

EAP PROVIDER'S QUICK GUIDE

TO ELECTRONIC BILLING

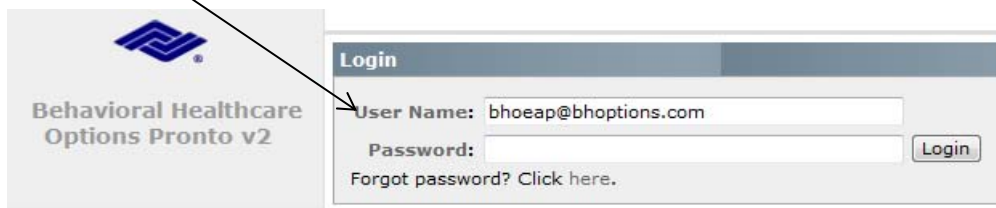
We refer to our electronic billing system as **PRONTO** (**PR**ompt billing, **ON T**ime, **O**nline).

PRONTO is an easy-to-use, provider friendly database that assures prompt payment. Even if/especially if you are not a computer “geek”, this system is easy to learn. Below is a quick guide to using PRONTO. If you have any questions, please feel free to send an email to:

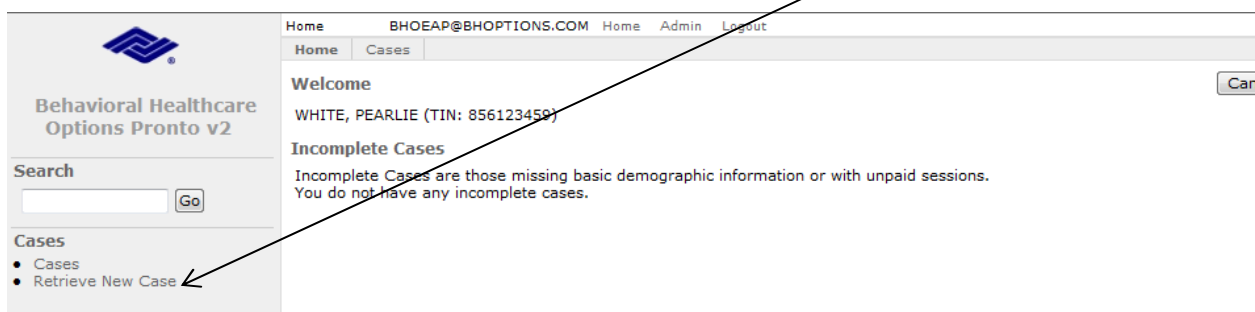
bhoeap@bhoptions.com.

To Accept a New Case

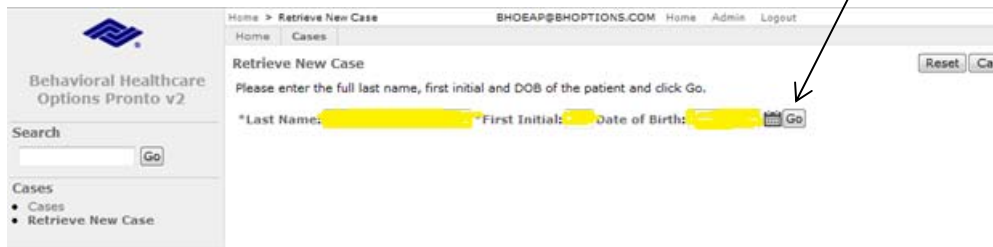
- 1.) **Log in** through Internet Explorer (eap.argusgo.com). There is no www or http needed. FYI- Please do not use a search engine, type the address directly into your browser. Enter- Username (your email address) and Password.




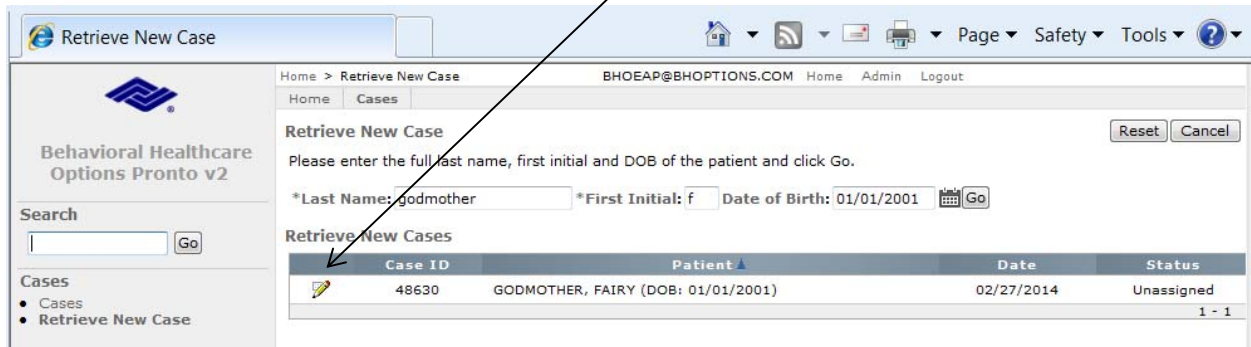
2. Go to **Retrieve New Case** on the home page (left), Click on **Retrieve New Case**.



3. The screen below will come up. Type in Clients **Last Name only**, **First initial** and enter patients **Date of Birth** as XX/XX/XXXX (must be full DOB). Click **Go**



4. Once you find the patient, click the edit button  to the left of the name.



5. Verify that the patient information displayed is still correct.



6. If all information is correct and you want to accept the case type **“YES”** in the **Accept Case** box (*in uppercase letters only*). Click the **Accept** button

Home Cases

Retrieve New Case Reset

Please enter the full last name, first initial and DOB of the patient and click Go.

*Last Name: godmother *First Initial: f Date of Birth: 01/01/2001 Go

Retrieve DOE, JANE

Case ID	Patient	Date	Status
007	DOE, JANE	02/14/2014	Unassigned

007 (DOB: 01/01/2001) 0007 02/27/2014 Unassigned 1 - 1

DOE, JANE

Case/Patient Information Cancel

Case Id: 48630
Case Date: 02/27/2014
Name: GODMOTHER, FAIRY
Account: GOLD RUSH (NP GOLD RUSH LLC HBU87)
Date of Birth: 01/01/2001
Address: 7894 WISHFUL LANE
LAS VEGAS, NV 89121
Gender: Female
Ethnicity:

Accept Case Accept

To accept this case please type the word YES in the box labeled Accept. Then click the Accept button. Once you have accepted a case you can not undo this operation. You will need to contact a support person for assistance.

Note: A confirmation message will appear at the top of the next screen.

Case has been accepted.

- ❖ If patient has not contacted BHO for authorization, please instruct patient to call (800) 280-3782 **PRIOR** to their first session to ensure payment.
- ❖ A case will automatically close after 90 days of inactivity.

To Enter Additional Problems

- 1.) **Log onto:** (eap.argusgo.com). Enter your **Username** and **Password**.



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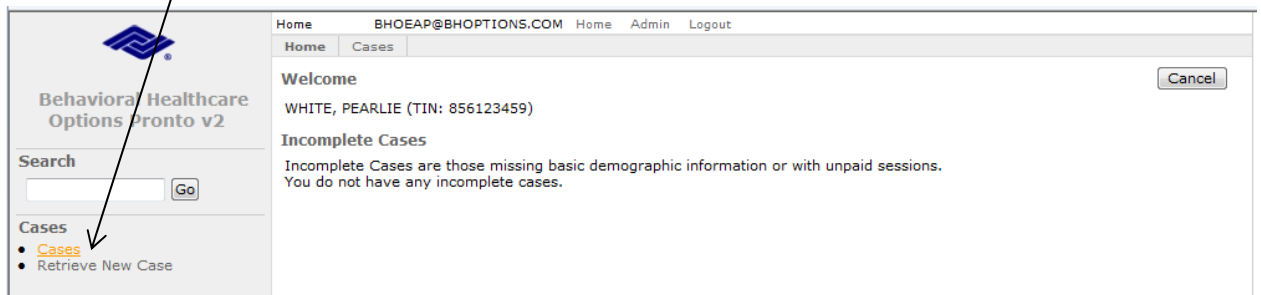
Login

User Name:

Password:

Forgot password? [Click here.](#)

2. Go to **Cases** on the home page (Left).



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Home > BHOEAP@BHOPTIONS.COM Home Admin Logout

Home Cases

Welcome

WHITE, PEARLIE (TIN: 856123459)


Incomplete Cases

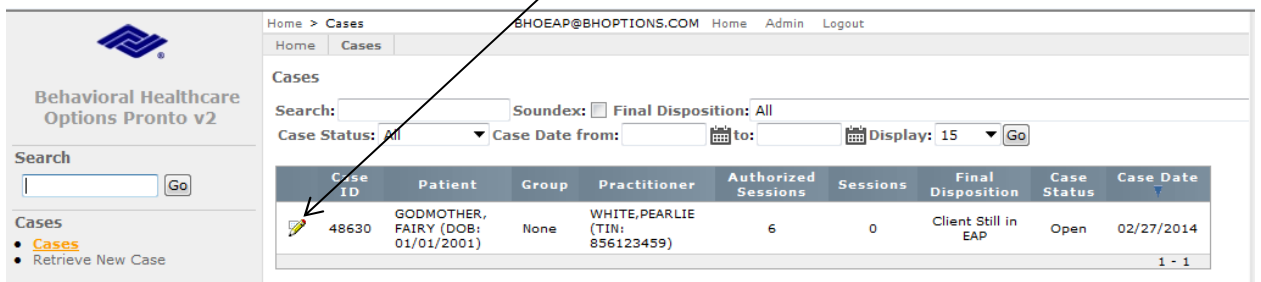
Incomplete Cases are those missing basic demographic information or with unpaid sessions. You do not have any incomplete cases.

Search

Cases

- [Cases](#)
- Retrieve New Case

3. Access the desired case by clicking on the **Edit** button  to the left of name.



Behavioral Healthcare Options Pronto v2


Home > Cases BHOEAP@BHOPTIONS.COM Home Admin Logout

Home Cases


Cases

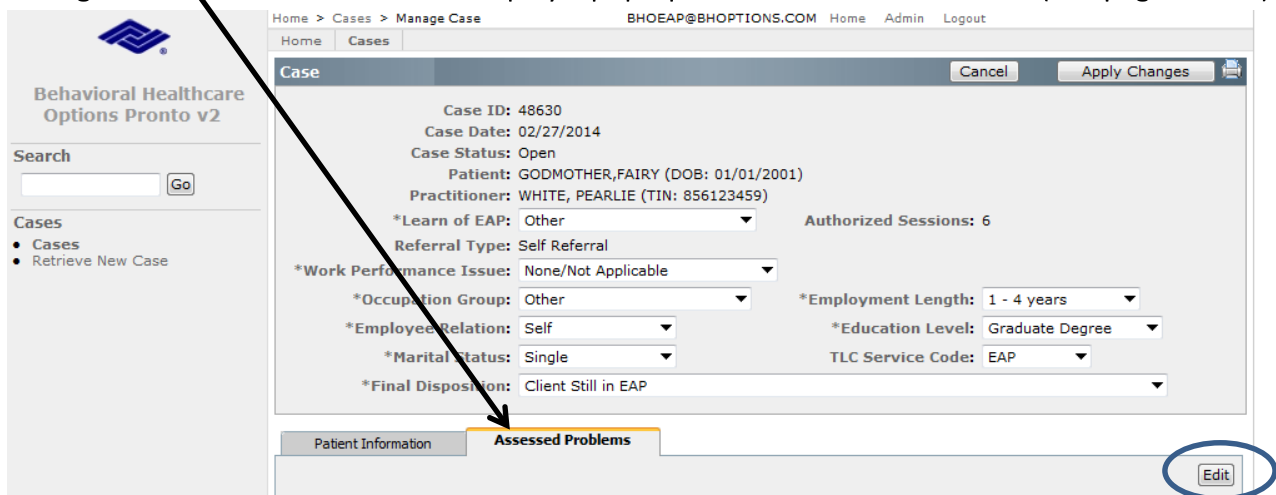
Search: Soundex: Final Disposition: All

Case Status: All Case Date from: to: Display: 15

Case ID	Patient	Group	Practitioner	Authorized Sessions	Sessions	Final Disposition	Case Status	Case Date
 48630	GODMOTHER, FAIRY (DOB: 01/01/2001)	None	WHITE,PEARLIE (TIN: 856123459)	6	0	Client Still in EAP	Open	02/27/2014

1 - 1

4. Click the **Assessed Problems** tab in the middle of the page, then click the edit button  to the right of **Assessed Problems** to display a pop-up box with a list of choices (See page below)



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Home > Cases > Manage Case BHOEAP@BHOPTIONS.COM Home Admin Logout

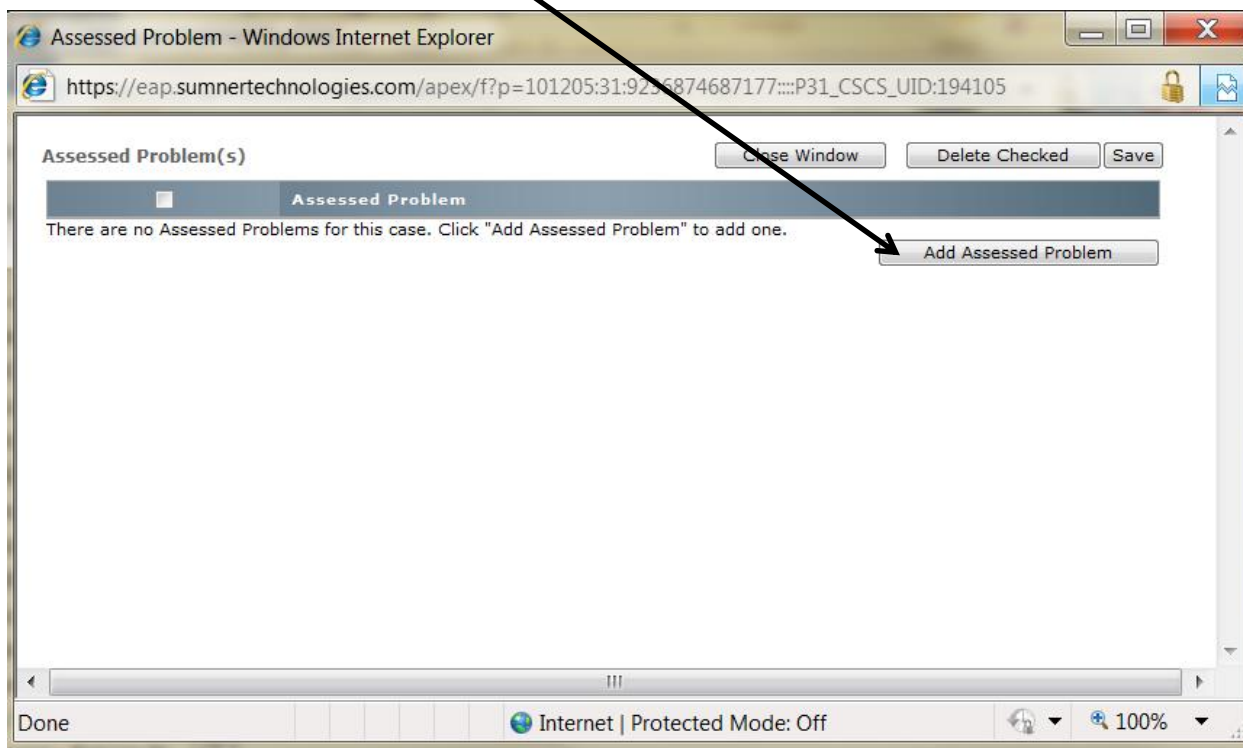
Case ID: 48630
Case Date: 02/27/2014
Case Status: Open
Patient: GODMOTHER, FAIRY (DOB: 01/01/2001)
Practitioner: WHITE, PEARLIE (TIN: 856123459)
*Learn of EAP: Other Authorized Sessions: 6
Referral Type: Self Referral
*Work Performance Issue: None/Not Applicable
*Occupation Group: Other *Employment Length: 1 - 4 years
*Employee Relation: Self *Education Level: Graduate Degree
*Marital Status: Single TLC Service Code: EAP
*Final Disposition: Client Still in EAP

Cancel Apply Changes

Patient Information **Assessed Problems**

Edit

5. Click the **Add Assessed Problems** tab.



Assessed Problem - Windows Internet Explorer

https://eap.sumnertechologies.com/apex/f?p=101205:31:92956874687177:::P31_CSCS_UID:194105

Assessed Problem(s) Close Window Delete Checked Save

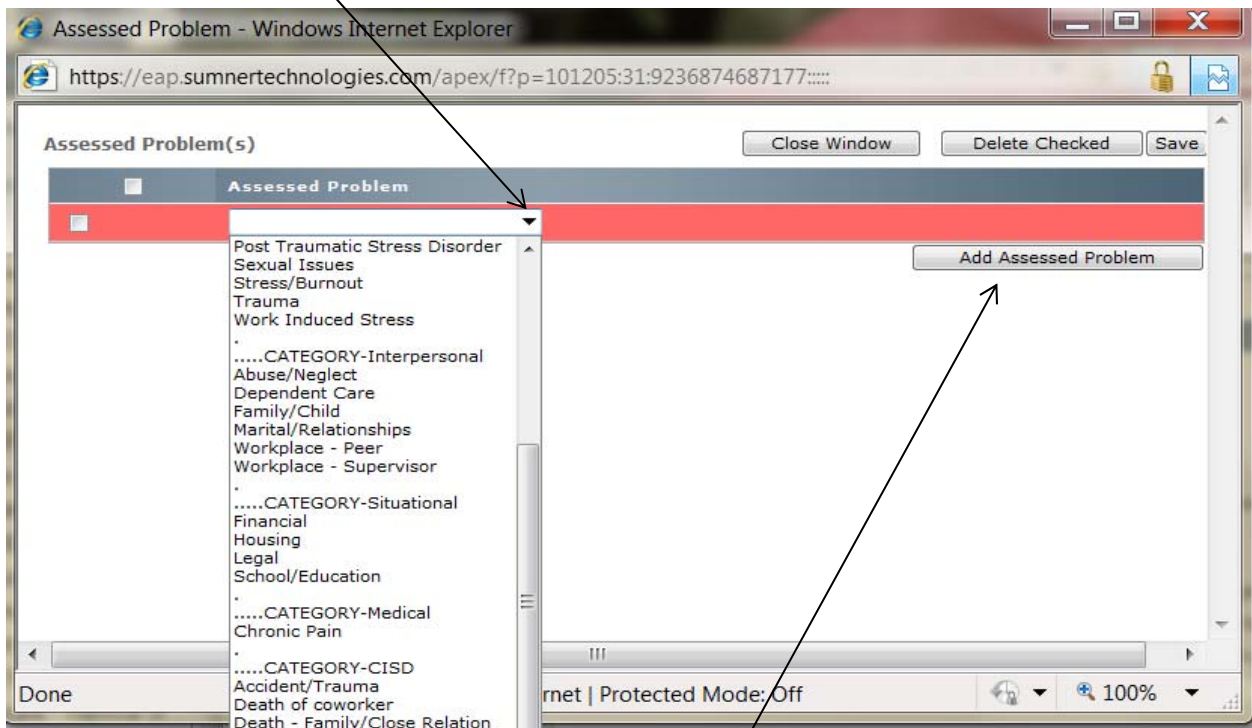
Assessed Problem

There are no Assessed Problems for this case. Click "Add Assessed Problem" to add one.

Add Assessed Problem

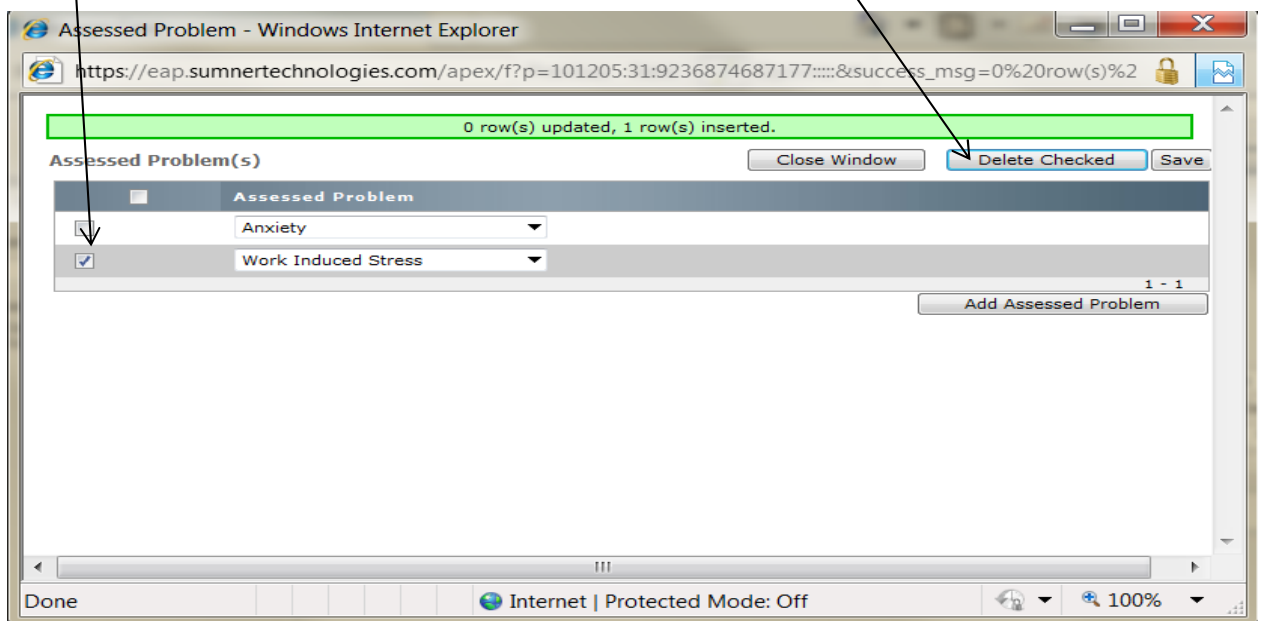
Done Internet | Protected Mode: Off 100%

6. Click the drop down box and select the Assessed Problem.



❖ If additional categories are necessary click the **Add Assessed Problem** tab and select additional problems.

❖ If at any time you need to delete an Assessed Problem; click the box to the left of the **drop down box**, when the check appears in the box, click the **Delete Checked** tab, save and close window.



7. This will take you back to the Case Screen. Apply Changes and Cancel.

Home > Cases > Manage Case BHOEAP@BHOPTIONS.COM Home Admin Logout

Home Cases

Case

Case ID: 48630
Case Date: 02/27/2014
Case Status: Open
Patient: GODMOTHER, FAIRY (DOB: 01/01/2001)
Practitioner: WHITE, PEARLIE (TIN: 856123459)
*Learn of EAP: Other Authorized Sessions: 6
Referral Type: Self Referral
*Work Performance Issue: None/Not Applicable
*Occupation Group: Other *Employment Length: 1 - 4 years
*Employee Relation: Self *Education Level: Graduate Degree
*Marital Status: Single TLC Service Code: EAP
*Final Disposition: Client Still in EAP

Cancel Apply Changes

❖ Please complete this step even though it appears repetitive to ensure all information is correctly recorded.

To Update/Add Sessions

1.) **Log onto: (eap.argusgo.com).** Enter your **Username** and **Password**.

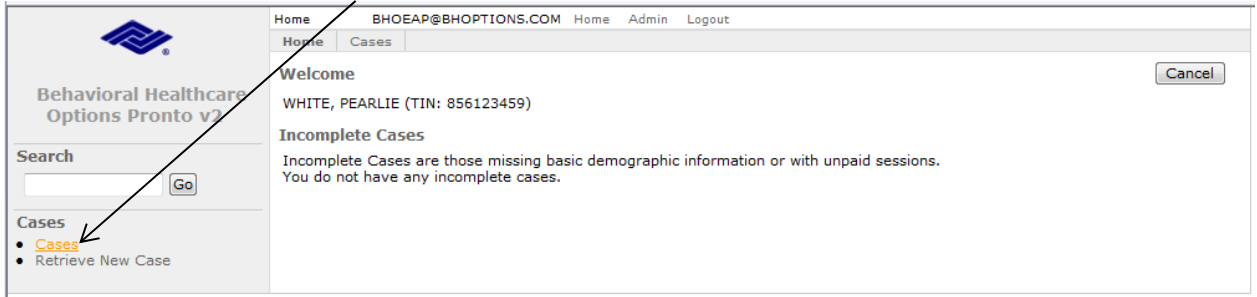
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Login

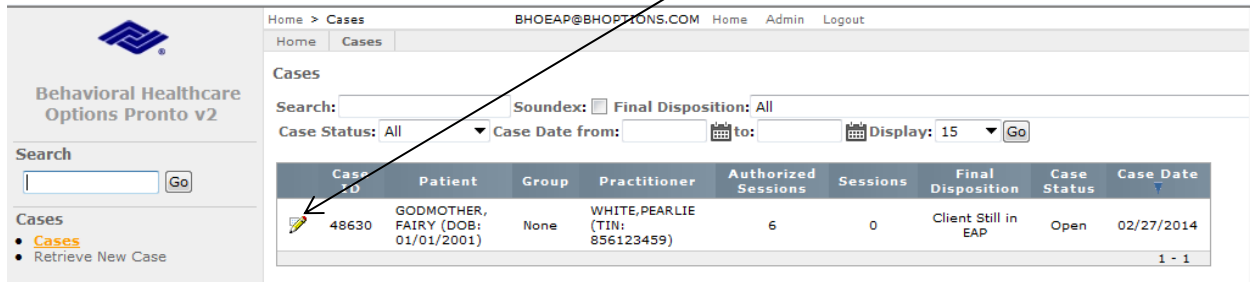
User Name: bhoep@bhoptions.com
Password:
Forgot password? Click here.

Login

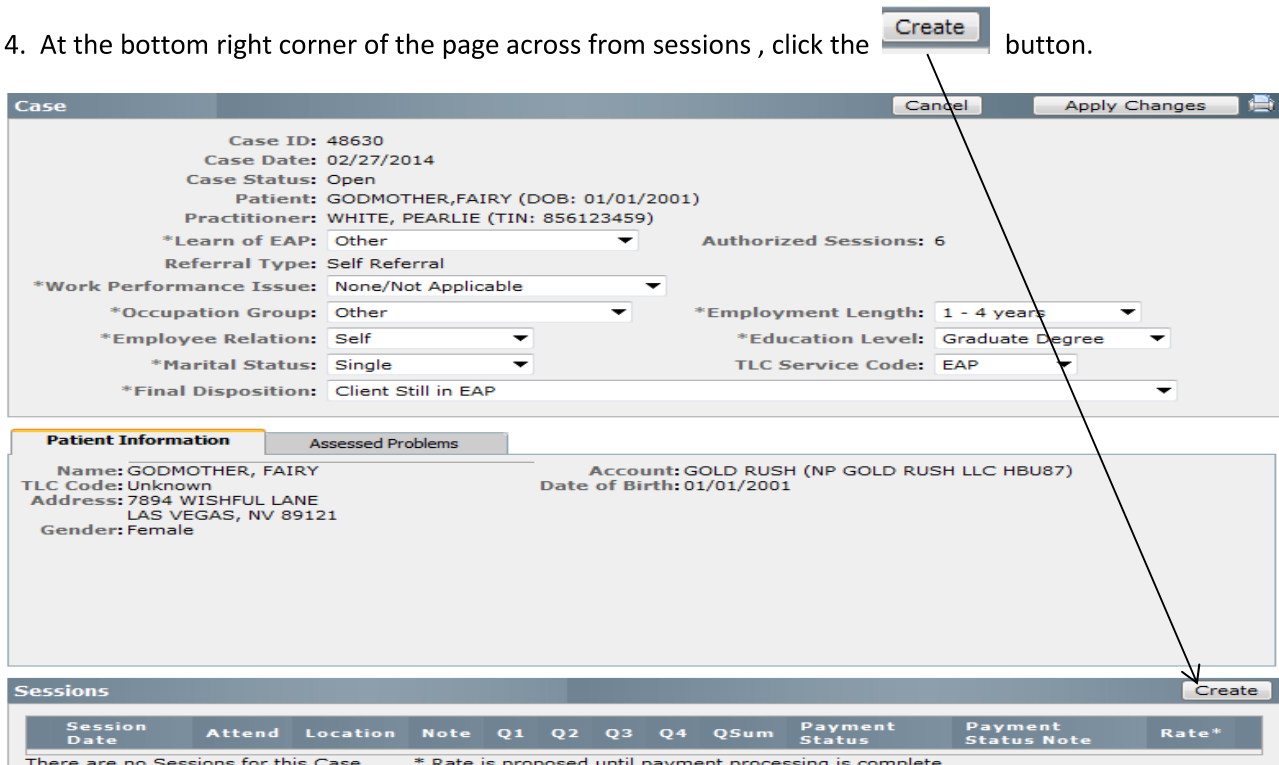
2. Go to **Cases** on the home screen.



3. Access the desired case by clicking on the **Edit** button  to the left of name.



4. At the bottom right corner of the page across from sessions , click the **Create** button.



5. Complete the People in **Attendance**, add **Notes**. Use the drop down box to add **Location**. Click **Create** button on the right.

Home > Cases > Manage Case > New Session BHOEAP@BHOPTIONS.COM Home Admin Logout

New Session Cancel Create

Patient: GODMOTHER, FAIRY (DOB:01/01/2001)
 Patient Id: 47374
 Account: GOLD RUSH (NP GOLD RUSH LLC HBU87)
 *Session Date: 03/05/2014
 People In Attendance: 1
 Note: Add notes here
 *Location: - Select Value -

6. The tool bar should read **Action Processed**.

Case ID: 48630
 Case Date: 02/27/2014
 Case Status: Open
 Patient: GODMOTHER, FAIRY (DOB: 01/01/2001)
 Practitioner: WHITE, PEARLIE (TIN: 856123459)
 *Learn of EAP: Other Authorized Sessions: 6
 Referral Type: Self Referral
 *Work Performance Issue: None/Not Applicable
 *Occupation Group: Other *Employment Length: 1 - 4 years
 *Employee Relation: Self *Education Level: Graduate Degree
 *Marital Status: Single TLC Service Code: EAP
 *Final Disposition: Client Still in EAP


Patient Information Assessed Problems

Name: GODMOTHER, FAIRY Account: GOLD RUSH (NP GOLD RUSH LLC HBU87)
 TLC Code: Unknown Date of Birth: 01/01/2001
 Address: 7894 WISHFUL LANE
 LAS VEGAS, NV 89121
 Gender: Female

Session Date	Attend	Location	Note	Q1	Q2	Q3	Q4	QSum	Payment Status
03/06/2014	1								Not Ready
03/06/2014	1		Test	1	3	2	2	8	Ready
03/06/2014	1		None	1	1	1	2	5	Ready

When all **Authorized Sessions** are used the create tab

Located at the bottom of the screen will disappear and you can no longer enter additional sessions.

7. Click on the  next to the session date you entered. The following pop-up screen will appear.

8. Click the drop down arrow for Payment Status and select **Ready**.

The screenshot shows a 'Session Results' form with the following elements:

- Payment Status:** A dropdown menu with 'Not Ready' selected and 'Ready' highlighted.
- Client Engagement (Q1):** Radio button options: 0 (N/A), 1 (No improvement/progress/engagement), 2 (Minor improvement/progress/engagement), 3 (Moderate improvement/progress/engagement), 4 (Good improvement/progress/engagement), 5 (Excellent improvement/progress/engagement). Option 2 is selected.
- Reduction of Symptoms (Q2):** Radio button options: 0 (N/A), 1 (No improvement/progress/engagement), 2 (Minor improvement/progress/engagement), 3 (Moderate improvement/progress/engagement), 4 (Good improvement/progress/engagement). Option 3 is selected.
- Close:** A button in the top right corner, circled in red.

Important Note:
The Payment Status box must be marked as **Ready**. If this box is left in **Not Ready** status, the case will not be submitted for payment. Once the case is submitted to BHO and in a pending status; you will be unable to make any changes to the case.

7. Complete **Session Results** by clicking one response for each assessment area. You will need to complete each session in order to submit for payment **Click the drop down arrow for Payment Status and select Ready** the click **Close** to return to **Case** screen.

8. Click Apply **Changes** button, then click **Cancel** to exit screen.

To Close a Case

- 1.) **Log onto:** (eap.argusgo.com). Enter your **Username** and **Password**.

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Login

User Name:

Password:

Forgot password? Click here.

2. Go to **Cases** on the home page (Left).

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Home BHOEAP@BHOPTIONS.COM Home Admin Logout

Home Cases

Welcome

WHITE, PEARLIE (TIN: 856123459)


Incomplete Cases

Incomplete Cases are those missing basic demographic information or with unpaid sessions. You do not have any incomplete cases.

Search

Cases

- Cases
- Retrieve New Case

3. Access the desired case by clicking on the **Edit** button  to the left of name.

Behavioral Healthcare Options Pronto v2


Home > Cases BHOEAP@BHOPTIONS.COM Home Admin Logout

Home Cases

Cases

Search: Soundex: Final Disposition: All

Case Status: All Case Date from: to: Display: 15

Case ID	Patient	Group	Practitioner	Authorized Sessions	Sessions	Final Disposition	Case Status	Case Date
 48630	GODMOTHER, FAIRY (DOB: 01/01/2001)	None	WHITE, PEARLIE (TIN: 856123459)	6	0	Client Still in EAP	Open	02/27/2014

1 - 1

3. Click the **Case Status** drop down button and select **Closed**. **Apply Changes**

The screenshot shows the 'Manage Case' form for Case ID 48707. The 'Case Status' dropdown menu is open, showing 'Open' and 'Closed' options. An arrow points to the 'Closed' option. The form includes fields for Case ID, Case Date, Patient, Practitioner, and various dropdown menus for EAP-related information. A 'Patient Information' tab is also visible below the main form.

Case ID: 48707
Case Date: 03/10/2014
Case Status: Open
Patient: GODMOTHER, FAIRY (DOB: 01/01/2001)
Practitioner: WHITE, PEARLIE (TIN: 856123459)
*Learn of EAP: Other Authorized Sessions: 6
Referral Type: Self Referral
*Work Performance Issue: None/Not Applicable
*Occupation Group: Other *Employment Length: 1 - 4 years
*Employee Relation: Self *Education Level: Graduate Degree
*Marital Status: Single TLC Service Code: EAP
*Final Disposition: Client Still in EAP

Patient Information Assessed Problems
Name: GODMOTHER, FAIRY Account: GOLD RUSH (NP GOLD RUSH LLC HBU87)
TLC Code: Unknown Date of Birth: 01/01/2001
Address: 7894 WISHFUL LANE
LAS VEGAS, NV 89121
Gender: Female

Sessions Create

On the Tool Bar the case will read **Action Processed.**, **Apply Changes**.

The screenshot shows the 'Manage Case' form after the status change. A green banner at the top of the form area displays the message 'Action Processed.'. The 'Case Status' dropdown is now set to 'Closed'. The rest of the form content is identical to the previous screenshot.

Home > Cases > Manage Case BHOEAP@BHOPTIONS.COM Home Admin Logout

Home Cases

Action Processed.

Case Cancel Apply Changes

Case ID: 48707
Case Date: 03/10/2014
Case Status: Closed
Patient: GODMOTHER, FAIRY (DOB: 01/01/2001)
Practitioner: WHITE, PEARLIE (TIN: 856123459)
*Learn of EAP: Other Authorized Sessions: 6
Referral Type: Self Referral
*Work Performance Issue: None/Not Applicable
*Occupation Group: Other *Employment Length: 1 - 4 years
*Employee Relation: Self *Education Level: Graduate Degree
*Marital Status: Single TLC Service Code: EAP
*Final Disposition: Client Still in EAP

Patient Information Assessed Problems
Name: GODMOTHER, FAIRY Account: GOLD RUSH (NP GOLD RUSH LLC HBU87)
TLC Code: Unknown Date of Birth: 01/01/2001
Address: 7894 WISHFUL LANE
LAS VEGAS, NV 89121
Gender: Female

❖ Once the case is in **Close Status**, you will not be able to access the case.