

TRAKnet™ DPM FAQ

Answers to Frequently Asked Questions



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1. What should I do to keep my reports and notes from being cut off when printing?

Go to *Home > Tools > Options*. Make sure that a paper size is selected and increase document margins if necessary. View the Print Preview to ensure that all information is showing properly.

2. How do I edit an invoice?

You can easily find all of your editing options by using the icons in the upper right corner of the invoice screen.

3. I cancelled an appointment and now the patient is no longer on the schedule. Why?

Cancelled appointments disappear from TRAKnet™ DPM's grid view so that you can schedule a different patient for that time slot. You can still see a patient's cancelled appointment from the list view.

4. Why do charges change automatically?

The fee schedule conveniently adjusts charges automatically, based on what the insurance allows.

5. How does TRAKnet™ DPM handle secondary claims electronically?

Because TRAKnet™ DPM currently sends secondary insurance information with the primary claim, secondary resubmission can be completed through Gateway EDI (GEDI). From GatewayEDI.com, you can make minor changes and re-submit a secondary claim. Some insurance providers also accept paper versions of secondary claims. Look for enhanced electronic secondary claim capability in a future release of TRAKnet™ DPM.

6. What's the difference between a single payment and a split payment?

A single payment can only be applied to one line item at a time. If a single payment needs to be applied to multiple items, you can split the payment between multiple patients, dates or line items.

7. How can I use the Claim Wizard to split a claim?

To change the place of service for a line item on a claim or to send line items to different primary insurance destinations, you can use the Claim Wizard to split the claim to GEDI. After the claim is completed and checked "bill-ready", click "Tools/Claim Wizard" to see the claim detail screen. From this screen, add or change the place(s) of service and check or uncheck line item(s) as necessary. When you click "Finish", the claim will be split appropriately.

8. How can I change the Automatic Logout Time in TRAKnet™ DPM?

You may access Automatic Logout Time settings at *Tools > Options > Security > Automatic Logout Time*. You may enter up to 1,440 minutes and then click "Save."

9. Where is the CMS1500 Tab?

This tab is found under *View > Claims > CMS1500*.

10. How can I enable Drag and Drop capability?

Follow these steps to enable Drag and Drop capability:

- Open Internet Explorer and go to *Tools > Internet Options*.
- Go to *Security Tab > Local Intranet > Custom Level*.
- Enable "Launching Programs and Files in an IFRAME".

Still have questions? Check the TRAKnet™ DPM product page at BioMedix.com for online tutorials. You can contact TRAKnet™ DPM Support at: TRAKnetDPM@BioMedix.com or at 888-889-8997.



TRAKnet™ is Accepted



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