LATITUDE43

Provider Claims Submission Training

for HealthWest Contracted Providers
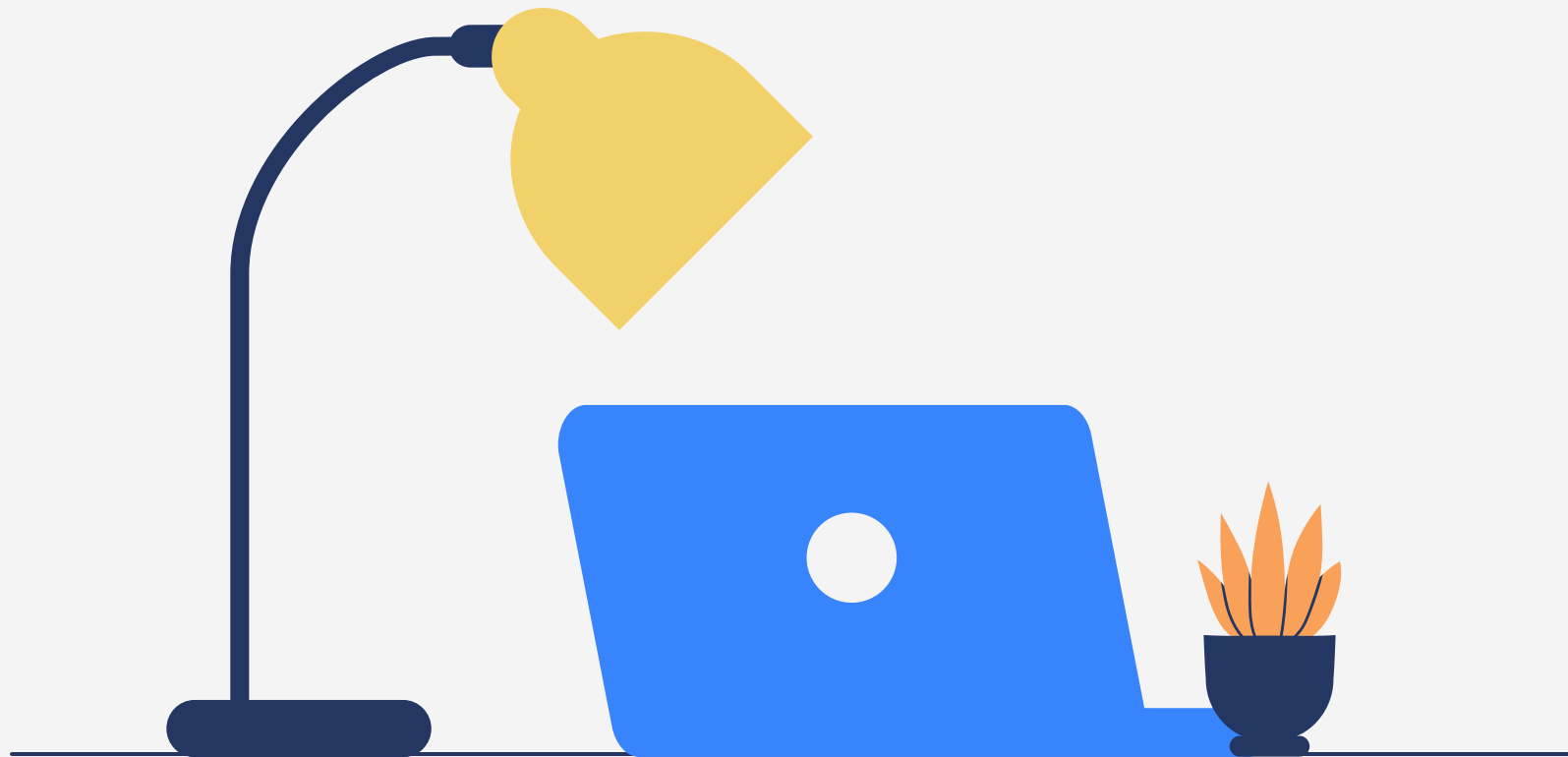
Friday, October 22, 2021

Presented by Nikki Adkins, PCE Systems
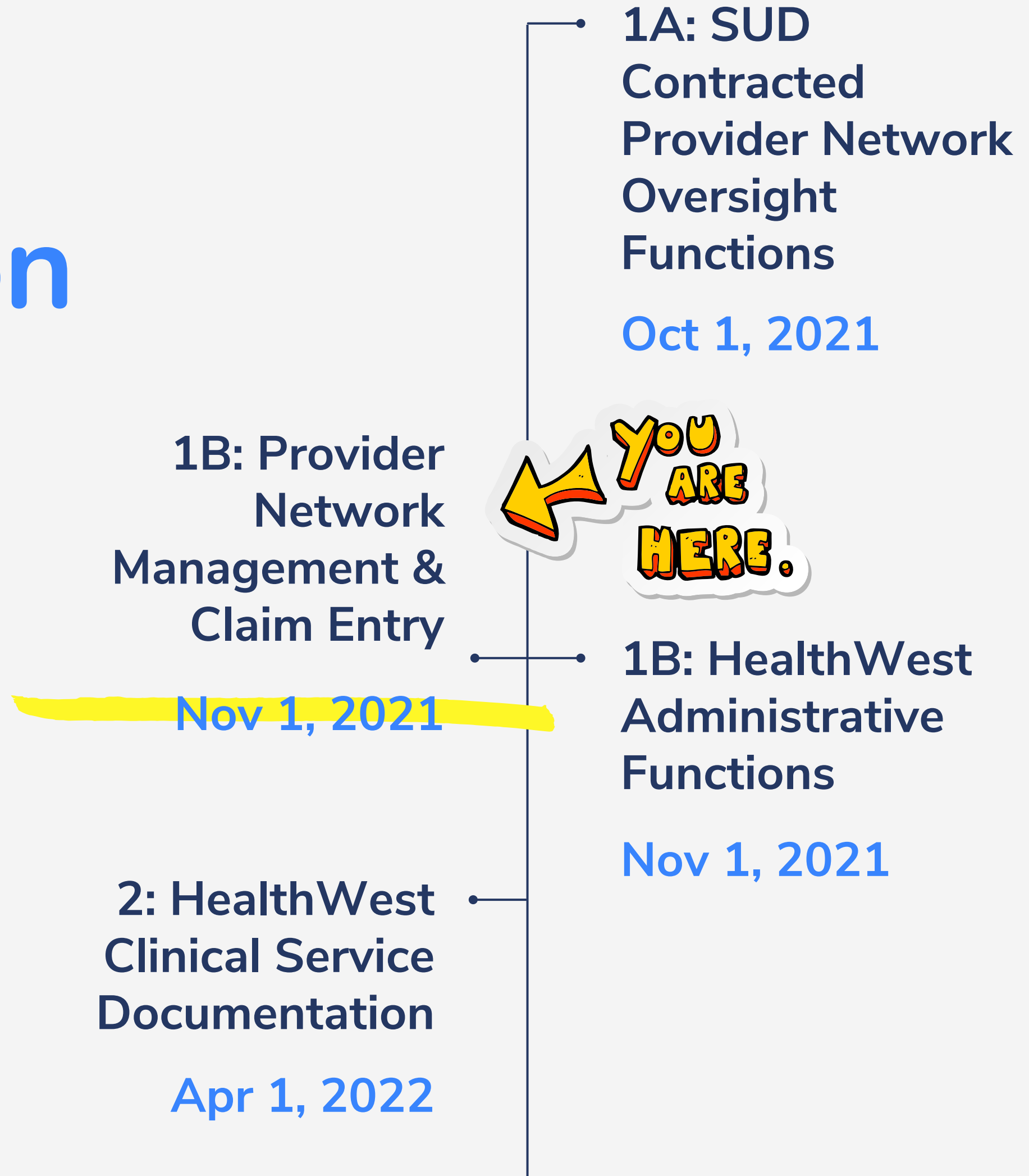
Training Format

- ✓ **System Demonstration**
- ✓ **Session is Recorded**
- ✓ **Chat your Questions**

System implementation timeline

HealthWest and PCE are using a phased approach to the EHR implementation

1A: SUD Contracted Provider Network Oversight Functions

Oct 1, 2021

1B: Provider Network Management & Claim Entry

Nov 1, 2021

YOU ARE HERE.

1B: HealthWest Administrative Functions

Nov 1, 2021

2: HealthWest Clinical Service Documentation

Apr 1, 2022

Phase 1B

Provider network management and claim entry

Today's Agenda

- Login Process

- Viewing Authorizations & Basic Client Information

- Generating Reports for Authorizations and Claims

- Claims Entry, 837 File Upload & Adjudication Process

- Viewing Payments, EOBs & Remittance Advices

- Open Q&A

Accessing the System

- Web-based software; does NOT require download
- Use any web browser with an internet connection
- Go Live is Monday, November 1, 2021

Training environment
www.pcesecure.com/latitude43training

Production enviroment
www.pcesecure.com/latitude43

Obtaining a Login

Existing CX360 Users

- User accounts were created for you

New Users

- Submit BH or SUD Provider Latitude 43 User Account Form to Latitude43Support@healthwest.net

For more information visit HealthWest website:

https://healthwest.net/for-providers/latitude-43-electronic-health-record/

Timelines for Claims Submission

- Use Latitude 43 ONLY for Dates of Service 10/1/21 and after
- Use existing process for claims prior 10/1/21

00:00

System Demo

What's Next?

Follow-up Materials

User Manual and Presentation slides will be sent to all attendees in follow-up email from HealthWest

Ask Questions

Please send User Account Form to
Latitude43Support@healthwest.net

Please send all claims related questions to
Claims@healthwest.net

Let's Go Live!

Monday, November 1, 2021 at 8:00 AM