



ICE Business System

Fixed Connections – Claims Processing

(Version – 2.0)

Learning Unit Guide

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I : Introduction

This Learning Unit Guide is reference-based, in that most of the information for the tasks can be found in the **Signature Learning Centre**.

This guide is designed as a workbook to be used during facilitator led learning.

It includes instructional materials, descriptions of business processes and details of demonstrations to be undertaken by the facilitator.

There are references to **menu paths** for accessing the functions within **ICE** application and **SLC References** for locating additional information in the **Signature Learning Centre**.

II : Objectives

To provide detail on work instructions for processing claims for fixed connections in the ICE Business System.

III : Target Audience

Back of house administrators and accounts staff required to submit claims for fixed connections with outstanding balances.

IV : Prerequisites

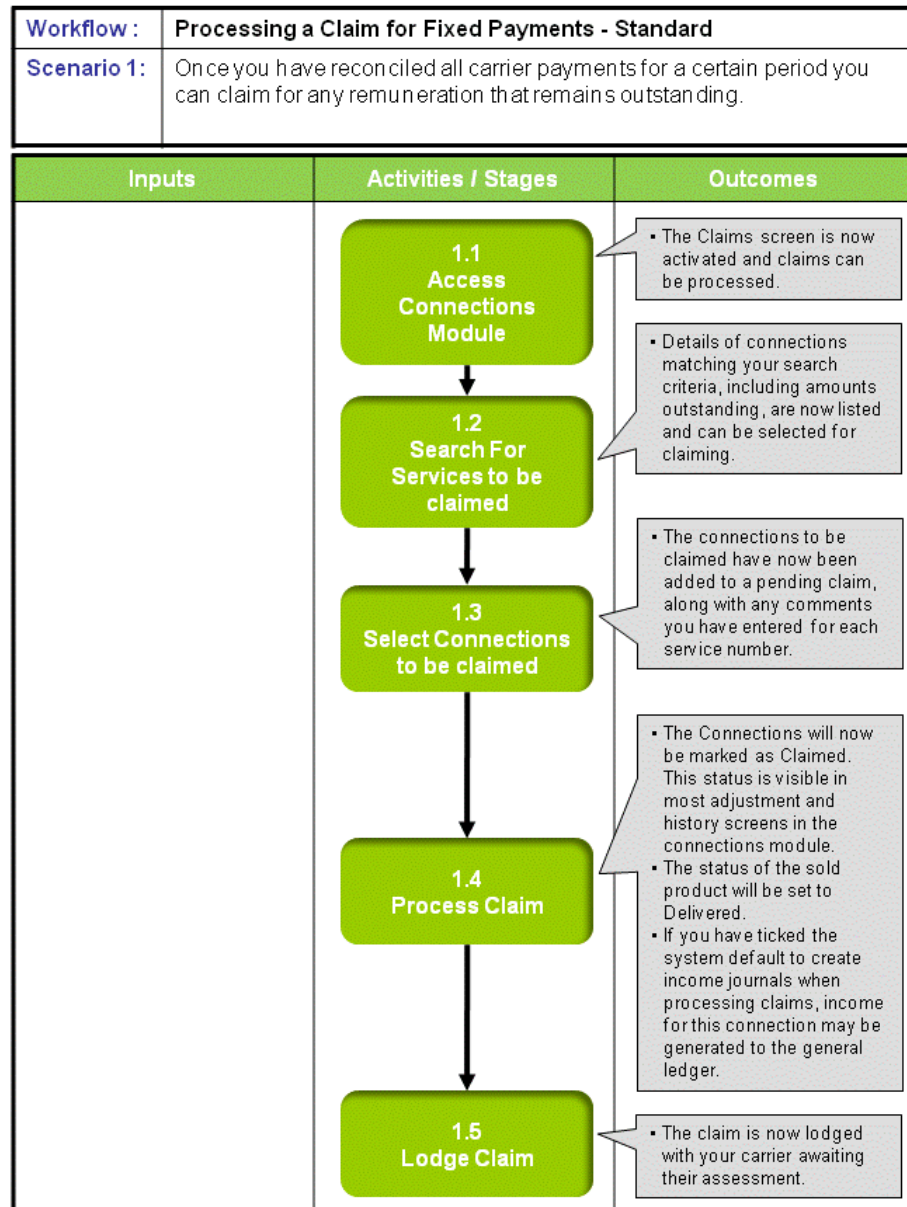
- Fixed Connections Adjustment & Claims Processing Activities
- Learning Unit - Processing Fixed Connections
- Learning Unit – Processing Adjustments

V : Scenarios

V.1 : Processing a Claim for Outstanding Fixed Payments - Standard



Workflow



Scenario 1: Processing a Claim for Fixed Payments - Standard

Once you have reconciled all carrier payments for a certain period you can claim for any remuneration that remains outstanding.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to process Claims.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims.

Work Instructions

Screen: ICE Main

1. Access **CONNECTIONS**.

Select menu path:

Operations > Connections > Fixed Connections

or

The **Fixed Connections** icon.

Screen: Enter Access Code

2. Enter your **Access Code** and press **OK**.

Screen: Connections Main

3. Click the **Claims** icon on the left of screen.

Outcomes:

- The Claims screen is now activated and claims can be processed.

Notes:

- Access to areas within the connections module is set by your system administrator. If you do not have access to required areas see your system administrator.
- You can only lodge claims if all Banking in the connections module has been fully allocated. This way you can be sure that you have not already been paid for services you plan to claim.



1.2: Search For Services to be claimed

Objectives:

- Search for connections from your database to be claimed.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims.

Work Instructions

Screen: Claims

1. From the drop down box labeled **Show Items Where**, select **Not already Claimed**.
 2. Select a range of dates to claim for:
 - In the **From:** field, select the oldest date you wish to claim from.
 - In the **To:** field, select the most recent date you wish to claim to.
- Note:**
You should only prepare and lodge claims for periods that you have already been paid for. As a guide, you can generally claim for payments 2 months after connection.
3. If you want to claim only a certain type of remuneration select it from the drop down box labeled **Remuneration Type**.
Selecting **All** in this field will claim all outstanding payment types.
 4. Tick **Show Out of Balance Items only**.

Outcomes:

- Details of connections matching your search criteria, including amounts outstanding, are now listed and can be selected for claiming.

Notes:

- N/A



1.3: Select Connections to be claimed

Objectives:

- To select connections to add to a claim.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims.



Work Instructions

Screen: Claims – Claim Selection Tab

1. Click the checkbox next to the service that you wish to claim.
2. Add comments to the claim details for the selected service by typing your comment in the box labeled **Claim comment for currently highlighted item**.
3. Click the button labeled **Update Claim Comment**.
4. Repeat steps 1-3 for all services you wish to claim.
5. Click the button labeled **Add to Claim**.

Outcomes:

- *The connections to be claimed have now been added to a pending claim, along with any comments you have entered for each service number.*

Notes:

- *You can display financial details of connections you wish to claim by right clicking that line on the screen and clicking **Transaction Details**.*



1.4: Process Claim

Objectives:

- *To process the pending claim and adjust the status of claimed services.*

SLC Reference:

- *ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims.*



Work Instructions

Screen: Claims – Claim Selection Tab

1. Click the tab labeled **Selected for Claim**.

Screen: Claims – Selected For Claim

2. Review all entries listed on the screen. These are the services that will be included when the claim is processed.
3. Click the button labeled **Process Claims**.

Screen: Funds Provider Claims

4. Enter a **Claim Date** for this claim (defaults to current date).
5. Click the button labeled **Process**.



Screen: Output Options

6. Click **OK** to preview the claim report.

Note:

*If you wish to change the destination printer for this report, you can do so by clicking the **Setup** button and selecting a printer from the drop down box.*

Screen: Report Preview

7. Review the details of the claim report.
8. Click **File > Print** or click the **printer** icon near the top left of screen.

Screen: Output Options

9. Click **OK** to print the claim report.

Screen: Report Preview

10. Click **File > Exit** or click the **Door** icon to exit the report preview.

Screen: Claim Completed?

11. If you are satisfied with all details of the claim, click **Yes** to flag all items as claimed.

Note:

*This is your last opportunity to cancel the claim if you are not satisfied with its contents. Click **No** if you wish to return and modify any details.*

Outcomes:

- The Connections will now be marked as **Claimed**. This status is visible in most adjustment and history screens in the connections module.
- The status of the sold product will be set to **Delivered**.
- If you have ticked the system default to create income journals when processing claims, income for this connection may be generated to the general ledger.

Notes:

- N/A

1.5: Lodge Claim

Objectives:

- To lodge the completed claim with your carrier for their assessment.

SLC Reference:

- N/A

**Work Instructions****Off Screen**

1. Follow the advised instructions from your carrier for the lodgement of claims.

Outcomes:

- *The claim is now lodged with your carrier awaiting their assessment.*

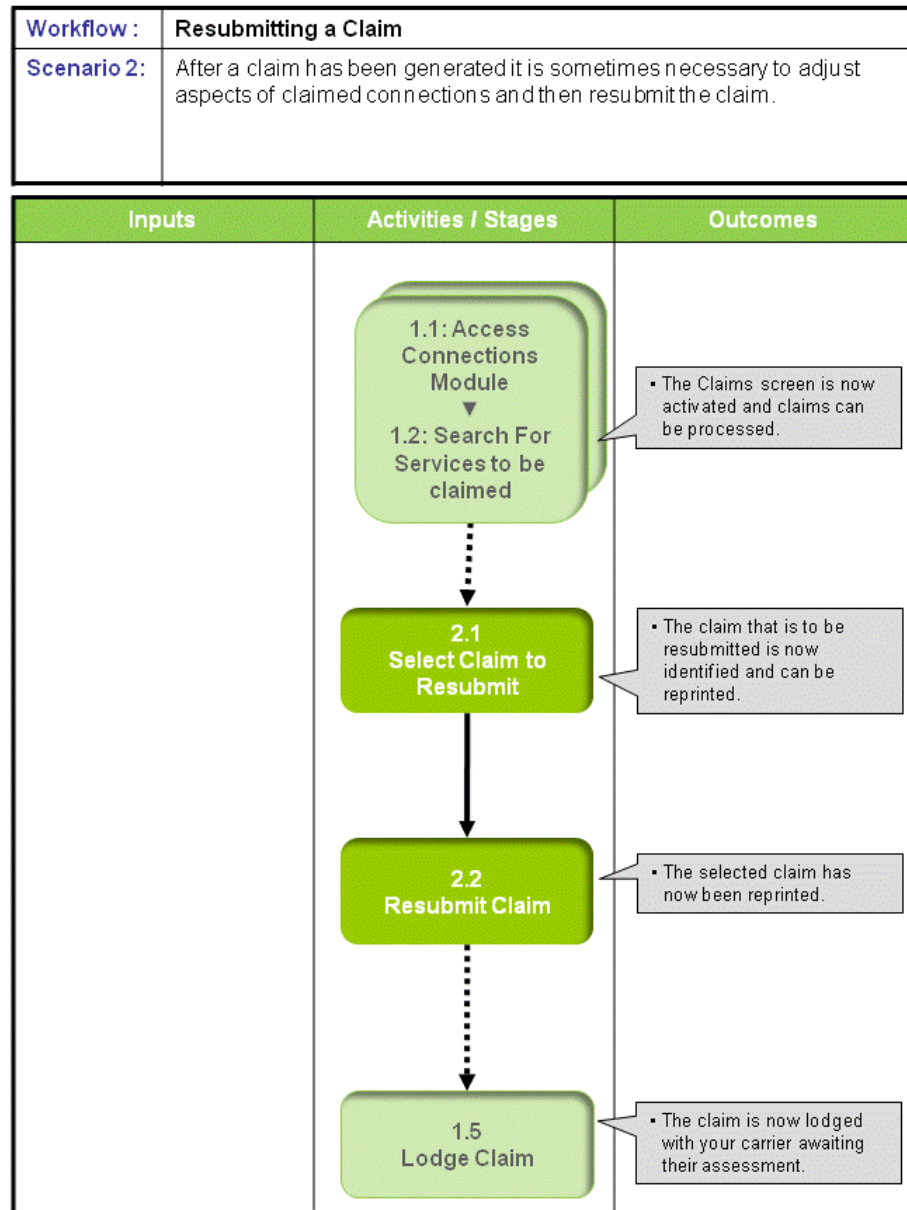
Notes:

- N/A

V.2 : Resubmitting a Claim



Workflow



Scenario 2: Resubmitting a Claim

After a claim has been generated it is sometimes necessary to adjust aspects of claimed connections and then resubmit the claim.



1.1: Access Connections Module



1.2: Search For Services to be claimed



Objectives:

- Log in to the connections module in order to process Claims.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims

Work Instructions

Action: Log in to Connections Module

1. Complete Scenario "Processing a Claim for Fixed Payments" from Stage 1.1 to Stage 1.2

Outcomes:

- The Claims screen is now activated and claims can be processed.

Notes:

- Access to areas within the connections module is set by your system administrator. If you do not have access to required areas see your system administrator.



2.1: Select Claim to Resubmit

Objectives:

- Select an existing claim to resubmit.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims.



Work Instructions

Screen: Claims – Claim Selection

1. Click the tab labeled **Reprint Claims**.

Screen: Claims – Reprint Claims Tab

2. Select a date range to search for previously submitted claims

Note:

The date range selected here refers to the lodgment date of the original claim, not the connection date of services on that claim.

3. Tick the checkbox to the left of the claim you wish to resubmit.

Outcomes:

- The claim that is to be resubmitted is now identified and can be reprinted.

Notes:

- N/A



2.2: Resubmit Claim

Objectives:

- To resubmit the selected claim.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims.



Work Instructions

Screen: Claims – Reprint Claims Tab

1. Click the button labeled **Reprint Claim**.

Screen: Funds Provider Claims

2. Click the button labeled **Reprint**.

Screen: Output Options

3. Click **OK** to preview the claim report.

Note:

*If you wish to change the destination printer for this report, you can do so by clicking the **Setup** button and selecting a printer from the drop down box.*

Screen: Report Preview

4. Review the details of the claim report.



5. Click **File > Print** or click the **printer** icon near the top left of screen.

Screen: Output Options

6. Click **OK** to print the claim report.

Screen: Report Preview

7. Click **File > Exit** or click the **Door** icon to exit the report preview.

Screen: Funds Provider Claims

8. Click the button labeled **Close** to return to the **Claims** screen.

Outcomes:

- The selected claim has now been reprinted.

Notes:

- Any adjustments that have been made to previously claimed connections will now be reflected in the new claim report.



1.5: Lodge Claim

Objectives:

- To lodge the resubmitted claim with your carrier for their assessment.

SLC Reference:

- N/A

Work Instructions

Off Screen

1. Complete Scenario **Processing a Claim for Fixed Payments** Stage 1.5.

Outcomes:

- The claim is now lodged with your carrier awaiting their assessment.

Notes:

- N/A

