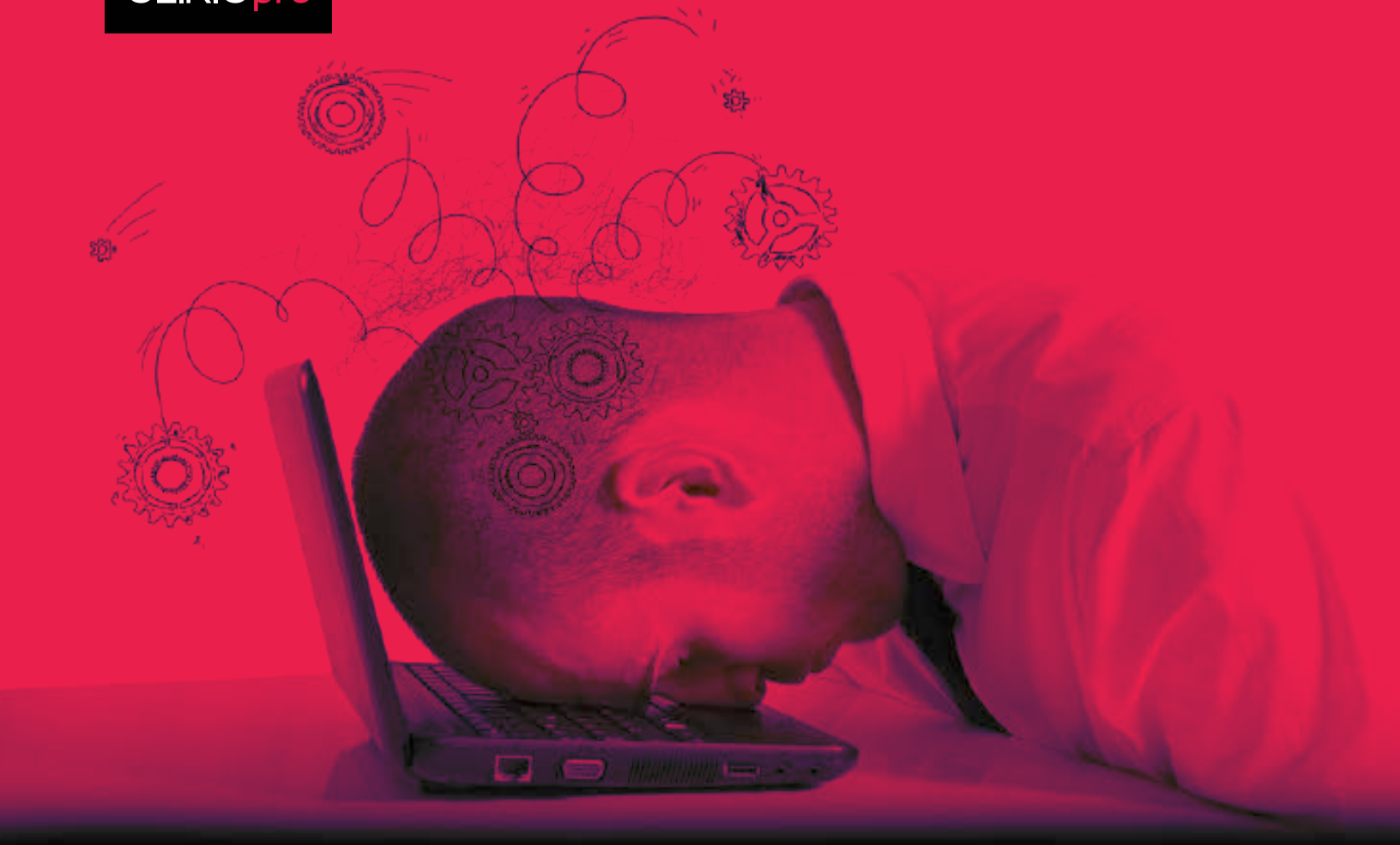
CLINICpro



BlueCross® BlueShield®

Cheat Sheet Instructions For Upload Fixes

CONNECTED
INTELLIGENT
SOFTWARE

A LETTER FROM CLINIC PRO TO OUR VALUED CLIENTS.

Firstly, all of us a clinic pro would like to thank you for your patience with regards to the Blue Cross Blue Shield issues we all have been experiencing. I would like to note that we are incredibly blessed and grateful to have a strong working relationship with all of you and would like to convey our sincere appreciation for your continued support and loyalty to Clinicpro.

I trust you will find this PDF document helpful in dealing with the changes to the Blue Cross Blue Shield platform. Should be you experiencing difficulties in the process please do not hesitate to contact our IT department. They will be happy to help. In some cases, based on the amount of time in which we will need to spend with you, there may be additional support charges as this is an outside vendor issue. Please don't hesitate to contact me directly to discuss this.

As you are aware the company has gone through some significant changes in the past year Including the passing of Marilyn Gard our founder. To add to this, we have all dealt with difficulty dealing with the Covid crisis. All of us at Clinicpro would like to stress our commitment to our loyal clients. Many of you have been with the company from the very beginning when Marilyn created, wrote and implemented this software. For your continued support, we thank you.

I wanted to take this opportunity to share with you some exciting news. Through this past years transition, the Clinicpro team has embarked on an exciting journey to execute the vision of our founder Marilyn Gard's Legacy. Marilyn's determined vision was the creation of this clinic pro platform. I believe, we all agree she was a visionary and a brilliant woman. It was Marilyn's wish that firstly, the Clinicpro client base was to be supported in the way she wanted. We are all aware that Marilyn was very hands-on, and she loved working with all of you on a daily basis. Marilyn had a vision beyond the existing Clinicpro software. Her vision was to enhance the platform, bring it up to date, and even surpass our competitors in the industry by leveraging forward thinking technologies to create an unprecedented practice management software, bringing fantastic new capabilities, efficiencies, and tools to your fingertips.

The team at clinic pro our proud to announce that we have begun implementing and developing Marilyn's legacy software. We have engaged with a Global software team and are in the testing stages of our first segments of the new software platform. The first stage release will be a robust enhanced scheduler, complete with all beloved features of the original Clinicpro software while combining new technology and tools from the most modern scheduling plug-ins today. Further enhancements will be supported by the new Doctor Patient Portal.
The Portal will enhance the day to day business logic and communication between a practitioner and patient. Much like the existing clinic pro software you will have at your fingertips the tools to customize this communication.

I look forward to sending out further updates and communications to all of you in the near future with regards to our development and timing.

Thomas C. Hargittay
Chief Marketing Officer.

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AN IMPORTANT MESSAGE FOR OUR MICHIGAN CLINICPRO CUSTOMERS

Beginning November 2020, Blue Cross Blue Shield Michigan, Electronic Data Interchange has moved to a new SFTP Platform for electronic transmissions. Although ClinicPro does not currently have an integrated SFTP within our system, we would like to provide our customers with valuable information to help ensure a seamless transition process to their new platform.

WHAT THE BCBSM CHANGE MEANS TO OUR CLINICPRO CUSTOMERS:

- If you use a clearinghouse to submit, your clearinghouse will be making their own changes.
- A new URL will replace the current IP address (Blue Cross will be providing you with the new IP Address in an email).
- All submitters will be required to enroll in the new platform:
- Your current submitter ID will stay the same.
- A new password will also be required and will be sent to you in an additional email sent by Blue Cross

NOTE: Because ClinicPro does not currently have an integrated SFTP within our application we have put together some detailed instructions or "Cheat sheets" on how to navigate through a couple of tested external SFTP programs used with BCBSM EDI.

Although BCBSM EDI tested the two applications below, any SFTP compatible product may be used. There are multiple vendors that supply compatible software. The first application is a commercial product (must be purchased for a fee) and the second is freeware (public domain).

1. WS_FTP Professional from Ipswitch, Inc. (http://www.ipswitch.com/).
2. WinSCP Secure FTP (SFTP) Client (http://winscp.net).

WHILE SETTING UP THE CONNECTION INFORMATION IN ANY OF THE SFTP PRODUCTS FOUND BELOW YOU WILL NEED THE FOLLOWING:

- New IP address of the BCBSM - EDDI - SFTP site (The new IP should have been sent in an email from BCBSM)
- Protocol or Port number: Port 22 (SSH)
- Your EDDI Submitter Login ID stayed the same
- Your new EDDI password should be sent in a follow-up email. If your password does not work, call the EDI Help-desk at 800-542-0945, option 2 to have it reset. Firewalls may cause problems with the connection. Please check your firewall before having your password reset.

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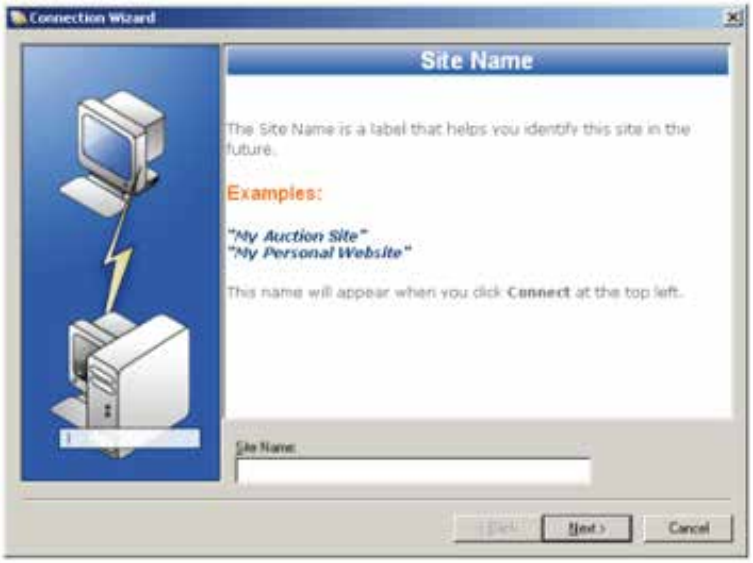
SFTP SOFTWARE SUGGESTIONS

Using WS_FTP Professional for a new connection
After the application is installed, start WS_FTP Pro and use the connection wizard to enter the BCBSM/BCN SFTP site profile.

Enter a name of your choice for the BCBSM/BCN SFTP site that you can remember and Click Next



Enter the IP address provided in the email for the BCBSM/BCN SFTP site and Click Next

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Enter your submitter login ID and password and click Next

Select connection type of SFTP and click Next

On this final page, make sure that the connection information is correct and "Connect to this site" is checked. Click Finish and you should be all configured for sftp using your new BCBSM connection.

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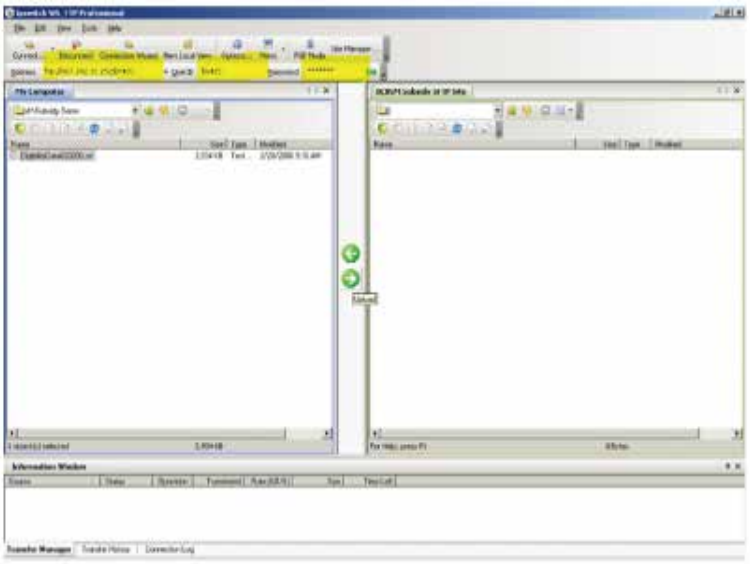
To edit an existing connection in WS_FTP Professional, change the highlighted information found below and click “Go”



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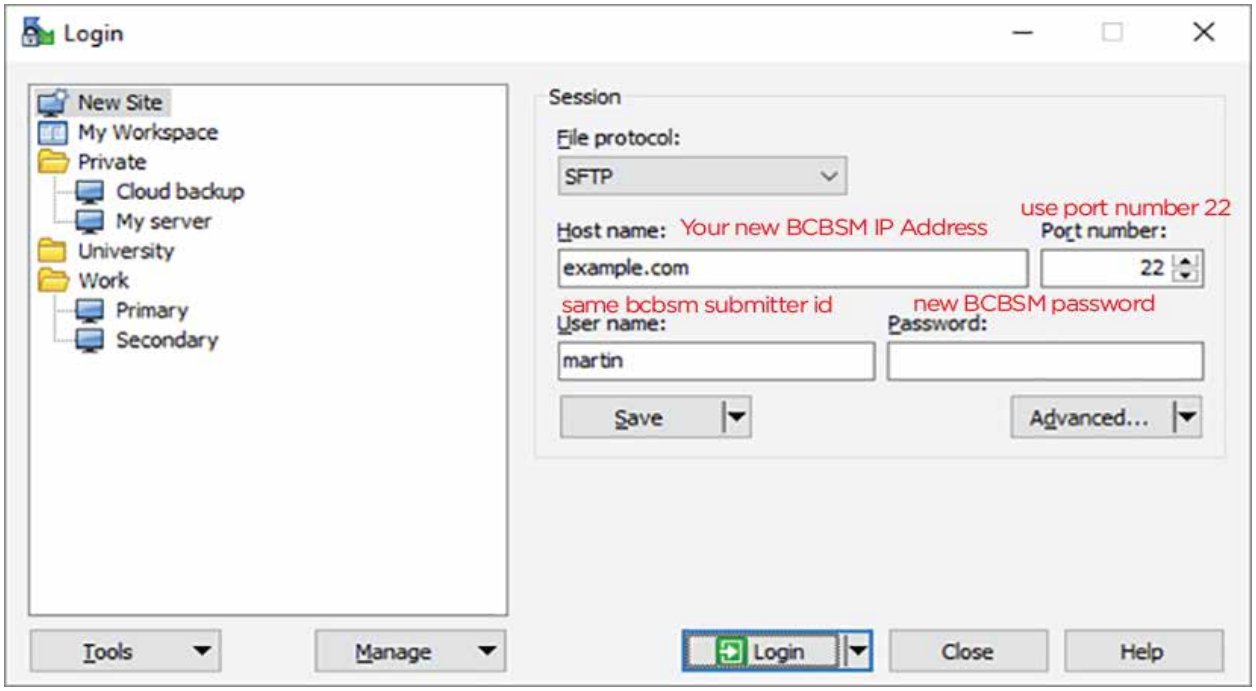
USING WINSCP FOR A NEW CONNECTION

Click the “Create new site” button- Add in the host-name, port number, username, and password as shown in the diagram below. Click “Login”



If your SFTP program is not one of the programs listed above or you require additional technical support, please **email help@clinicproinc.com or call 928-203-0854 option 2 to speak to a ClinicPro representative** about our additional support package.

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