



# **Internet Professional Claim Submission (IPCS) User Guide**

Submitting Professional Medi-Cal Claims on the  
Medi-Cal Provider Website

CA-MMIS  
October 2021

# Table of Contents

## Contents

Table of Contents .....	i
About This Guide .....	1
About IPCS .....	1
Questions .....	1
Before You Start – IPCS Access Requirements.....	2
Connecting to the Medi-Cal Provider Website to Access the IPCS Application .....	3
Entering a New Claim .....	5
IPC Application Tips.....	6
Required Fields .....	7
Removing Data from a Tab .....	8
Entering Claim Data .....	8
Provider Info Step.....	9
Subscriber Info Step .....	9
Claim Info Step .....	10
Other Health Coverage Step (Optional).....	11
Vision Step (Optional).....	12
Service Details Step .....	13
Drug Identification Section.....	13
Override Section.....	13
Submitting a Claim.....	15
Submit Preview .....	15
Correcting Errors.....	17
Viewing Claims Submitted Today.....	18
Viewing Claims Submitted Today (continued) .....	19
Viewing/Printing Claims .....	20
Troubleshooting IPCS.....	22
Change Summary.....	23

## About This Guide

The Internet Professional Claim Submission (IPCS) User Guide is designed to help Medi-Cal providers submit professional medical claims using the IPCS system. This user guide discusses provides instructions for the following:

- Connecting to the Medi-Cal Provider website
- Logging on to the IPCS system
- Submitting and printing professional medical claims
- Troubleshooting and resolving issues that may arise when using IPCS

## About IPCS

The IPCS application allows you to submit professional medical claims one at a time on the Medi-Cal Provider website in Transaction Services. IPCS does not perform online adjudication. Claims submitted successfully will receive a Claim Control Number (CCN) on the host response screen. If IPCS detects errors in your claim, you will receive a “CLAIM REJECTED” message on the host response screen. You can edit the claim to correct these errors before resubmitting the claim for processing. Your submitted claim enters the Medi-Cal claims processing system for processing in the daily batch cycle.

The IPCS system may be used by those who previously submitted professional claims using the Claims and Eligibility Real-Time System (CERTS) software. IPCS allows a faster, more efficient data exchange between providers and the Department of Health Care Services (DHCS).

**Note:** You are unable to submit institutional claims through IPCS. Only professional medical claims may be submitted through IPCS.

## Questions

If you have questions about IPCS, call the Telephone Service Center (TSC) at one of the following numbers. Select the option for questions regarding POS/Internet.

- In-state providers: 1-800-541-5555
- Out-of-State and border providers: (916) 636-1200

If you have questions about Medi-Cal policy or claims adjudication, refer to the Medi-Cal provider manuals (available in the Publications area on the Medi-Cal Provider website at [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)) or call the TSC and select the appropriate option.

## Before You Start – IPCS Access Requirements

To submit claims using the IPCS system, you must have both of the following:

- A [Medi-Cal Point of Service \(POS\) Network/Internet Agreement](#) form on file with DHCS for each provider number that is used to bill. If you currently have valid forms on file, no additional updates are needed. Mail completed agreement forms to:

Attn: POS/Internet Help Desk  
California MMIS Fiscal Intermediary  
820 Stillwater Road  
West Sacramento, CA 95605

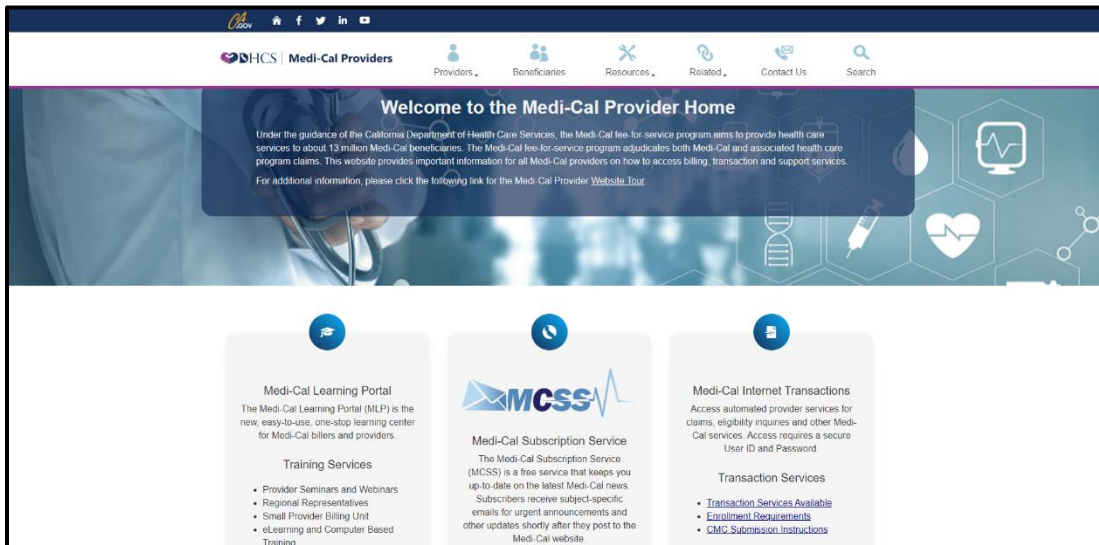
- A valid Computer Media Claims (CMC) submitter ID and password. To obtain or update your ID and password, complete the [Medi-Cal Telecommunications Provider and Biller Application/Agreement \(DHCS 6153\)](#). Check the Internet box in the Real Time Submission Type section, check Medical/Allied Health (05) and enter 5010, where indicated, in the ANSI X12 837 Version section.

California MMIS Fiscal Intermediary  
CMC Unit  
P.O. Box 15508  
Sacramento, CA 95852-1508

**Note:** Current Submitters who would like to add the IPCS Application to their list of available Internet options must have a valid CMC Submitter ID and complete the [Medi-Cal Telecommunications Provider and Biller Application/Agreement](#) (DHCS 6153).

# Connecting to the Medi-Cal Provider Website to Access the IPCS Application

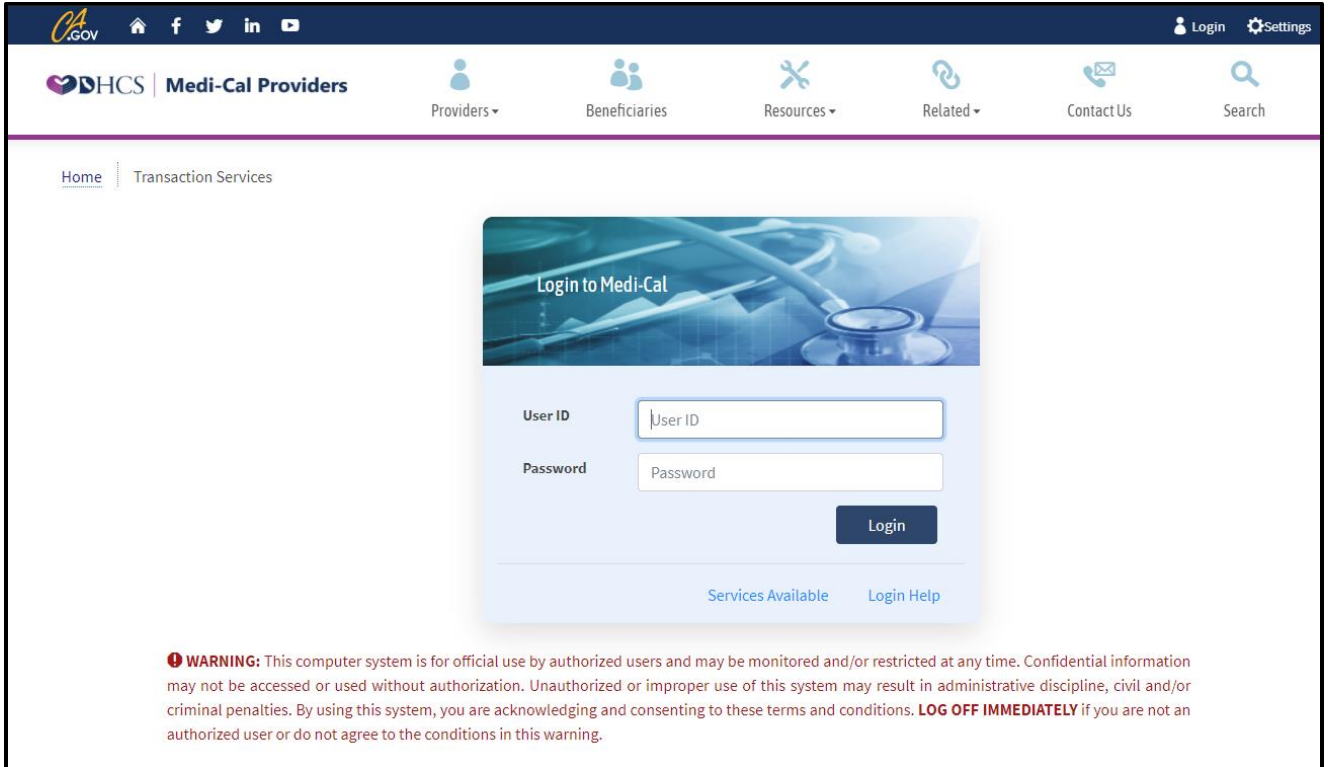
Follow the instructions below to connect to the Medi-Cal Provider website:



1. Direct your browser to [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov).
2. In Providers, click on Transactions. You will be directed to Transaction Services page.

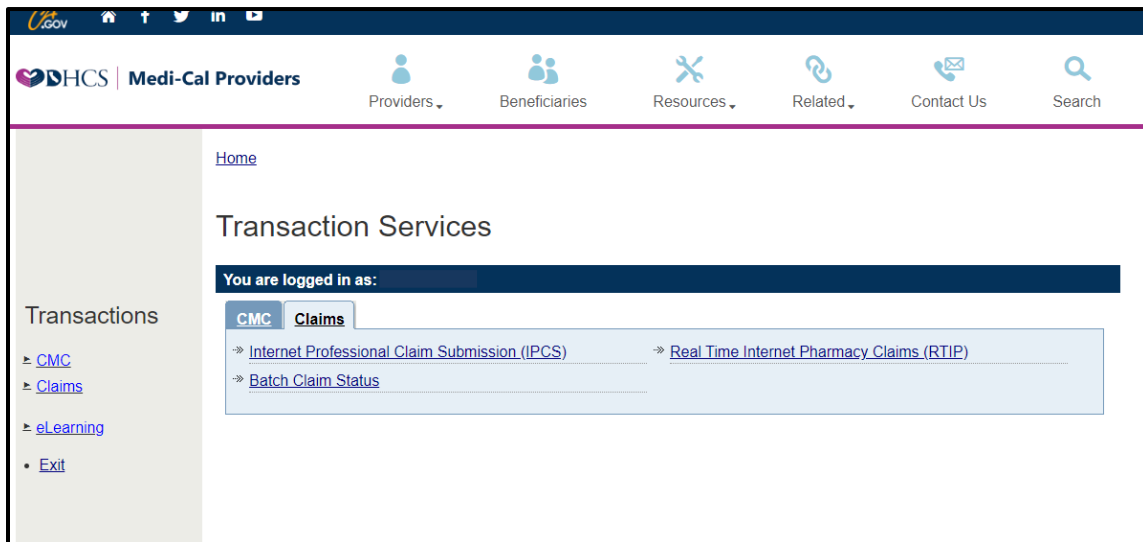
# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021



3. Enter your CMC submitter (user) ID and password.
4. Click login to open the Transaction Services menu page.

**Note:** If you can't log on, contact the TSC at 1-800-541-5555 and select the appropriate TSC prompt options from the [TSC Main Menu Prompt Options list](#).



Under the Claims tab, click Internet Professional Claim Submission (IPCS) to access the IPCS application.

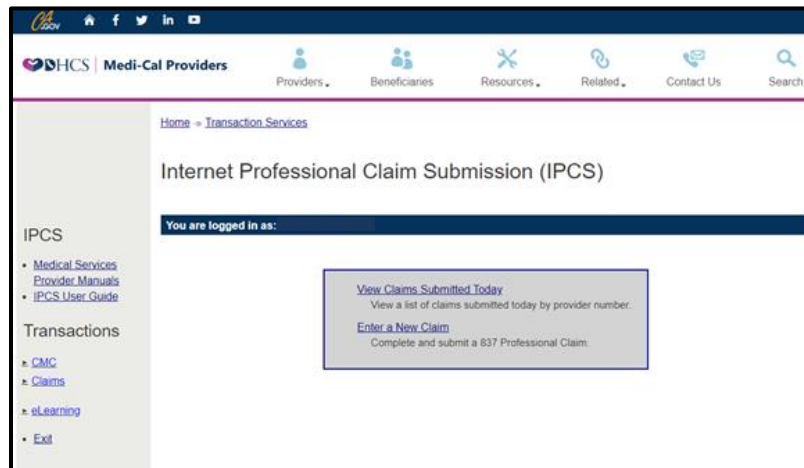
# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

If the IPCS system encounters problems while loading, an error message displays, stating that there was a system error while processing your transaction. Click the Reload button to try again. If the problem persists, contact the POS/Internet Help Desk through the TSC at 1-800-541-5555, and select the appropriate TSC prompt options from the [TSC Main Menu Prompt Options list](#).

Or

If there are no loading errors, the application will proceed to the next screen.



On the Internet Professional Claim Submission (IPCS) screen, you have two options:

- View Claims Submitted Today
  - will allow you to view previously submitted claim(s) from today
- Enter New Claim
  - will allow you to enter a new claim(s)

## Entering a New Claim

Individual professional medical claims, including attachments, can be submitted using IPCS. For more information about ordering an Attachment Control Form (ACF) and submitting attachments using this form, please refer to the CMC section of the [Forms](#) page of the Medi-Cal Provider website.

# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

The IPCS application contains the following that may be completed in any order:

- Provider Info
- Subscriber Info
- Claim Info
- Service Details
- Other Health Coverage (Optional)
- Vision (Optional)

**Note:** For other health coverage policy, please refer to the Other Health Coverage section in the appropriate Part 2 manual.

## IPCS Application Tips

Keep the following tips in mind when completing the Internet professional medical claim application:

- Do not use your browser's Back or Refresh buttons. If you click either button, you lose all data entered to that point.
- If you leave your IPCS session inactive for 20 minutes, the session times-out, IPCS closes, and you are returned to the Login page. This feature protects your submitted data and guards against unauthorized use of the system.
- If you exit IPCS application before submitting your claim, you will lose any data entered. You may not save a partially completed claim. You must complete the claim and submit it or you lose the data you have entered.
- Once you submit a completed claim, you can recall that claim's data to complete other claims with similar data.



## Required Fields

Each step of the IPCS application has required fields that must be completed for each claim submitted. Required fields are marked with a red asterisk (\*).

The screenshot shows the 'Billing Provider Section' form. It contains the following fields: National Provider ID (marked with a red asterisk), Medicaid Provider ID, Address (marked with a red asterisk), Address 2, City (marked with a red asterisk), State (marked with a red asterisk), Zip Code (marked with a red asterisk), Country, Country SDC, Taxonomy Code, and Benefit Assignment Indicator (a dropdown menu with 'Select One' selected).

In the Billing Provider Section, the red asterisks indicate that the National Provider Identifier (NPI) or the Medicaid Provider ID, and the Address, City, State, Zip Code and Benefit Assignment fields are required and must be completed for every claim.

The screenshot shows the 'Service Facility Section' form. It contains the following fields: National Provider ID, Medicaid Provider ID, Entity Identifier (a dropdown menu with 'Select One' selected), and a large empty text area below.

The Service Facility Provider and Entity Identifier fields in the Service Facility Section must be completed if the health care services are provided at a location other than the billing provider's location.

The IPCS application displays a prompt if a field is required for a situation and is not completed.

**Note:** Other fields may be situationally required, depending on the billing scenario.

## Removing Data from a Tab

Follow the instructions below to clear all data from a tab.

The screenshot shows a web application interface with four tabs: 'Provider Info', 'Subscriber Info', 'Claim Info', and 'Service Details'. The 'Subscriber Info' tab is active. In the top left corner of the form area, there is a button labeled 'Clear Tab Fields'. To the right of this button, there is a legend: '\* Indicates Required Fields' and '? Hover on any field for help info.'. Below the legend is a blue header bar with the text 'Subscriber/Recipient Information'. The form contains several input fields and dropdown menus:

- \* Medi-Cal Subscriber's Name:** Suffix, Last Name, First Name, MI, and \* Subscriber ID #.
- Issue Date(mm/dd/ccyy):** Issue Date(mm/dd/ccyy).
- \* Subscriber Birth Date(mm/dd/ccyy):** \* Subscriber Birth Date(mm/dd/ccyy).
- \* Gender Code:** \* Gender Code (Select One dropdown).
- Pregnancy Indicator:** Pregnancy Indicator (Select One dropdown).
- \* Patient Account Number:** \* Patient Account Number.
- Patient Amount Paid:** Patient Amount Paid (\$) with a text input field.
- \* Release of Information Code:** \* Release of Information Code (Select One dropdown).

To clear all data from a tab, click the Clear Tab Fields button, located in the top left-hand corner.

## Entering Claim Data

Steps can be completed in any order. As you complete each step and move to another, you will be prompted to correct basic errors.

# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

## Provider Info Step

The Provider Info step contains information that identifies the billing, rendering and referring providers and the service facility for the claim.

To read a detailed description of each field, click the field name.

On the Provider Info step, complete all required fields and then move to the next tab.

## Subscriber Info Step

The Subscriber Info step contains information about the Medi-Cal subscriber (beneficiary/recipient), including any Share of Cost/Spend Down the subscriber may have paid.

To read a detailed description of each field, click the field name.

On the Subscriber Info step, complete all required fields and then move to the next step.

# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

## Claim Info Step

The Claim Info step contains general information regarding the claim. Any information entered here will be applied to all the Service Detail lines for the entire claim, unless overridden on the Service Details step.

The screenshot displays the 'Overall Claim Information Section' of the IPCS system. It features a navigation bar at the top with tabs for 'Provider Info', 'Subscriber Info', 'Claim Info', and 'Service Details'. Below the navigation bar, there are buttons for 'Clear Tab Fields', 'Other Health Cov.', and 'Vision'. A legend indicates that an asterisk (\*) denotes required fields. The main form area is divided into two identical sections, each containing the following fields:

- Hospitalization Admit Date (mm/dd/yyyy)
- Hospitalization Discharge Date (mm/dd/yyyy)
- ICD-CM Type (dropdown menu, currently set to 'NONE')
- Diagnosis Codes (Primary and Secondary)
- Prior Authorization
- Referral #
- \* Place of Service (dropdown menu, 'Select One')
- Special Program Indicator (dropdown menu, 'Select One')
- Delay Reason Code (dropdown menu, 'Select One')
- Onset of Current Illness/Injury Date (mm/dd/yyyy)
- Accident Date (mm/dd/yyyy)
- Related Causes Code 1 (dropdown menu, 'Select One')
- Related Causes Code 2 (dropdown menu, 'Select One')
- Auto Accident State/Province State
- Country Code
- Attachment Transmission Code (dropdown menu, 'Select One')
- Attachment Control Number
- Note Reference Code (dropdown menu, 'Select One')

At the bottom of the form, there are two additional fields: 'Claim Note Text' and 'File Information'.

To read a detailed description of each field, click the field name.

On the Claim Info step, complete all required fields and then move to the next tab.

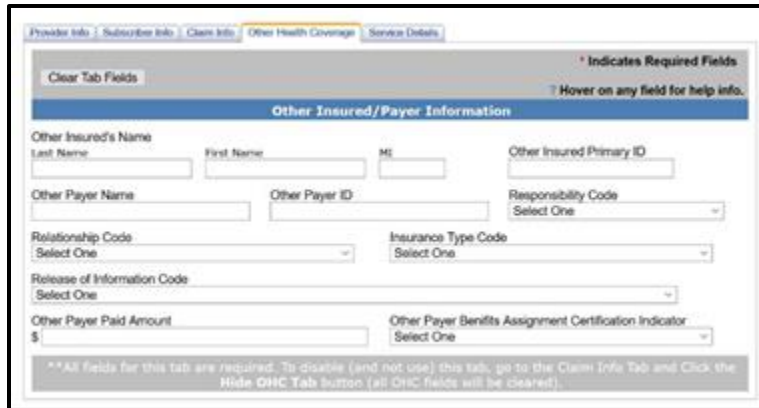
The appropriate ICD-CM Type must be selected before entering a Diagnosis Code. When changing the ICD-CM Type, you must first clear the Diagnosis Code field, select the appropriate ICD-CM Type, and then re-enter the new Diagnosis Code.

# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

## Other Health Coverage Step (Optional)

The Other Health Coverage (OHC) tab contains information regarding OHC the Medi-Cal subscriber may have, which indicates shared responsibility for paying the claim. If so, select the check box to allow entry on this step.



The screenshot shows a web form titled "Other Insured/Payer Information". At the top, there are navigation tabs: "Provider Info", "Subscriber Info", "Claim Info", "Other Health Coverage", and "Service Details". Below the tabs is a "Clear Tab Fields" button and a note: "Indicates Required Fields" and "Hover on any field for help info.". The form fields are as follows:

- Other Insured's Name: Last Name, First Name, MI, Other Insured Primary ID
- Other Payer Name, Other Payer ID, Responsibility Code (Select One)
- Relationship Code (Select One), Insurance Type Code (Select One)
- Release of Information Code (Select One)
- Other Payer Paid Amount (\$), Other Payer Benefits Assignment Certification Indicator (Select One)

At the bottom, a note reads: "All fields for this tab are required. To disable (and not use) this tab, go to the Claim Info Tab and Click the Hide OHC Tab button (all OHC fields will be cleaned)."

To read a detailed description of each field, click the field name.

On the OHC step, complete all required fields and then move to the next step.

- If the subscriber has another health insurance plan and the OHC plan has paid on the claim
  - click on the OHC tab and complete all fields in the Other Insured/Payer Information page.

Or

- If the subscriber has another health insurance plan and the OHC plan has denied the claim
  - click on the Other Health Coverage tab and complete all fields in the Other Insured/Payer Information page.

Or

- If the subscriber does not have another health insurance plan
  - click on the Claim Info tab, and then click Hide OHC Tab.

**Note:** If the Other Health Coverage tab is opened, all fields on the tab must be completed.

# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

## Vision Step (Optional)

The Vision step contains fields for vision related information that correspond to this claim.

To read a detailed description of each field, click the field name.

On the Vision step, complete all required fields and then move to the next step.

If the service is Vision related, click on the Vision tab and complete all required fields, in the Vision Information page.

Or

If the service is NOT Vision related, click the Claim Info tab, and then click on the Hide VIS Tab.

# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

## Service Details Step

The Service Details step contains information about the specific procedures performed. At least one service detail is required, but you may enter up to six. As you add details, the *Total Claim Charge Amount* field at the top of the screen changes to reflect the sum of the Service Line Detail charges entered up to that point.

## Drug Identification Section

The *Drug Identification* Section allows for the collection of the National Drug Code (NDC) or Universal Product Number (UPN) in conjunction with the local and national level Healthcare Common Procedure Coding System (HCPCS) codes when they are required for billing on a claim. When required, a qualifier code identifying the UPN type or NDC needs to be entered along with the quantity and unit of measure, prescription and pricing information.

## Override Section

The *Override* Section contains fields already displayed and/or entered on the Provider and Claim Info tabs. If a detail line contains different information (for example, a different Treatment Authorization Request [TAR] number), it is necessary to enter this information in the Override Section. The TAR number entered on the Claim Info tab applies to all service details unless there is a different number entered in the Override Section for one of the service details. For that service detail only, the TAR number on the Claim Info tab will be overridden by the number entered in the Override Section on the Service Details tab.

# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

The screenshot shows the 'Service Line Details Information (Limit 6 Details)' form. At the top, there are navigation tabs: Provider Info, Subscriber Info, Claim Info, Other Health Coverage, Visits, and Service Details. Below the tabs, there is a 'Clear Tab Fields' button and a 'Total Claim' field showing '\$ 0.00'. A note indicates that asterisks (\*) denote required fields. The form is divided into several sections: 1. 'Service Line Details Information (Limit 6 Details)' containing fields for Line Item Control #, From Service Date, To Service Date, Procedure Code, Modifiers (1st, 2nd, 3rd, 4th), Charge Amount, Quantity, and Quantity Qual. 2. 'Emergency Indicator' section with fields for Emergency Indicator, EPSDT/Family Planning Indicator, Family Planning Indicator, and Note Reference Code. 3. 'Line Note Text' and 'Line File Information' text areas. 4. 'Drug Identification Section' with fields for Product ID Qualifier, Product ID, Unit Price, Unit Quantity, Unit Of Measure, Prescription # Qual, and Prescription #. 5. 'Override Section' with fields for Onset Date and Place of Service. A note at the bottom of the override section states: 'Use only when information for this detail differs from that entered on the Claim and Provider tabs.'

To read a detailed description of each field, click the field name.

The screenshot shows a form for provider and facility information. It includes fields for Prior Authorization # and Referral #. The form is organized into three columns: 'Rendering Provider', 'Referring Provider', and 'Service Facility'. Under 'Rendering Provider', there are fields for National Provider ID, Medicaid Provider ID, and Taxonomy Code. Under 'Referring Provider', there are fields for National Provider ID, Medicaid Provider ID, Taxonomy Code, and Provider Name. Under 'Service Facility', there are fields for National Provider ID, Medicaid Provider ID, and Entity Identifier. At the bottom, there are four buttons: 'Add Detail', 'Remove Detail', 'Edit Detail', and 'Save Detail'.

On the Service Details step, complete all required fields and proceed to the next step.

**Note:** To complete the Service Line Detail Information section, enter information about the specific service performed and enter all override information. Then click on the Add Detail button (on the bottom of the left-hand corner) to add the service detail to the transaction. Repeat this step for additional service lines.



# Submitting a Claim

## Submit Preview

The following fields are required and must be completed before the claim can be submitted:

- The From Service Date is a required field and must be entered before adding a service detail line.
- Quantity Qual is a required field and must be entered before adding a service detail line.
- The Procedure Code is a required field and must be entered before adding a service detail line.
- Charge Amount is a required field and must be entered before adding a service detail line.
- Quantity is a required field and must be entered before adding a service detail line.

Provider Info | Subscriber Info | Claim Info | Other Health Coverage | Vision | Service Details

Clear Tab Fields Total Claim \$ 0.00 \* Indicates Required Fields  
Charge Amount: ? Hover on any field for help info.

Service Line Details Information (Limit 6 Details)

Line Item Control # \* From Service Date(mm/yyyy) To Service Date(mm/yyyy)

\* Procedure Code Modifiers 1st 2nd 3rd 4th \* Charge Amount \* Quantity \* Quantity Qual  
Select One

Emergency Indicator EPSDT/Family Planning Indicator Family Planning Indicator Note Reference Code  
No No No Select One

Line Note Text Line File Information

Drug Identification Section

Product ID Qualifier Product ID  
Select One

Before submitting your claim, click the Submit Preview button to check for missing fields and/or errors.

**Note:** A Submit Preview button will only display when a detail line is present.

If the required field(s) is incomplete, an error message(s) is displayed, identifying the field(s) that must be corrected before the claim can successfully be submitted.

Claim Detail

Submitter: CMCSUB001

----- PROVIDER INFORMATION -----

Billing Provider ID: [REDACTED]  
Billing Provider Address: [REDACTED]  
Billing Provider Country: [REDACTED]  
Billing Provider Country SDC:  
Billing Taxonomy Code:  
Benefit Assignment: W - Not Applicable  
Facility Provider ID:  
Facility Entity ID:  
Rendering Provider ID:  
Rendering Taxonomy Code:  
Referring Provider ID:  
Referring Taxonomy Code:  
Referring Provider Name:

----- SUBSCRIBER INFORMATION -----

Subscriber's 1st Name / Middle: as /  
Subscriber's Last Name: as  
Subscriber ID # / Suffix: [REDACTED]  
Issue Date: 12/12/2008  
Subscriber Birth Date: 12/12/2008  
Gender: M - Male

If you made an adjustment(s) to the transaction to correct the error(s), click the Submit Preview button again to take you to the Claim Detail screen.

**Note:** If there are no error(s), the Claim Detail screen will display the transaction information on one page, so you can easily verify the data.

# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

In the Claims Detail screen, there are 2 options:

- Click Cancel-Edit Claim to return to the claim to make changes
- OR
- Click Submit to submit the claim.

**Note:** If you click Cancel-Edit Claim to make any change(s), Click the Submit Preview button again to review the claim detail.



After you have submitted the claim, the information submitted will be validated and the Host Response screen will appear.

If the claim was successfully completed, the Host Response screen will display a Claim Control Number (CCN).

When the claim is successful, you have three options on the Host Response screen:

- The Back to Main Menu and Enter New Claim buttons will take you back to the Transaction Services screen.
- The Print Claim button will allow you to print the claim detail.

**Note:** If you select the Print Claim button, the claim will be printed with the CCN.

# Correcting Errors

When all required fields are complete and the claim is submitted, the Medi-Cal claims processing system performs verification checks on the procedure and diagnosis codes and the submitter and provider IDs.



If the submitted claim was NOT successfully completed, the Host Response screen will display all error(s).

When the claim is NOT successful, there are four options on the Host Response screen.

- The Back to Main Menu and Enter New Claim buttons will take you back to the Transaction Services screen.
- Edit Claim button will return you to the Claim Entry screen, where you can make appropriate adjustments.
- Print Claim button will allow you to print the claim detail.

**Note:** If you select the Print Claim button, the claim will be printed with the CCN. If the claim continues to be rejected and you feel it is an error, call the TSC and select the appropriate TSC prompt options from the TSC Main Menu Prompt Options list.

**Note:** If you click the Back to Main Menu or Enter New Claim buttons, you can recall the provider, subscriber, claim and other health care data entered by clicking Recall Data from Last Claim on the Provider Info tab. This feature will only retrieve the most current transaction data that has been submitted. It will not apply if you have timed-out or logged off and logged back on.

If the system encounters errors that prevent successful claim submission, the Host Response screen will display the error(s) and you will be given the opportunity to try again. If the problem persists, contact the TSC at 1-800-541-5555 for assistance

# Viewing Claims Submitted Today

In the Internet Professional Claim Submission (IPCS) screen, select the View Claims Submitted Today link to search for claim(s) previously submitted today, through the IPCS application.

Use the Claim Search screen to list all claims submitted that day, according to the submitter (user) ID and provider IDs previously entered.

To view claims for a particular provider, the provider ID must be assigned to the submitter (user) ID used to log on to the system and the claim must previously have been submitted using the same user ID and provider ID.



1. In the IPCS screen, select the View Claims Submitted Today link.



2. Enter the nine-digit Medi-Cal provider ID and click the Get Claims button.

# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

## Viewing Claims Submitted Today (continued)

Provider ID: [redacted] Get Claims

You have 1 claim(s) available to view.  
Claims 1 thru 1 are displayed. Click the CCN # to view claim details.

CCN	Details	Subscriber ID	Subscriber Name	Service Date
1	[redacted]	[redacted]	[redacted]	12/12/2008

Back To Main Menu

The system returns a list of claims submitted for the user and provider ID on the current day, along with a list of claim details (CCN, details, subscriber ID, Subscriber Name and Service Date).

**Note:** If more than 20 claims are available to view, the first 20 will display. Click on the **More Claims** button to view the next 20 claims, etc., When you have reached the last claim, the **More Claims** button will no longer appear. If you wish to exit the screen, click on the **Back to Main Menu** button to return to the IPCS screen.

Provider ID: [redacted] Get Claims

Please try another provider ID.

No data returned from the query for Submitter 001/Provider [redacted]

Back To Main Menu

If no claims were submitted for the user and provider ID on the current day, a message displays prompting you to enter another provider ID.

Click the **Back To Main Menu** button to return to the IPCS screen.

# Viewing/Printing Claims

Provider ID: [redacted] Get Claims

You have 1 claim(s) available to view.  
Claims 1 thru 1 are displayed. Click the CCN # to view claim details.

	CCN	Details	Subscriber ID	Subscriber Name	Service Date
1	[redacted]	1	[redacted]	[redacted]	12/12/2008

Back To Main Menu

Click the CCN line of the claim you want to print.

# Internet Professional Claim Submission (IPCS) User Guide

Page updated: October 2021

The screenshot displays the 'Claim Detail' screen with the following sections:

- Header:** CCN: [redacted] Submitter: [redacted]
- PROVIDER INFORMATION:**
  - Billing Provider ID: [redacted]
  - Billing Provider Address: [redacted]
  - Billing Country Code:
  - Billing Country SDC Code:
  - Billing Taxonomy Code:
  - Benefit Assignment: W - Not Applicable
  - Facility Provider ID:
  - Facility Entity ID:
  - Rendering Provider ID:
  - Rendering Taxonomy Code:
  - Referring Provider ID:
  - Referring Taxonomy Code:
  - Referring Provider Name:
- SUBSCRIBER INFORMATION:**
  - Subscriber's Name: [redacted]
  - Subscriber's ID #: [redacted]
  - Issue Date: 12/12/2008
  - Birth Date: 12/12/2008
  - Gender: M - Male
  - Patient Account Number: 11111111111111111111
  - Pregnancy Indicator: N
  - Patient Amount Paid: 0.00
  - Release Of Information: Y - Yes, Provider has signed statement permitting release of medical billing data related to a claim
- CLAIM INFORMATION:**
  - Hospital Admit Date:
  - Hospital Discharge Date:
  - Prior Authorization #:
  - Referral #:
  - ICD-CM Type:
  - Primary Diagnosis Code:
  - Secondary Diagnosis Code:
- CLAIM OVERRIDE:**
  - Prior Authorization #:
  - Referral #:
  - Onset Date:
  - Place of Service:
  - Rendering Provider ID:
  - Rendering Tax Code:
  - Referring Provider ID:
  - Referring Tax Code:
  - Referring Provider Name:
  - Facility Provider ID:
  - Facility Entity ID:

At the bottom of the screen are two buttons: 'Cancel' and 'Print'.

On the Claim Detail screen, you have two options:

1. Click the Print button to print the claim in a formatted document.
2. Click the Cancel button to return to the Claim List screen.

# Troubleshooting IPCS

**1. After I log on, I don't see the IPCS option on my Transaction Services menu.**

Make sure you have completed the appropriate forms and are approved to use the IPCS system. Current providers with a valid submitter ID and password must still complete the appropriate forms to have IPCS access added to their list of Internet options. Refer to the Before You Start – IPCS Access Requirements section of this guide for more information.

**2. When I use the Back button or Refresh button in Internet Explorer, the screen resets back to the beginning.**

The IPCS system uses the latest interactive Web technology, which makes it unnecessary to refresh the Web page. The IPCS system is loaded on your computer when you go to the designated Web page. Using Refresh or Back reloads the system onto your PC and clears all your entries. Use these buttons only to reload the system and start from the beginning.

**3. I started filling out a claim and had to leave my desk. When I came back, the IPCS system was gone and the login page was on my screen. Where is all the data I typed in?**

To protect from unauthorized use of the system, the IPCS system shuts down if no activity is detected for 20 minutes. If this happens, you must log on to the system again. Any claim data that you did not submit is lost. Normal claim completion activity and search requests keep the system active on your computer.

**4. I've submitted several claims, but when I go to the View Claims screen and do a search, they are not coming up.**

The View Claims search displays only claims submitted on the same day using the submitter ID and provider ID the claims were submitted with. You can view which submitter ID you have logged on with at the top of the screen. For example, if you log on as Submitter A and submit claims for Providers 1, 2 and 3, and then log back on as Submitter B and try to search for claims for Providers 1, 2 and 3, they will not display.

**5. I used IPCS previously. When I installed the latest updated version, I received the following message: "Object reference not set to an instance of an object."**

This error message means that the Temporary Internet files and/or Cookies in the browser have the old IPCS version stored in them and need to be cleared out before the new version can be accessed has been validated and is authorized to submit transactions. Prior to testing each new software release/upgrade, the developer must notify the POS/Internet Help Desk of the new four-character version number for that software.



# Change Summary

Date	Description	Notes/Comments
10/27/2021	Standardized user guide formatting	N/A