

eClaim Common Questions

April 2021

A client/PMF is contacting me because they cannot register. The name or Client Code is incorrect. How do I fix this?

In almost all cases, the PMF name is not being registered on the eClaim registration page as is appears in CRM. In some cases, there are 2 people registered as one contact in CRM leading to the confusion. If a PMF is registered in CRM as 'Sample Name 1 and Sample Name 2' then the name they would need to use when registering for eClaim is 'Sample Name 1' as the First Name and 'and Sample Name 2' as the Last Name.

There is a little bit of trial and error here to figure out what the correct name to use is. The PA can go to the registration page of the eClaim site and enter the names, Client Code, and Client Name and click 'Verify'. If you get to the verification page that asks you to create a Password, the PMF name you used is correct. You can take a screenshot and send it to the client to use.

Does a client need to pay for Adobe?

A client doesn't need to be purchase Adobe to be able to use eClaim. There is a free version that works when clients would like to use eClaim. On the 'Download' page, there is a link that directs the client that they can download the free version of Adobe.

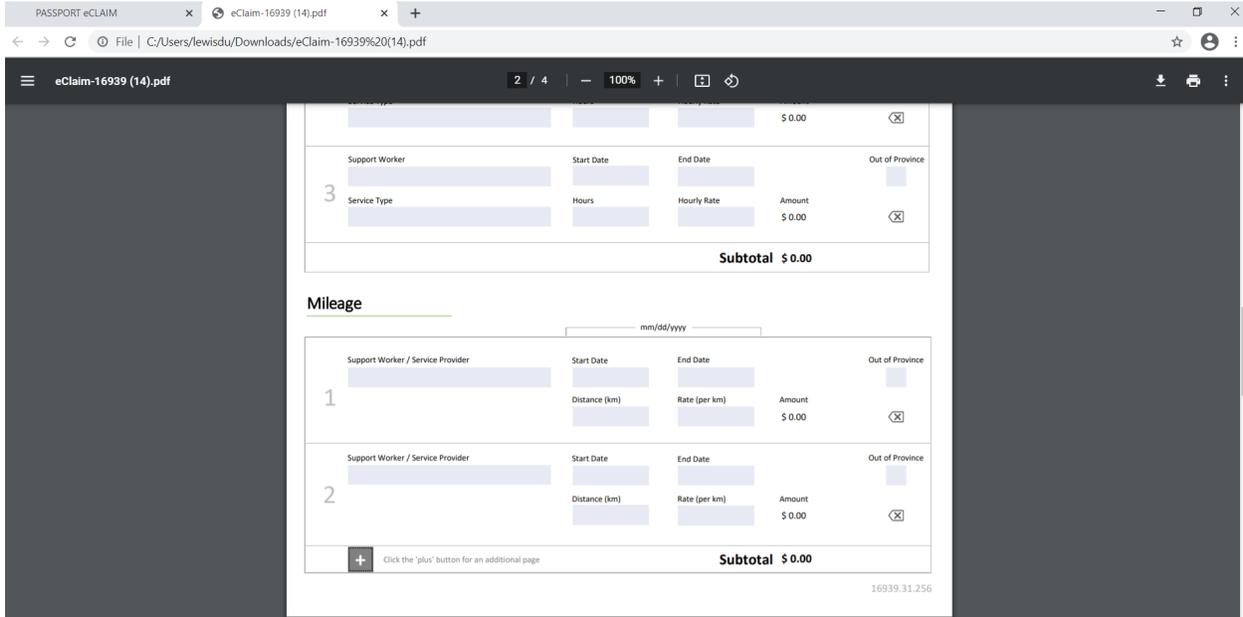
Can a client see why their invoice wasn't paid in full?

A client will only be able to see the amount paid and not the reasons for a partial payment. The eClaim was developed to be a one-way communication (Client to PassportONE) so PassportONE cannot communicate with the client through the eClaim (ex. Partial payment due to ineligibility).

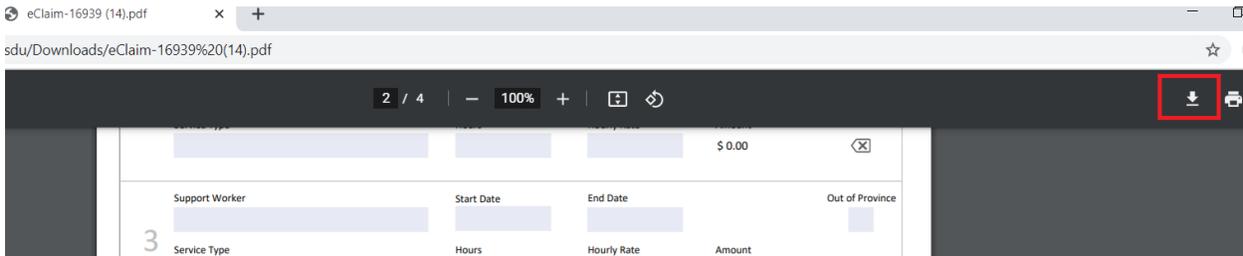
March 16, 2021

A client is clicking the plus '+' button on the eClaim form, but they are unable to add another section.

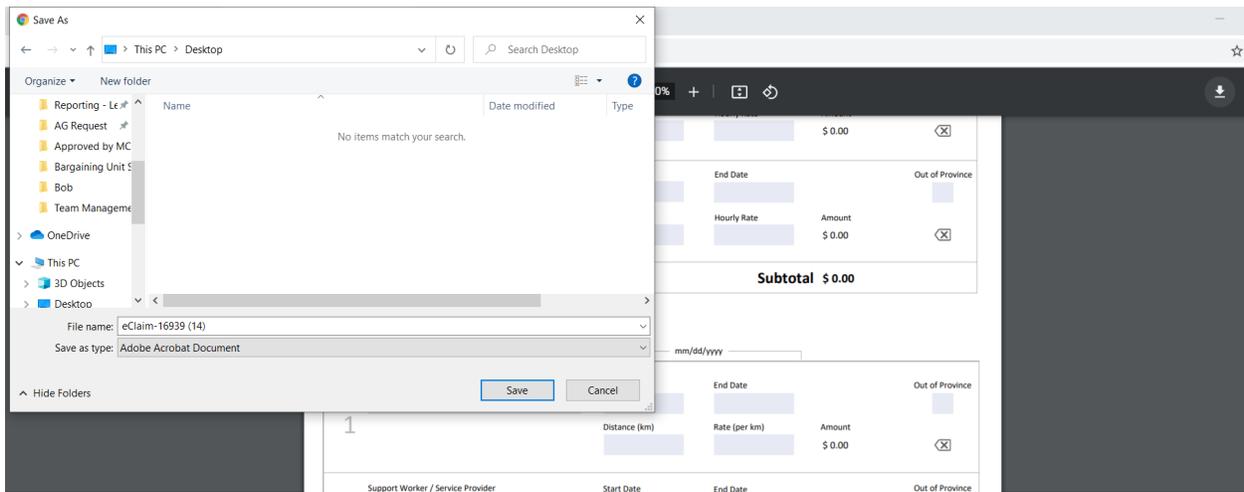
In most cases, this issue occurs because the client is filling out the eClaim form in their browser window. If the client is using google chrome, the eClaim form will open in the chrome browser window by default (seen below).



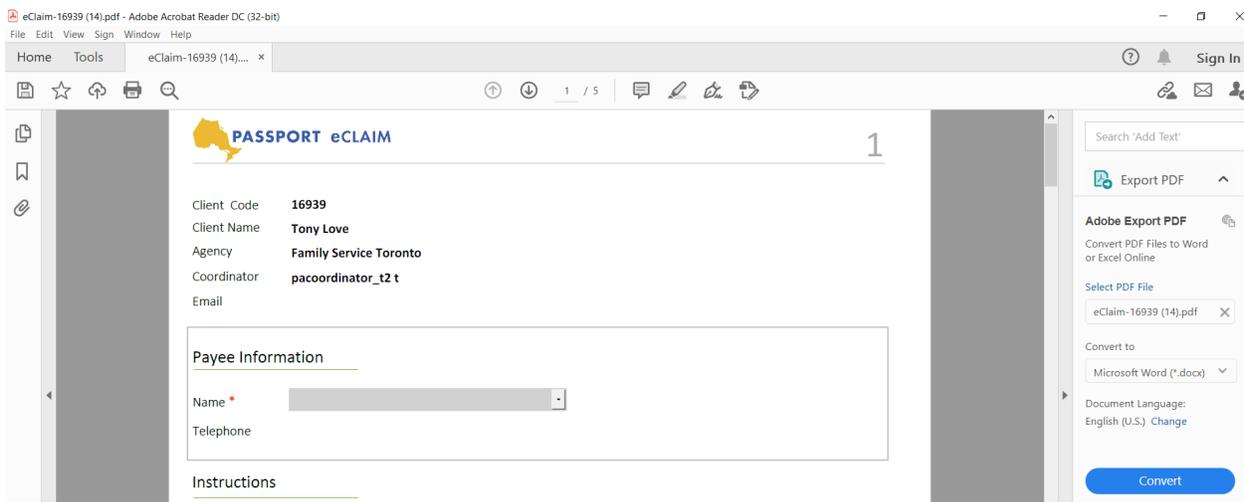
To resolve this issue, ask the client to click the download button (highlighted below)



The client can then save the file onto their system.



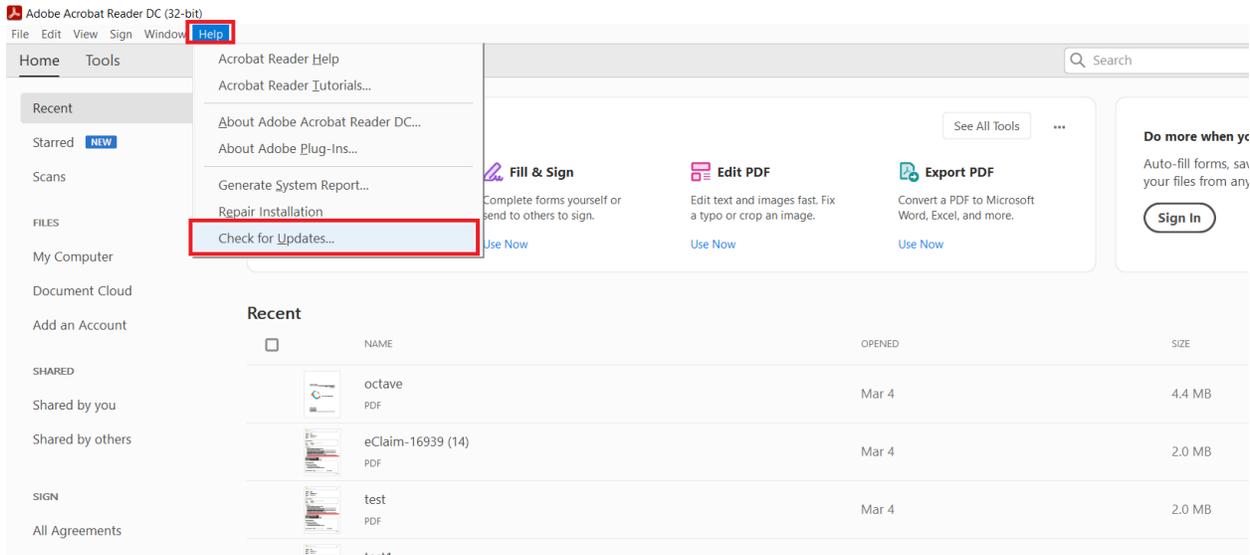
When the client opens the saved file, it will open in the Adobe application, the client should now be able to click the plus '+' button (When completing the form, it should look like the screenshot below).



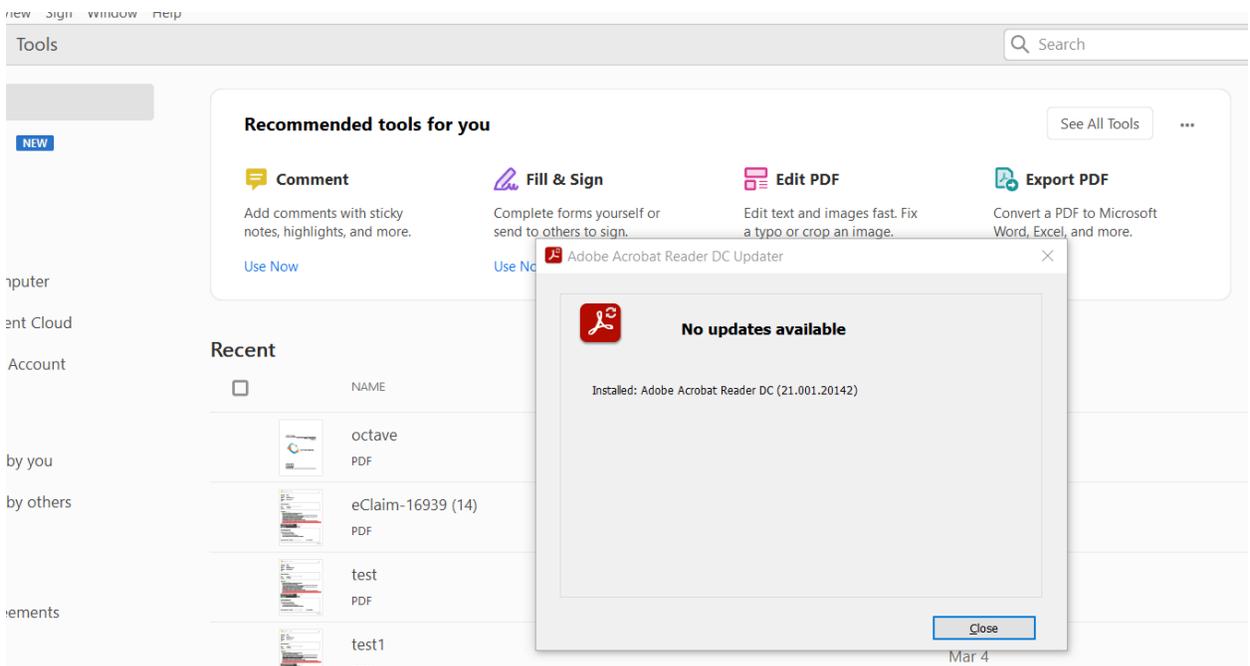
When trying to submit an eClaim, client is seeing the error message **FAILED: This eClaim form was edited by an unsupported application and cannot be processed. Please download and use Adobe Reader to edit the eClaim file. – code(805)**

This error can occur for one of three reasons.

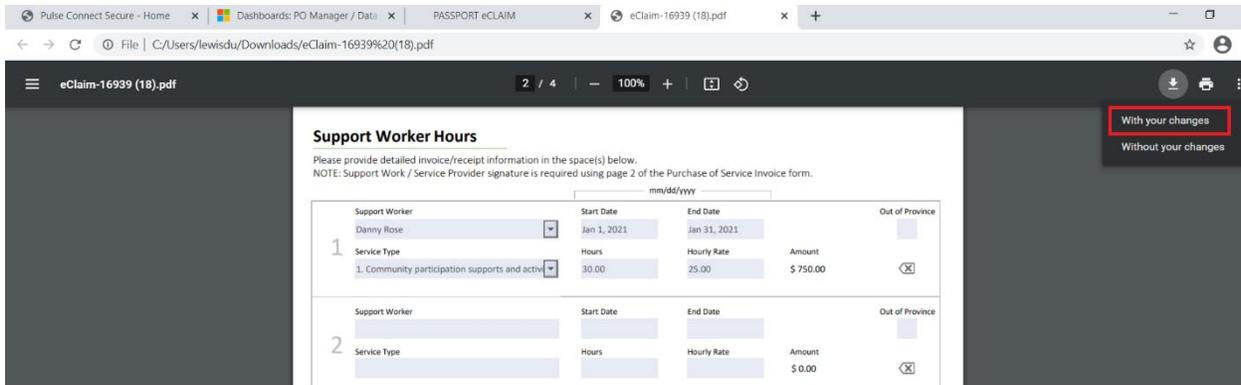
1. The client is not using Adobe, if they are using a different PDF software the eClaim system will not recognise their eClaim form when uploaded.
2. The client is not using the latest version of Adobe, like the scenario above, the eClaim system will not recognise their eClaim form. You can ask the client to check this by opening the Adobe application on their system, clicking 'Help' and then 'Check for Updates....' (see below)



If they are using the latest version, they will see the screen below. If they are using an older version the client will see an option to download the latest Adobe version.



- The client has the latest version of Adobe installed, but they are filling out and saving the form in their browser window and not in the Adobe application. If the client opens the eClaim form in the browser and completes the form, they can save the form with the changes they entered (As seen in the screenshot below). In this case, the form was not edited in Adobe so it causes an error when uploading.



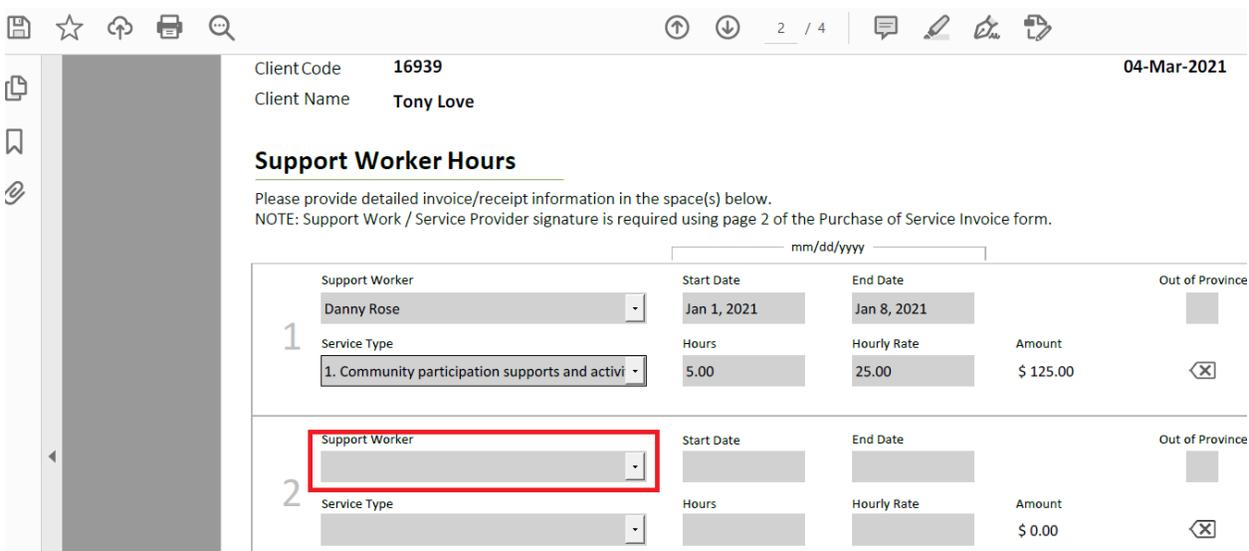
When trying to submit an eClaim, client is seeing the error message **Oops! Pdf document does not have a form. Download the personalized PDF file from the eCLAIM site, fill it and submit a saved copy - code(804)**

This error commonly occurs when the client has filled out the form in a browser and then clicked 'Print' and used the 'Save as PDF' option. When a client does this, the eClaim form is saved as a PDF document but it needs to be saved as a PDF form to be recognized by the system.

You will be able to identify this issue by asking the client to send you the eClaim form they are trying to upload. If you are unable to select the dropdown options or enter information into empty fields then the client has saved as a PDF document.

To resolve this issue, the client should download the eClaim form, save to their system, open the file in the adobe application and then complete the form.

eClaim form saved correctly.



eClaim form saved as a PDF Document

Home Tools test.pdf x eClaim-16939 (14)...

Client Code **16939** 04-Mar-2021
 Client Name **Tony Love**

Support Worker Hours

Please provide detailed invoice/receipt information in the space(s) below.
 NOTE: Support Work / Service Provider signature is required using page 2 of the Purchase of Service Invoice form.

mm/dd/yyyy

| | | | | | | | | |
|---|----------------|----------------------|------------|----------------------|-------------|----------------------|-----------------|----------------------------------|
| 1 | Support Worker | <input type="text"/> | Start Date | <input type="text"/> | End Date | <input type="text"/> | Out of Province | <input type="checkbox"/> |
| | Service Type | <input type="text"/> | Hours | <input type="text"/> | Hourly Rate | <input type="text"/> | Amount | \$ 0.00 <input type="checkbox"/> |
| 2 | Support Worker | <input type="text"/> | Start Date | <input type="text"/> | End Date | <input type="text"/> | Out of Province | <input type="checkbox"/> |
| | Service Type | <input type="text"/> | Hours | <input type="text"/> | Hourly Rate | <input type="text"/> | Amount | \$ 0.00 <input type="checkbox"/> |

A client tried to reset password using the 'Forgot Password?' option but they have not received a reset email.

The majority of clients can reset their password successfully using the 'Forgot Password?' option. In some cases, the clients email server will block the automated email. If the client has not received the reset password email, send an email to the helpdesk with the client's email (the one used to register for the eClaim site), once it has been reset link will be sent to the client via Secure Email.