

Claims Management (powered by ePREMIS) System Requirements

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This document contains system requirements for hardware and software used with Claims Management (powered by ePREMIS). This information is subject to change without notice and has been provided by RelayHealth Corporation.

Desktop Requirements

This document provides system requirements for hardware used with Claims Management. Processing speed is directly dependant on the capacity of the equipment and level of concurrent processing performed on the system.

Requirement	Recommendation
Processor Type	<ul style="list-style-type: none"> Pentium® IV 2.0 GHz or faster processor Intel Core Duo or equivalent for concurrent use with other applications
Memory (RAM)	<ul style="list-style-type: none"> 1GB or higher total system memory 2GB or higher is advised for concurrent use with other applications
Hard Drive Space	100MB
Workstation Operating System	<ul style="list-style-type: none"> Windows 7 (32-bit only) Professional, Ultimate, and Enterprise <p><i>Note: For additional detail about Windows 7 support see Technical System Information.</i></p> <ul style="list-style-type: none"> Windows Vista Business, Ultimate, and Enterprise Windows XP (except Home edition)
Windows® Internet Explorer with 128 bit encryption	Internet Explorer 7.0 or 8.0
Internet Connection	Business Class Broadband (T-1, etc)
Remote Support Connection	LogMeIn, WebEx or VPN with Cisco or Nortel clients
Remote Support Applications	PCAnywhere® current version or Windows® Remote Desktop
Display	<ul style="list-style-type: none"> 17 inch monitor or larger recommended 1024 x 768 resolution or higher is required Support for 24-bit color recommended
Printer	See Data Requirements in this document for details.
Other Software	Acrobat Reader 7.0 or higher

Note: For important information on system configuration and support, security updates, and specialized deployment information, read the Technical System Information section of this document.

Technical System Information

General Information

- **Operating System Information:** Clients are advised to follow the Microsoft guidelines for operating system support and application of security updates. For detailed information, visit the Microsoft Life Cycle website at <http://support.microsoft.com/lifecycle>.
- **Service Packs and Security Updates:** Clients are notified when ePREMIS is approved for use with major operating system, application and database service packs (for example, SQL Server 2000 Service Pack 2). Following the notification from ePREMIS support, clients are advised to promptly apply Windows® Workstation, Server and SQL Server Service Packs.
- **Internet Connectivity:** Client side performance in the ASP environment is influenced by a number of factors, including the internet bandwidth available at the time the application is in use. Clients are advised to review their normal network utilization as part of the implementation cycle.

ePREMIS Workstation Information

- **Windows 7 (32-bit only)** Professional, Ultimate, and Enterprise editions are supported for use with ePREMIS. However, the ePREMIS URL (<https://achieve.ndchealth.com>) must be added to the Compatibility View list in Internet Explorer 8 or higher.

We also recommend that ePREMIS clients add the ePREMIS URL (<https://achieve.ndchealth.com>) to the Trusted Sites list in Internet Options in Internet Explorer, (all versions).

- **Windows Vista information:** ePREMIS is approved for use with Windows® Vista Business edition, Ultimate edition and Enterprise editions. All product testing is performed on Windows® Vista Business Edition. The Microsoft requirement for basic operation of Windows Vista is 512 MB of system memory. Use of Vista and several concurrent applications may require additional memory for an optimal user experience.
- **Windows 2000 Professional workstation information:** Microsoft's support for Windows 2000 Professional has entered extended support, which limits the availability of support and resolution of issues. While ePREMIS is tested and approved for use with Internet Explorer 6.0 on Windows 2000 Professional, clients are advised that resolution of issues may require migration to fully supported operating systems.
- **Unsupported Workstation Operating Systems:** The following operating systems are **not supported** for use as workstation operating systems with ePREMIS:
 - All 64-bit Windows operating systems
 - Windows 7 Starter and Home Premium
 - Windows Vista Home Basic, Home Premium, and Ultimate
 - Windows XP Home
 - Windows 2000 Workstation
 - Windows Server 2003 (All)
 - Windows 2000 Server (All)
 - Windows NT 4.0 Server
 - Windows NT 4.0 Terminal Server
 - Windows NT Workstation 3.51
 - Windows NT Workstation 4.0
 - Windows ME
 - Windows 98 & Windows 98 SE
 - Windows 95

Printer Information for Claim Forms

ePREMIS is tested with various printer types and is has been successfully deployed with printers from many manufacturers. The following information is provided as guidance on printers used for internal testing and validation. It is not intended as an endorsement or recommendation of a specific printer model, manufacturer or type.

NUBC has issues guidance on printing UB-04 claims on pre-printed forms on laser printers. For more information, see http://www.nubc.org/UB-04_Printing_Requirements.pdf.

Laser Printers

Basic Laser Printer Requirements for printing claims:

Component	Configuration	Notes
Memory	2 MB, up to printer maximum	High volume printing performance may be improved with additional memory.
Post Script Driver	Yes. Always use the latest post script driver provided by the manufacturer	Required for printing UB04 claims to a laser printer
Edge to Edge Printing	Yes, if supported by printer	Recommended for printing UB04 claims to a laser printers
Trays	One if all printing is done to white paper, multiple trays if printing claims	

Laser printers used for internal testing:

Manufacturer	Printer model	Driver & Configuration
Hewlett Packard (HP)	9050n	Edge to edge printing enabled Latest Post script driver
Hewlett Packard (HP)	6P	Latest Post script driver
Hewlett Packard (HP)	5Si	PCL or Latest Post script driver
Canon	ImageRunner 3570	Latest Post script driver

Tractor Feed Impact Printers

- Basic tractor feed printer requirements are: 1 MB or more of memory.
- Printer used for internal testing and printing of claims and select reports: Epson DFX-8000

Specialized ePREMIS Workstation Requirements

Client side applications are not required on all workstations and are installed on PCs that the provider selects. Application performance will vary depending on the transaction volume, PC speed, host connection speed, and other user preferences. Typical environments will require a partially dedicated PC for a given specialized process. High volume environments may require one or more dedicated PCs. Please contact your installation or support team for specific information related to your environment.

Payor Status Management (PSM)

Payor Status Management is used to update the host patient accounting system with claim notes and claim processing information from RelayHealth and Payor. Payor Status is accomplished through customized batch interfaces or interactive (terminal emulation) processes.

Component	Module	Configuration
Processor (CPU)	PSM, Aii 1, RMIX 2	Pentium® IV 2.0ghz or faster processor
Memory (RAM)	PSM, Aii 1, RMIX 2	512MB or higher system memory
Hard Drive Space Available	PSM, Aii 1, RMIX 2	500MB of available disk space
Operating system components	PSM, Aii 1	Microsoft XML Parser 4.0 or higher (MSXML 4.0) Microsoft .Net Framework 2.0
Patient Accounting System Host Access ³	PSM, RMIX 2	Attachmate Personal Client 6.5 or later, Reflection for Windows®, or Meditech Terminal Emulation software
Medicare Shared System Network Access ⁴	Aii 1	LAN or WAN (additional and separate from Internet connection or modem for remote support connection)
Medicare Shared System Connectivity Software ⁴	Aii 1	Attachmate myExtra!
Remote Support Connection	RMIX 2, Aii 1	56K modem (separate from modem used for remote support, if applicable)

¹Aii (Advanced Inquiry Interface) is used to check the adjudication status of Medicare claims through the Medicare Shared System. It is replaced by Medicare Direct Entry. It is supported, but no longer sold.

² RMIX is used to automate the posting of payments, adjustments and denials from remittance advice into the patient accounting systems through interactive (terminal emulation) processes.

³ Required for interactive (key-stroke emulation) processes only. A dedicated PC is not required for most environments; however, environments will vary depending on claim volume, PC speed, and HIS terminal access speed. In some instances, larger facilities may require a dedicated PSM workstation to perform all necessary interactive postings.

⁴ Medicare shared system (FISS) access and the associated connectivity software is determined, provided and supported by your organization and Medicare fiscal intermediary.

Data Requirements

Data Formats

Several formats are supported for the exchange of information between healthcare financial systems and ePREMIS.

Data Type	Supported Format	Note
Institutional	ANSI 837i	Version A1 recommended
	UB92 Print Image (ASCII) and Expanded Print Images UB04 Print Image (ASCII) and Expanded Print Images	Expanded beyond 66 line page length or with supplemental content file(s)
	NSF 4, 5 or 6	
	McKesson Proprietary Claim File Format (multi-part claim file)	Used with McKesson Paragon, STAR and HealthQuest
	McKesson Proprietary DCOOF File Format	Used with McKesson Series
	ANSI 837p	Version A1 recommended
Professional	HCFA1500 Print Image and Expanded Print Images CMS1500 Print Image and Expanded Print Images	Expanded beyond 66 line page length or with supplemental content file(s)
	NSF 3.01	
Claims Status	ANSI U277 and S277 (RelayHealth standardized across payors)	For connected payors
Remittance	ANSI 835 (RelayHealth standardized across payors)	For connected payors

Data Transfer and Printing

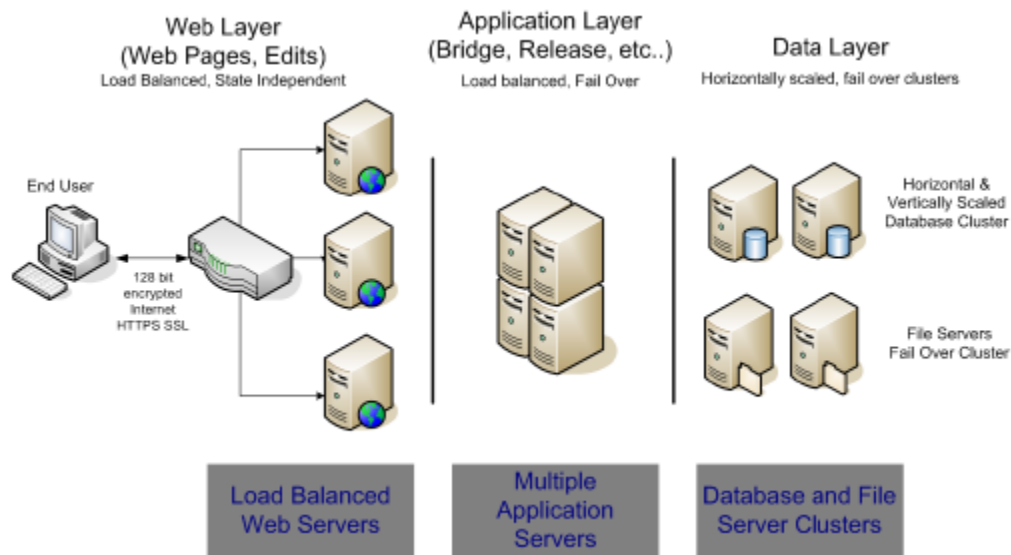
Data moves between the customer environment and the ePREMIS system through secure automated or manual methods.

Automated methods use the ePREMIS Agent client software to securely move data (claims, remittance, claims status, etc) between systems. The ePREMIS Agent is installed on a Windows based system and can be configured to support automated printing of claims, reports, and other information. The ePREMIS Agent can be installed as a Windows Service to run automatically without user intervention.

Users can manually upload, download, view and print information through Internet Explorer.

ePREMIS System Architecture

The following graphic shows the high level systems design used to manage ePREMIS. End users connect to Web servers through a secure, 128-bit encrypted Internet connection. Web servers manage presentation of data to end users and communicate with application servers to perform functions requested by end users (for example, running reports, validating claims, and producing EOBs). Application servers access and update information on database servers, and manage the creation and storing of files (for example, reports, submitted claim files, and payor remittance files) on file servers.



ePREMIS Data Flow

The following diagram shows the high level data flow between the client financial systems (HIS System) and the ePREMIS system managed by RelayHealth.

ePREMIS Dataflow

