

Express Plus Software Conversion Frequently Asked Questions

1. What is the Express Plus Software Conversion?

The CEDI Help Desk currently supports two free software programs; Express Plus and PC-ACE Pro32. They have recently decided to consolidate to one free software program for durable medical equipment (DME) claims submission. The PC-ACE Pro32 software will be the software supported by CEDI.

2. Does the Express Plus software conversion affect me?

The conversion only affects providers using the Express Plus software for DME claim submission.

3. Do I have to make the conversion if I use the Express Plus software?

If you use the Express Plus software and would like to continue using the free software supported by the CEDI Help Desk, you will need to make the change to the PC-ACE Pro32 software.

4. What are the benefits of changing to the PC-ACE Pro32 software?

Benefits offered by the PC-ACE Pro32 software include:

- Stores and maintains the code lists including Diagnosis Codes, Procedure Codes, and Modifiers and receives quarterly updates for these code sets;
- Checks the claims for missing or invalid information and provides for easy editing by highlighting the missing or invalid information;
- Claim data entry is numbered according to the 1500 paper claim form;
- Will be updated for version 5010 and be made available to PC-ACE Pro32 users.

5. Will I be able to transfer the information I have in Express Plus to the new software?

Yes. There is an Express Plus to PC-ACE Pro32 software conversion tool located on the CEDI Web site under Software Downloads and Documentation. This can be accessed at the following link <http://www.ngscedi.com/downloads/Downloadindex.htm>. This tool will provide you with a way to transfer Submitter Information, Provider Information, Ordering Physician Information, Facility Information, and Patient Information. An Express Plus to PC-ACE Pro32 Conversion help document is located on the CEDI Web site under Software Downloads and Documentation to guide you through the conversion process.

<http://www.ngscedi.com/downloads/Downloadindex.htm>

6. Are there documents to assist me in learning to use the PC-ACE Pro32 software?

Yes. The PC-ACE Pro32 User Guide and other help documents are located on the CEDI Web site under Resource Materials and the Software Downloads and Documentation page available at the following links

http://www.ngscedi.com/outreach_materials/outreachindex.htm

<http://www.ngscedi.com/downloads/Downloadindex.htm>

7. Will my Submitter ID change when I convert to the PC-ACE Pro32 software?

No. You will use the same Submitter ID you were assigned to send claims with Express Plus.

8. Will my password change when I convert to the PC-ACE Pro32 software?

No. You will use the same password you used to send your claims with Express Plus.

9. The conversion tool fields are grayed out and I am unable to select the options?

You will need to search your computer and find where the Express Plus folder was placed. Then copy this location into the conversion tool for the "Express Plus Loc". Once the Express Plus location is set, move the mouse (curser) out of the "Express Plus Loc" field and into the "PC-ACE Loc" field. You should now be able to select the options.

10. Can I still use the Express Plus software after I make the conversion?

Yes, you can continue to use the Express Plus software while you learn to use the PC-ACE Pro32. You can also continue to send claims using both software products until you are comfortable making the transition to PC-ACE Pro32.

11. When will the Express Plus software discontinue?

The CEDI Help Desk will no longer support the Express Plus software after April 1, 2010.