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## Submitting Electronic Claims and Attachments to Carisk (iHCFA) Professional and Institutional

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### Sending a File and Attachments

Use the following steps to create and send a No Fault and Workers' Compensation electronic file and attachments to Carisk.

1. Click the **Insurance Billing** tab and then the **Manual Billing** tab.
2. Select the Electronic **NFWC\_P5** (for Professional) or **NFWC\_I5** billing form.
3. Select the **Practice(s)** and **Provider(s)** that you would like to collect claims for.
4. Check the **Print Forms and Reports after gathering claims** option and configure any other **Batch Run Options** as needed.
5. Configure any **Advanced Selections** as needed.  
Note: You have the option to select just No Fault or Workers' Compensation claims by selecting the case type. The file can contain both.
6. Click the **Start Now** button.
7. Print the Bad Claims Report, if applicable.
8. Click the **Print/Send Batch** button.
9. Highlight the billing batch you wish to send, and then click the **Send** button.
10. Click the **Make a file** button (**DO NOT SELECT Zip the file**)

#### **11. No Fault claims only:**

Enter **NFP.txt** (Professional) or **NFI.txt** (Institutional) in the File Name field or select the file if it already exist.

Recommended file name formats when your office has the following:

- Sending both Professional and Institutional files: NFP.txt or NFI.txt
- Sending files for multiple practices: NFPxx.txt or NFIxx.txt xx = practice IH code
- Sending files for multiple individual providers: NFPxx.txt or NFIxx.txt xx = provider IH code
- Sending files for multiple databases: NFPxx.txt or NFIxx.txt xx = create a file name that will address your office needs.

#### **Workers' Compensation claims only:**

Enter **WCP.txt** (Professional) or **WCI.txt** (Institutional) in the File Name field or select the file if it already exist.

Recommended file name formats when your office has the following:

- Sending both Professional and Institutional files: WCP.txt or WCI.txt
- Sending files for multiple practices: WCPxx.txt or WCIxx.txt xx = practice IH code
- Sending files for multiple individual providers: WCPxx.txt or WCIxx.txt xx = provider IH code
- Sending files for multiple databases: WCPxx.txt or WCIxx.txt xx = create a file name that will address your office needs.

**No Fault and Workers' Compensation claims (sending just one file):**

Enter **NFWCP.txt** (Professional) or **NFWCI.txt** (Institutional) in the File Name field or select the file if it already exist.

Recommended file name formats when your office has the following:

- Sending both Professional and Institutional files: NFWCP.txt or NFWCI.txt
- Sending files for multiple practices: NFWCPxx.txt or NFWCIxx.txt xx = practice IH code
- Sending files for multiple individual providers: NFWCPxx.txt or NFWCIxx.txt xx = provider IH code
- Sending files for multiple databases: NFWCPxx.txt or NFWCIxx.txt xx = create a file name that will address your office needs.

12. Click the **Save** button after the file name has been entered. If you are asked to overwrite the existing file, click the **Yes** button. A message will then appear on your screen to indicate that your file has been saved successfully. Click the **OK** button.
13. Click the **Launch** button.
14. The **NFWC Exporter** block displays. Enter your **Username** and **Password**. Click **Export**.
15. Once the transmission has been completed, the **Transfer Successful** notice is displayed with the number of files uploaded successfully. The file count includes the .txt file(s) and all attachments. Note: **All files** in the 837 and Attachments folders are sent.
16. Click **Cancel** and **Cancel** again.



## Reports

Reports are automatically downloaded during the NFWC Exporter process.

**The 999 Functional Acknowledgement Report** – This report is used to acknowledge receipt of a file. When interpreting this report look for this line on the report: Transaction Sets Received: # Transaction Sets Accepted: #. If numbers match, you have a clean 999 report. If numbers do not match, you have errors. The errors will be listed between the dotted lines.

## Printing Reports

After downloading your report, you can view and print it from Response Viewer.

1. In Practice Manager, click **Add-Ins > Insurance Billing > Response Viewer**
2. From the toolbar in the Response Viewer, click **Open** .
3. Highlight the report that you want to open and then click the **Open** button.
4. From the toolbar in Response Viewer, click **Print** .  
Another screen will appear that shows what printer you are printing to: just click the **OK** button and your report should now print.

When the report is finished printing you will be back to where the report is viewed on the screen. To select another report to print, return to Step 2.

To close out of this screen, click **File > Exit**

## Email from Carisk

Carisk will send an email to your office if there is a problem with the data file or an attachment is missing.

## Carisk Contact Information

**Website:** iHCFA.com

**Phone Support:** 973-795-1641 press 1

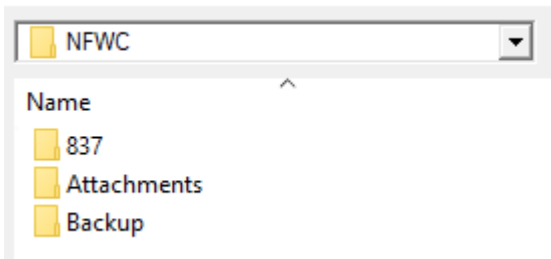
**Email:** ciCedi@cariskpartners.com

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## Reference Information for Electronic No Fault and Workers' Compensation Claim and Attachment Submission

### No Fault and Workers' Compensation Files and Attachments Folders

The No Fault and Workers' Compensation files and attachments are saved on your Appserver in the <Communications> folder as shown below:



**837** – NF.txt WC.txt (whatever file naming convention you have elected to use)

**Attachments** -- Attachments files in .pdf or .tif format

**Backup** -- After your files are transmitted to Carisk, they are renamed with the current date and time and stored here.

### Selecting Attachment Files

Attachment files are to be placed in the <Attachments> folder on the Appserver. A shortcut has been created on your desktop that allows you to place a **copy** of the file (do not remove from the original location) into this folder. This folder can be viewed prior to transmission to ensure you have included all of the required attachments for the claims being currently submitted. If you have missed an attachment, it can be included in the next submission or directly on the Carisk portal. Or if your claim and attachment names do not match, you can link the files directly on the Carisk portal.