ***Inbox*** and ***Sent***.

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.

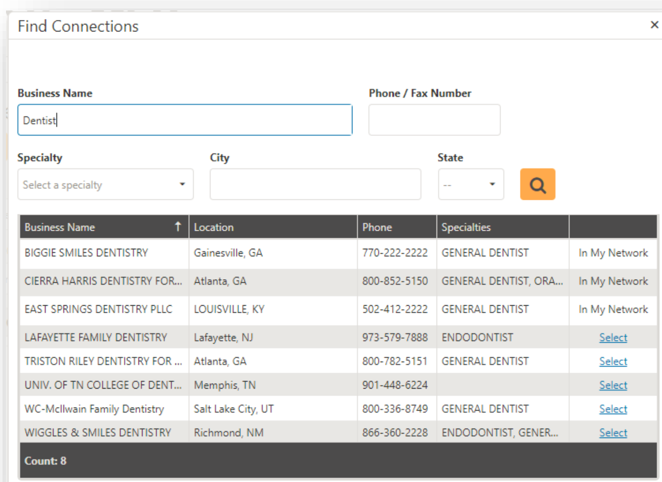
3. Your reply will be added to the message displayed in your ***Inbox***.



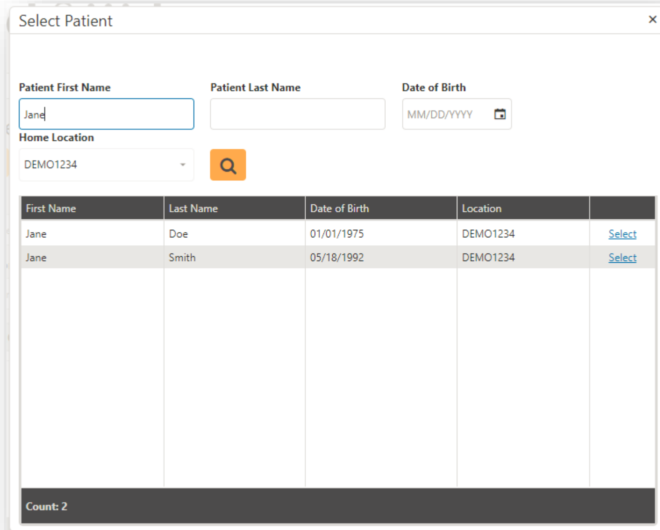
Sending Messages to Other Providers

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.

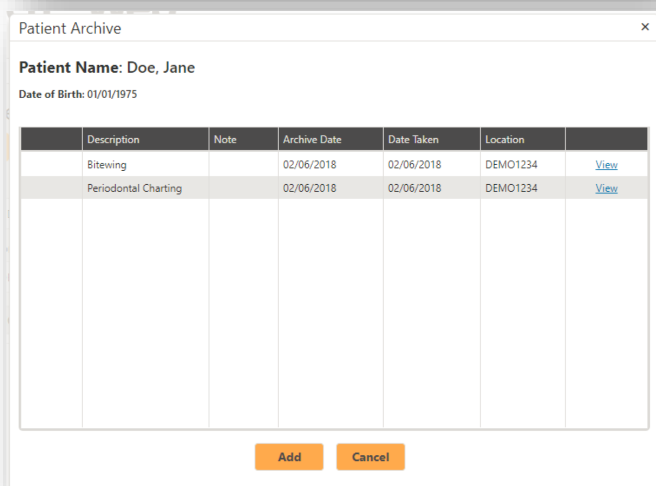
1. From ***Inbox***, click **New Provider Message**.
2. From ***New Message***, select an existing connection from the **To** drop down, or click to look up a provider not yet saved as a connection
   a. If searching for a provider you have not saved as a connection, use the search fields in ***Find Connections*** to find other providers in the *Fast*Attach 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.

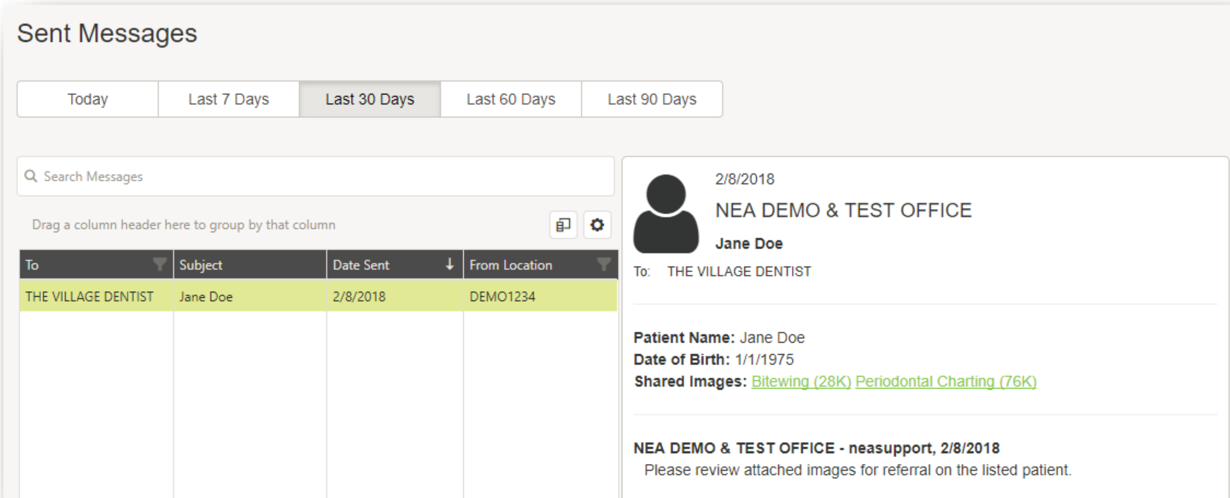


4. Once a patient is selected, you have the option to select images from that patient's attachment archive to share as well.
    a. To select a patient's images to share, click the **Archive** button in the **Patient Images** section.
    b. From ***Patient Archive***, select any images you wish to include 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.



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

6. 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***.

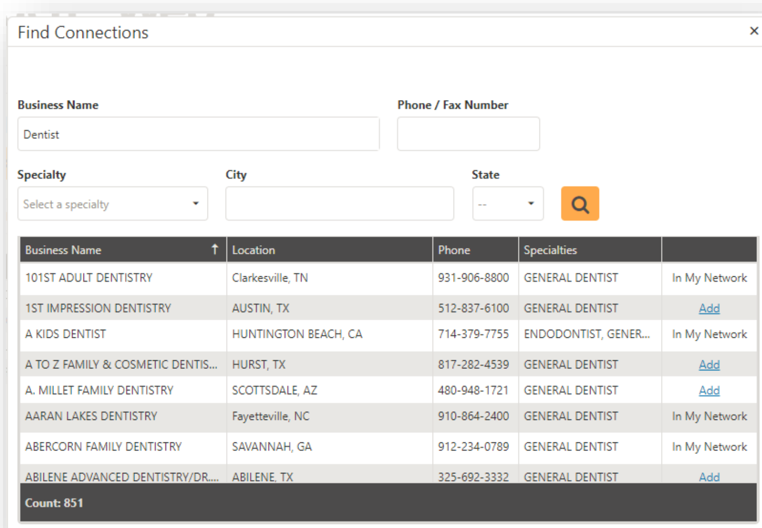


Managing Your Network

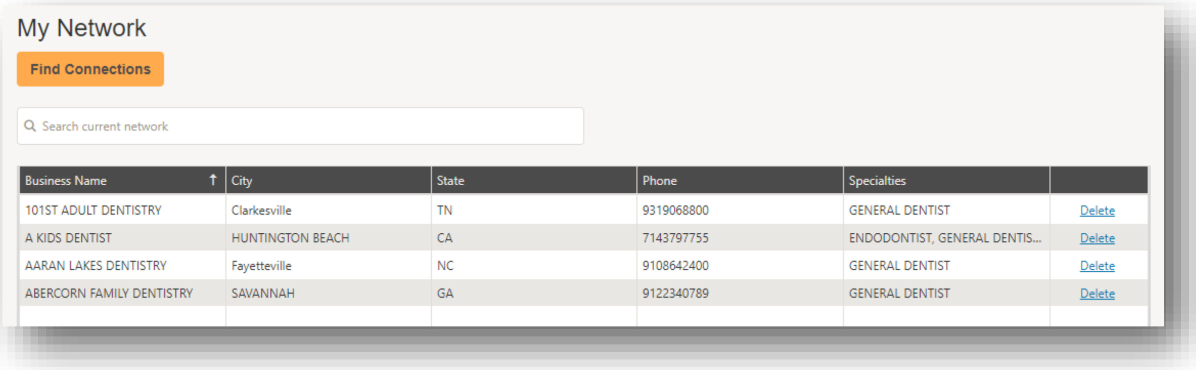
The provider to provider messaging capabilities of *Fast*Attach Web offer the option to securely send messages to any provider within the *Fast*Attach network who has the functionality enabled. Providers with whom you frequently interact may be saved as connections, which are managed from ***My Network***.

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.

1. From the ***Messages*** menu, select **My Network**.
2. ***My Network*** will display any connections already saved. Search existing connections using the **Search Current Network** field.
3. To create a new connection, click **Find Connections.**
4. 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".



5. 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.

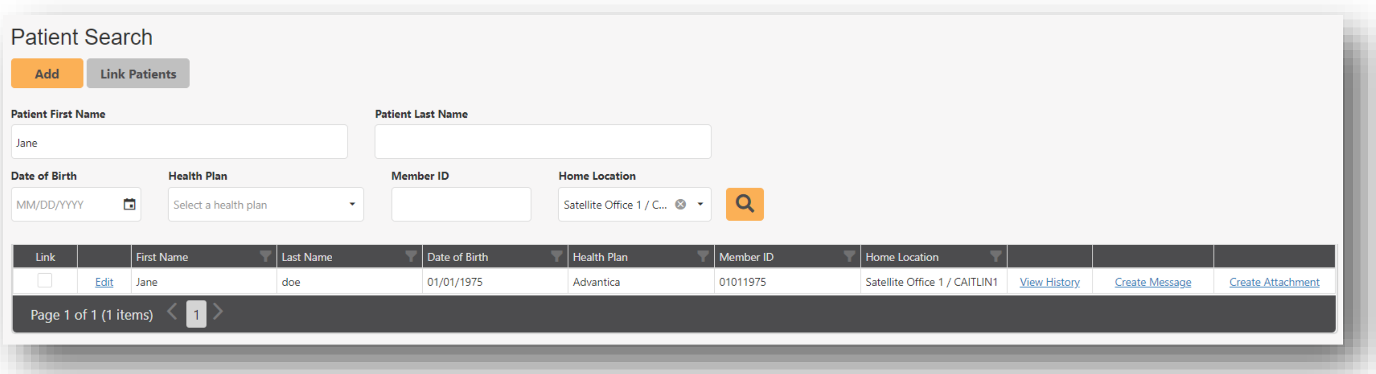


6. To remove a listed connection from your network, click **Delete**, then click **Yes** to confirm the deletion.

Patients

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

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



Searching for Patients

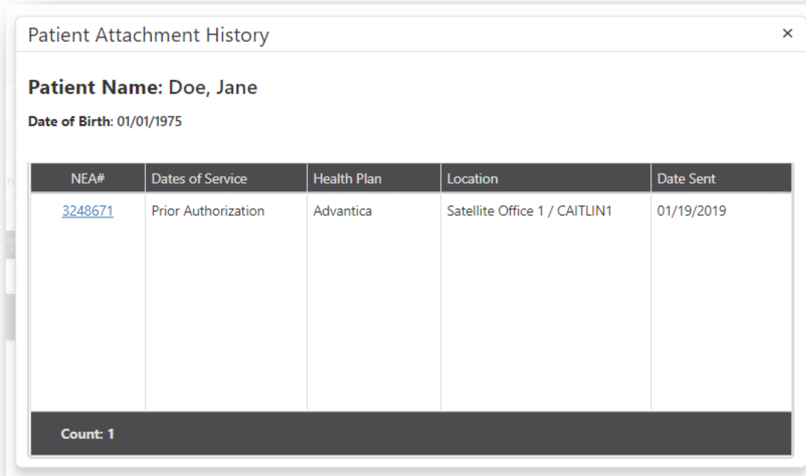
1. To find a patient, use the search fields provided and click

   *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#**.

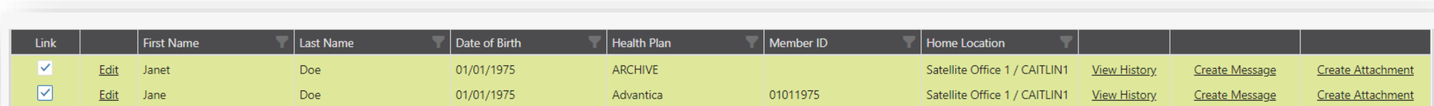


Patient Linking

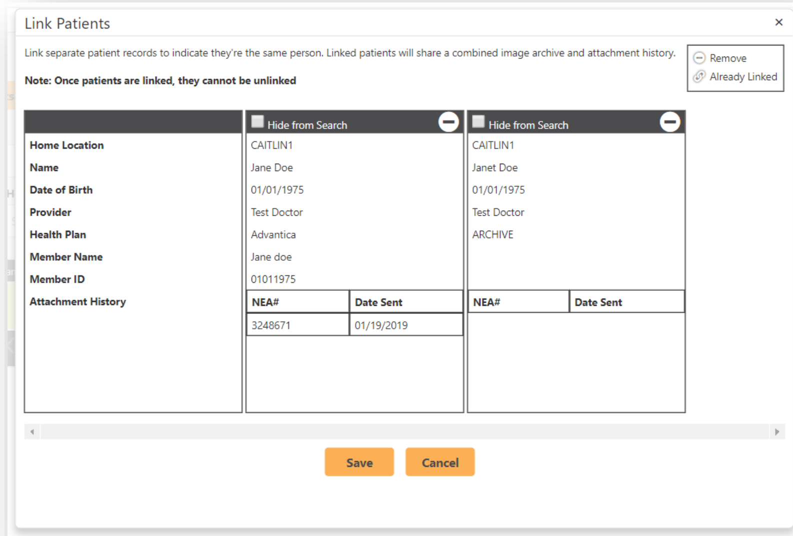
When enabled, patient linking allows you to consolidate two or more duplicate existing patients into a comprehensive patient record. All patients contained within a link will share the same attachment history and image archive. **Once linked, patients cannot be unlinked.**

*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.**



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.

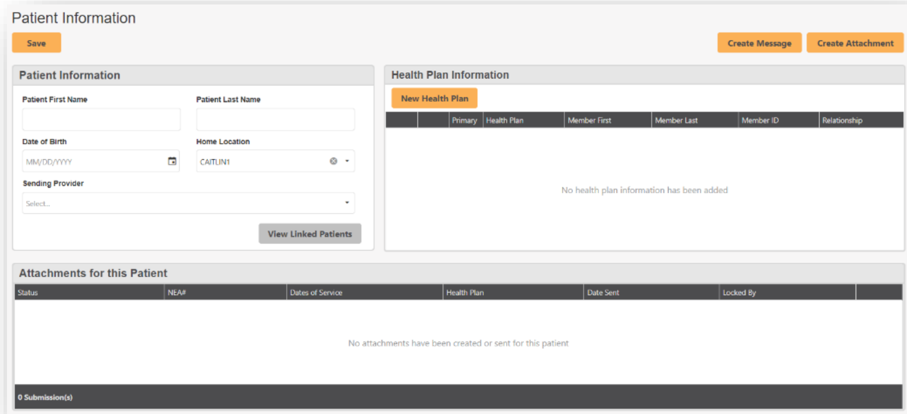
   c. **Hide from Search** – Consolidate results in ***Patient Search*** by hiding selected patients from search results. At least one patient within a link must remain visible.

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

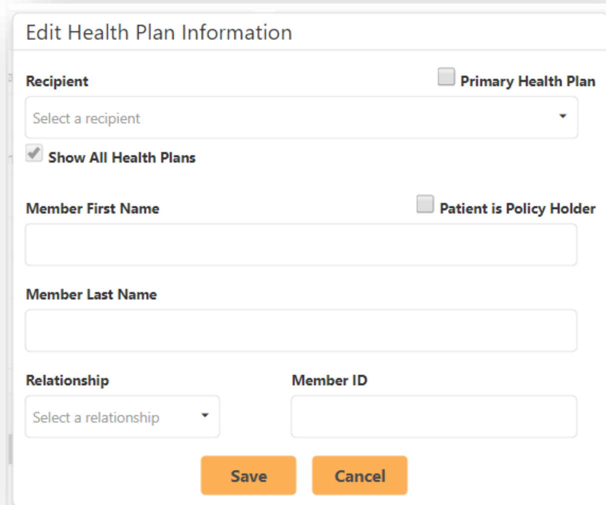
3. Click **Save** to complete the patient link. Once saved, the ***Link Patients*** window will close and return you to ***Patient Search*** with updated search results.

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.*



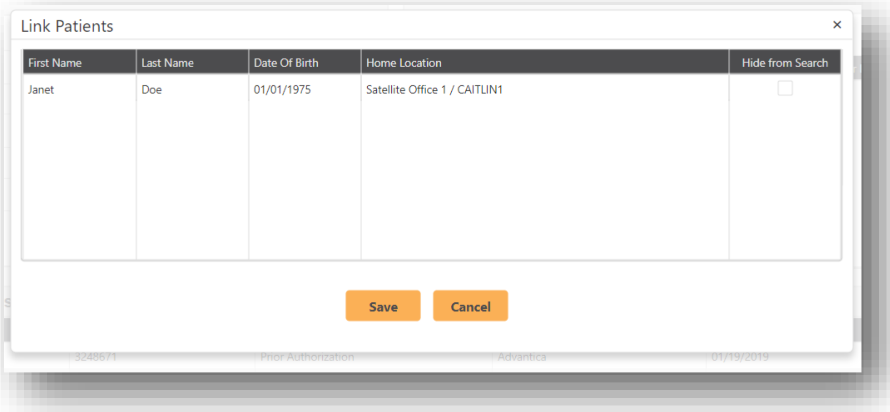
5. In the ***Edit Health Plan Information*** window, select the patient's plan from the **Recipient** drop-down by clicking and scrolling to the appropriate plan name, or by typing directly into the drop-down to search the list.
6. Select the relationship between the patient and the insurance carrier 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.

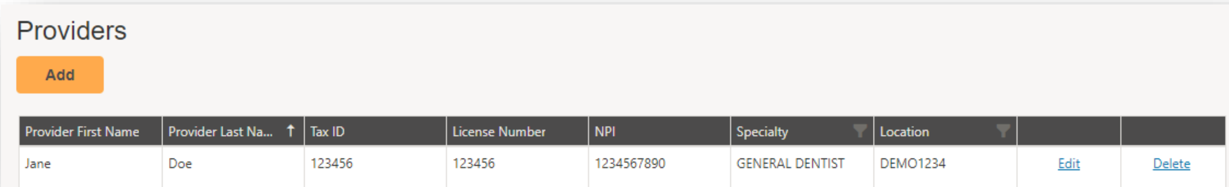
3. To see what patients are linked to the patient you're viewing, click **View Linked Patients**. From here, you may change what patient(s) included in the link are hidden from your search results in ***Patient Search***.

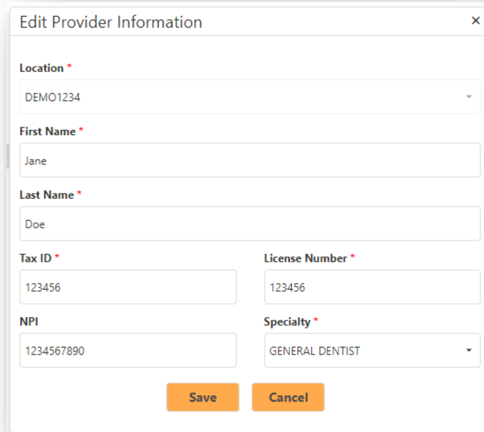


4. To modify health plan information, select the left-hand **Edit** link on the same row as the record you wish to modify from the **Health Plan Information** section. Click **OK** when finished.
5. To delete an insurance record, select the left-hand **Delete** link on the same row as the record you 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.*
6. 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.
7. To save all patient information changes and proceed to creating an attachment, click **Create Attachment.**
8. To save all patient information changes and proceed to creating message to send to another provider, click **Create Message**.
9. 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.





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.

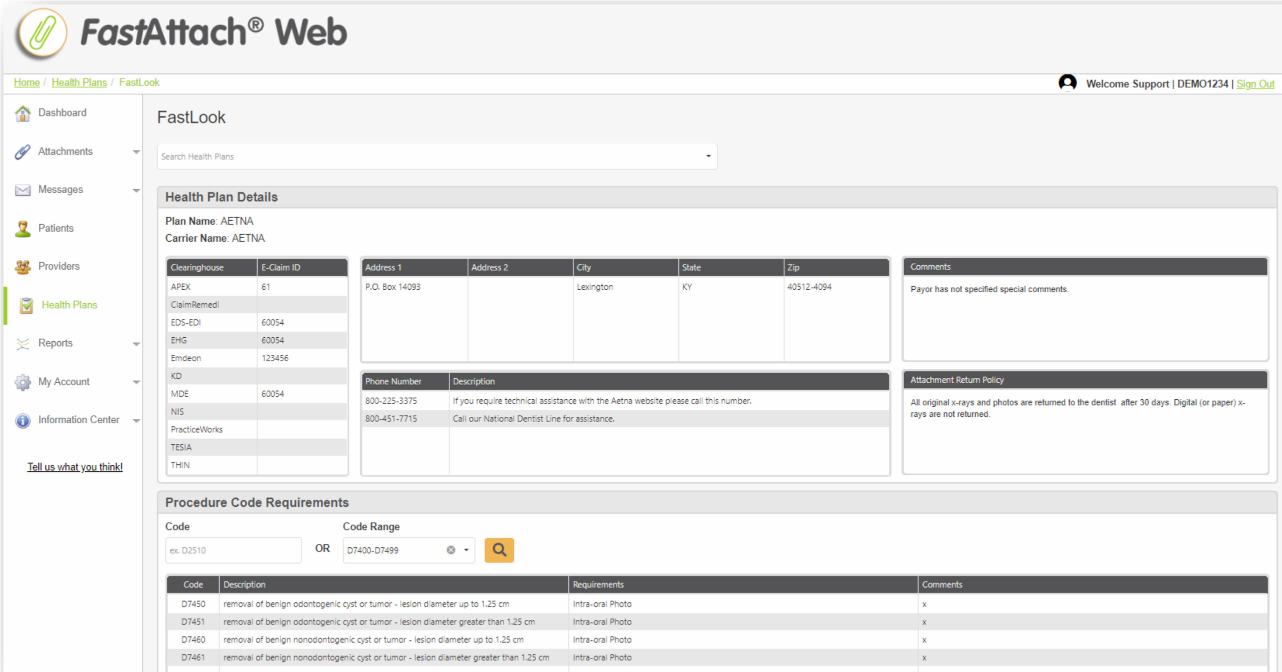
Health Plans

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

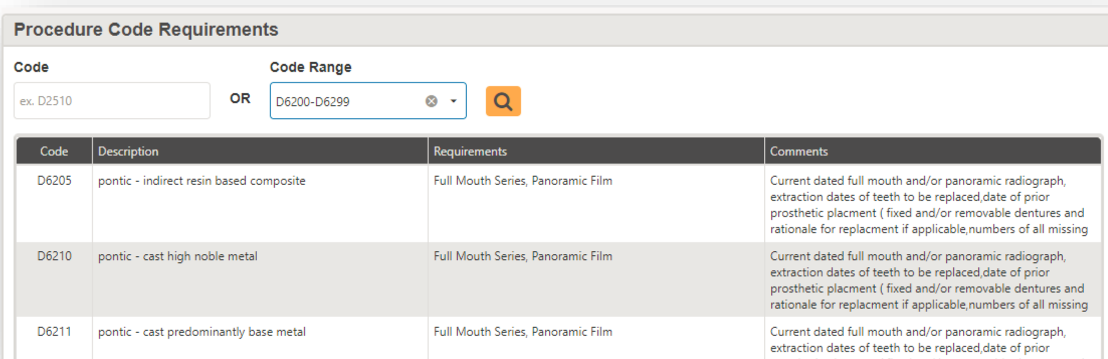
- Search to find a specific plan, or export the full list in XLSX format for easy reference.
- Use the **Select E-Claim Clearinghouse** drop-down to quickly view e-Claim payor IDs for listed health plans.
- Click **FastLook** beside any listed health plan to view additional details.

FastLook

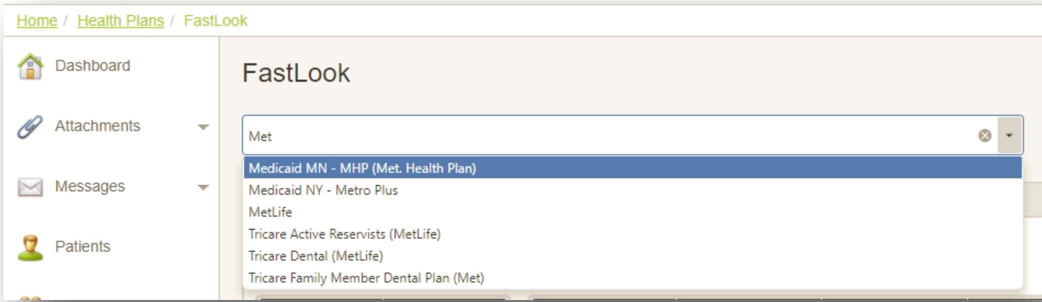
1. From ***Health Plans***, select **FastLook** beside a health plan you wish to view more details on.



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.



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 *Fast*Attach account and its usage.

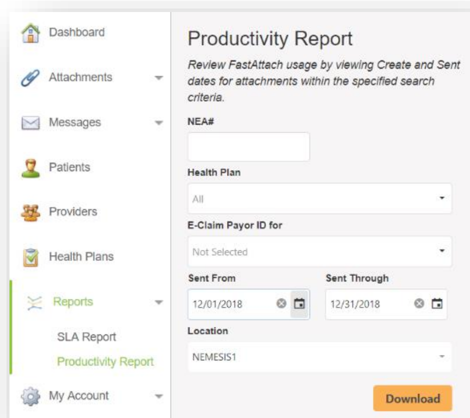
SLA Report

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

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

Productivity Report

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



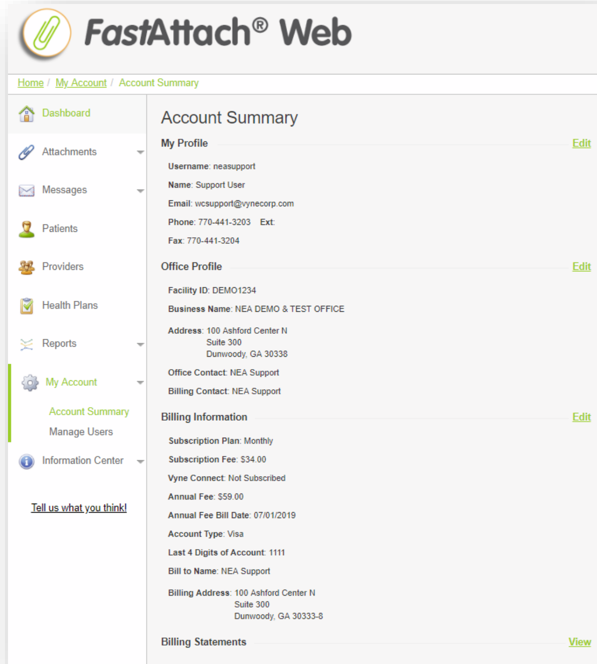
1. From the ***Reports*** menu, select **Productivity Report**.
2. Specify the criteria for the data you would like included.
3. Click **Download** to retrieve an Excel-friendly CSV report that includes the following for the criteria specified:
    - NEA#
    - Date Created
    - Date Sent
    - Payor 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 *Fast*Attach 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 *Fast*Attach 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.

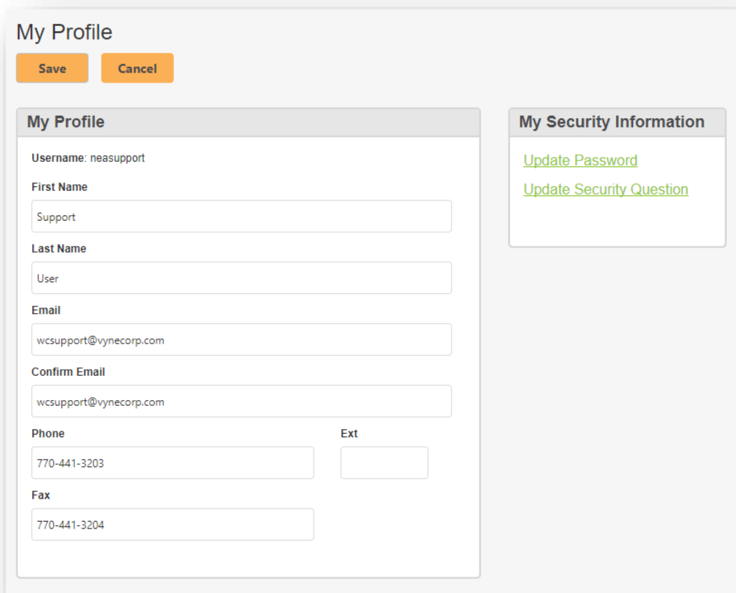
My Profile

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.

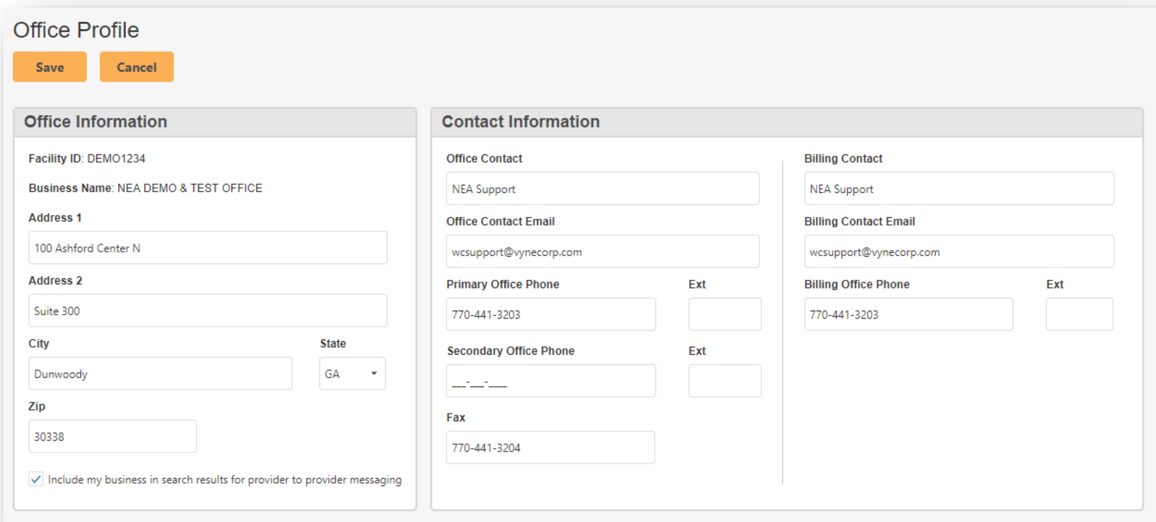
4. Use **Update Password** to change your password without using a reset process.
5. Use **Update Security Question** to change your security question and/or answer for use in tools like Forgot Password or validating your account access with NEA Technical Support.
6. Click **Save** when finished with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



Office Profile

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

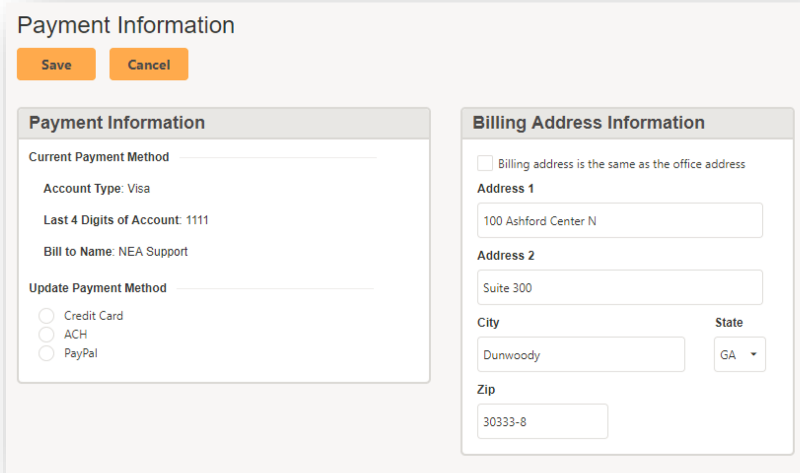
1. From the ***My Account*** menu, select **Account Summary**.
2. From ***Account Summary***, select **Edit** to the right of **Office Profile**.
3. Using the fields provided, complete any necessary updates regarding your office's demographic and contact information, as well setting your search preference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



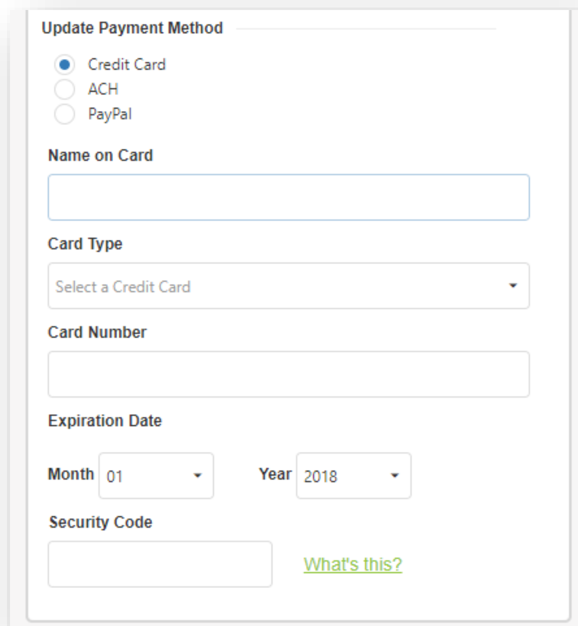
*Note: Contact information supplied in **Office Profile** should reflect the name of the person(s) that will act as a primary contact for all Billing and non-Billing related reasons, including software support. Additionally, for assistance with updating your **Practice Name**, please contact the NEA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

Billing Information

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

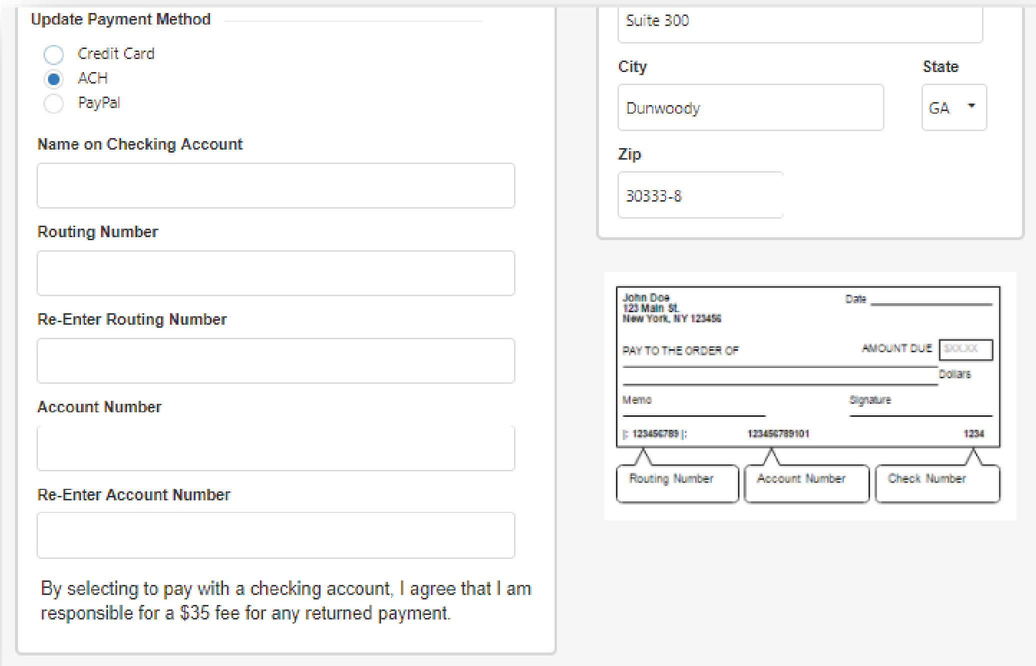


1. From the ***My Account*** menu, select **Account Summary**.
2. From ***Account Summary***, select **Edit** to the right of **Billing Information**.
3. Using the fields provided, enter updated address information and click **Save** when finished.
4. To update your payment method, from the **Update 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.

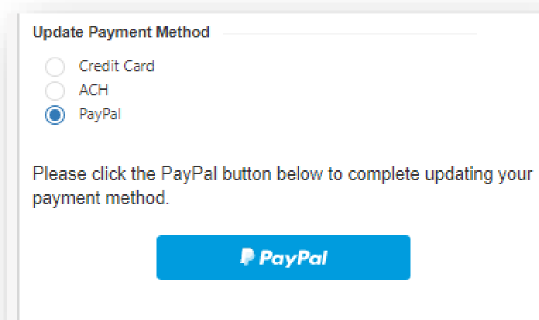


b. For **Checking (ACH)**:
    i. Select **Checking (ACH)**.
    ii. Enter the name associated with the checking account you intend to use in the **Name on Checking Account** field.
    iii. Provide the **Routing Number**, then **Re-Enter Routing Number**. These fields must match.
    iv. Provide the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

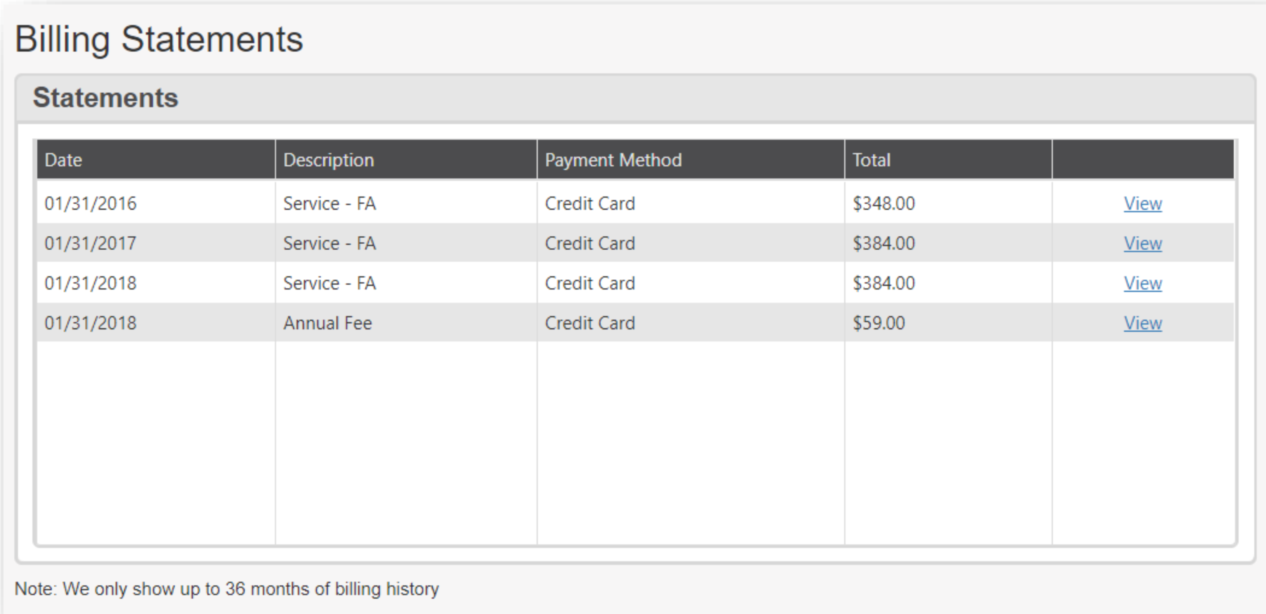


c. For **PayPal**:
    i. Select **PayPal**.
    ii. Click the **PayPal** button. You will be automatically directed to the secure PayPal site.
    iii. Log in with your PayPal account credentials. NEA does not store this information.
    iv. Click the **Agree & Continue** button from the PayPal site.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



Billing Statements

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


Billing Statements

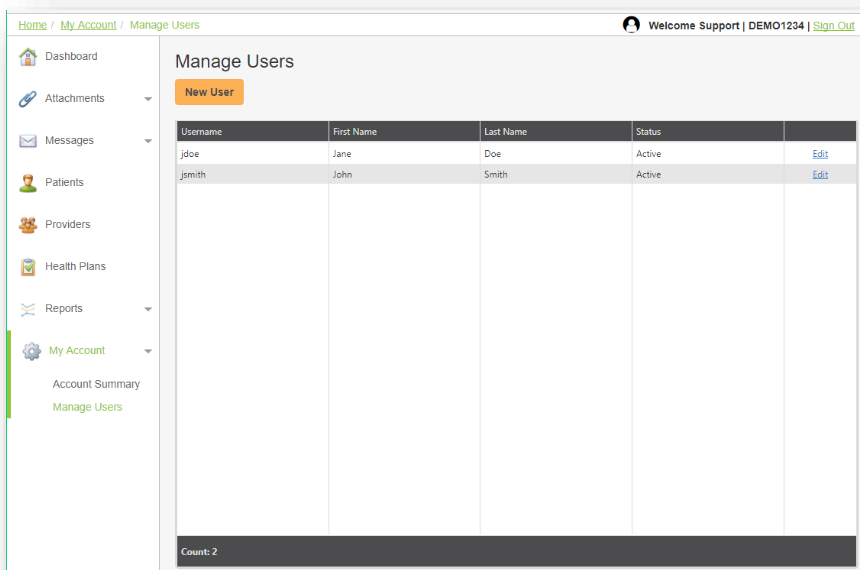
Statements

Date	Description	Payment Method	Total	
01/31/2016	Service - FA	Credit Card	$348.00	View
01/31/2017	Service - FA	Credit Card	$384.00	View
01/31/2018	Service - FA	Credit Card	$384.00	View
01/31/2018	Annual Fee	Credit Card	$59.00	View

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 *Fast*Attach 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**.

ii. Enter user information and select the *Fast*Attach 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 *Fast*Attach and/or *Fast*Attach Web for the first time.

Information Center

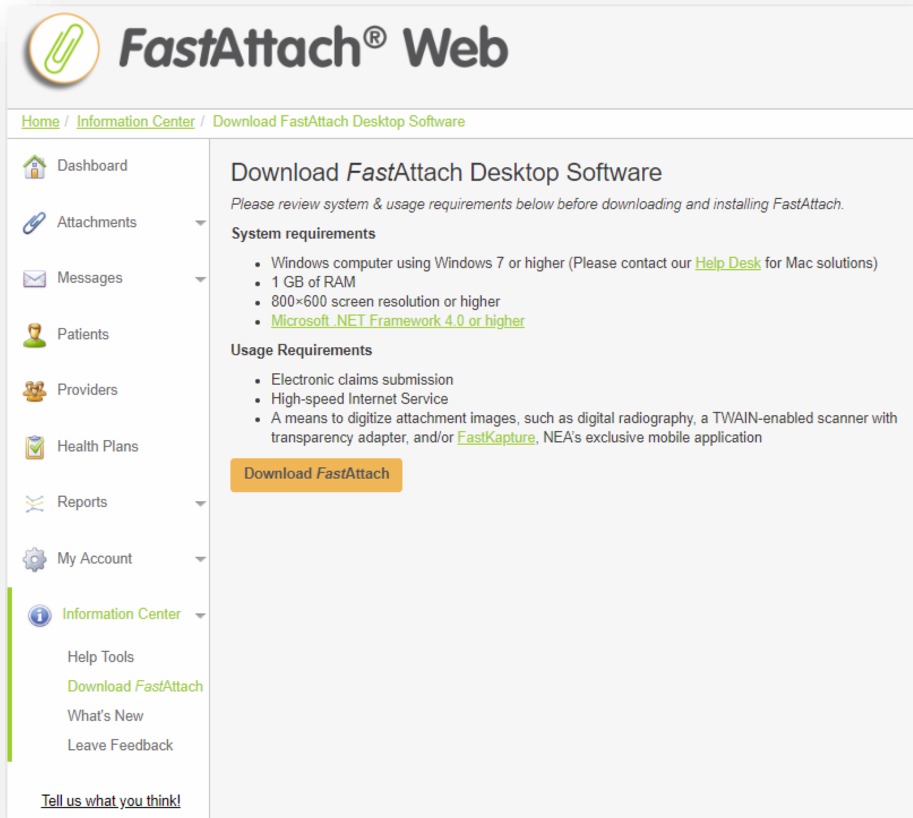
Access support & release information, as well as our feedback form and *Fast*Attach desktop software installer.

Help Tools

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

Download *Fast*Attach

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

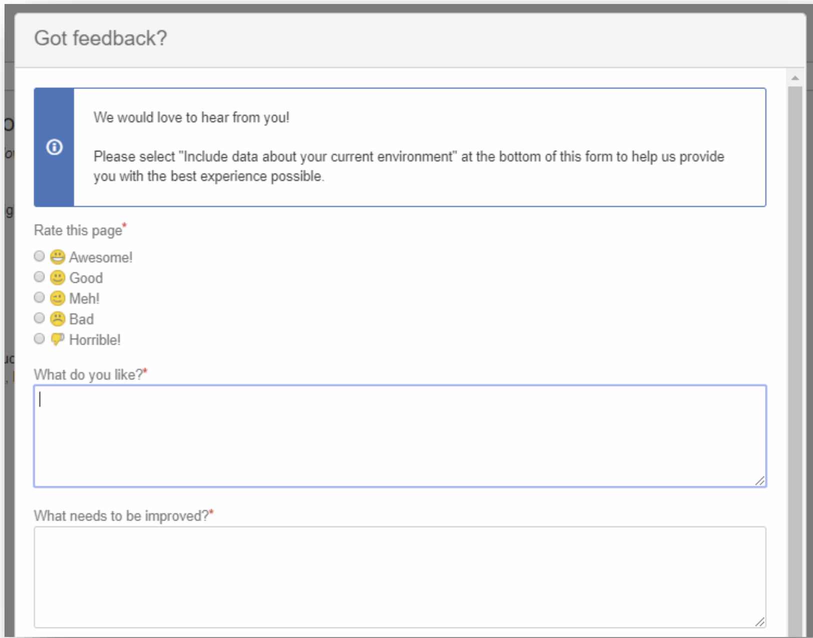


What's New

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

Leave Feedback

Have a question or an idea for us that could improve *Fast*Attach 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!**



Contacting NEA Powered by Vyne

100 Ashford Center North, Suite 300

Dunwoody, GA 30338

www.nea-fast.com

For online help tools, go to: www.nea-fast.com/help/

Chat with a support representative via *Fast*Chat by visiting 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