



This user guide contains information pertaining to the use of Connect Mobile Assistant (CMA). CMA can be accessed on an Apple or Android device like an iPad, iPhone, Galaxy phone, or Galaxy tablet. CMA is currently not available for tablet PCs such as a Surface. The device must be using Apple's iOS or Google's Android platform. CMA allows you to enter case information at the point of care.

CMA is a mobile application designed to assist the provider with his day to day at his facility that their billing office does not have access to the facility EMR System or the facility is too far from the office. CMA can display the provider's schedule that was entered in BASCOINNECT™ Front Office and/or allows the provider to enter cases live.

CMA is a mobile live Connect database native to the device and the following needs to be understood before beginning:

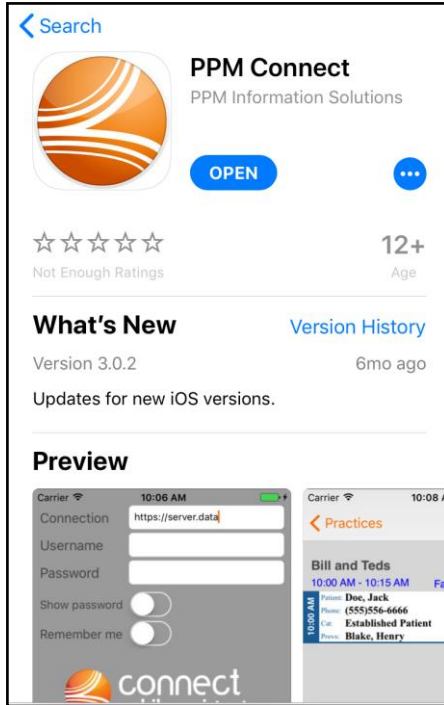
- If the device is damaged, destroyed or CMA is deleted from the device, any cases not submitted is gone and there is no way to retrieve the information lost.

Ideally, CMA is perfect for their providers who are working
Use this lesson to perform the following tasks:

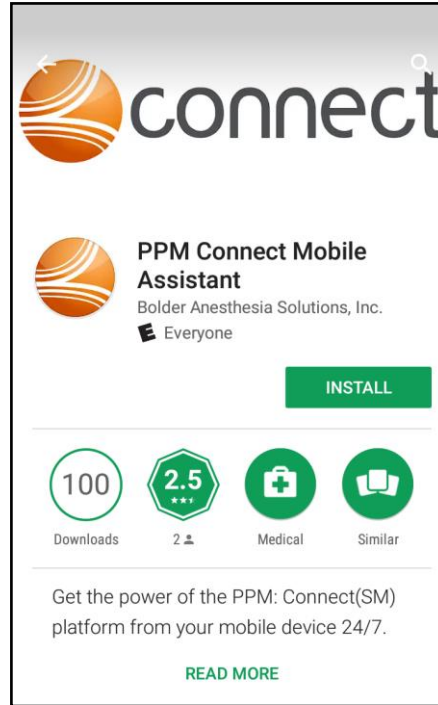
- Downloading CMA on your Apple or Android Device
- Logging into CMA
- Creating Cases
- Setting Favorites and Defaults

Downloading the CMA Application

Go to your device's home screen, choose either App Store (Apple) or Google Play (Android), and search for PPM Connect. Once there, download the Connect Mobile application to your device.



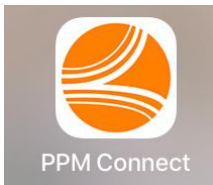
Apple's iOS App Store



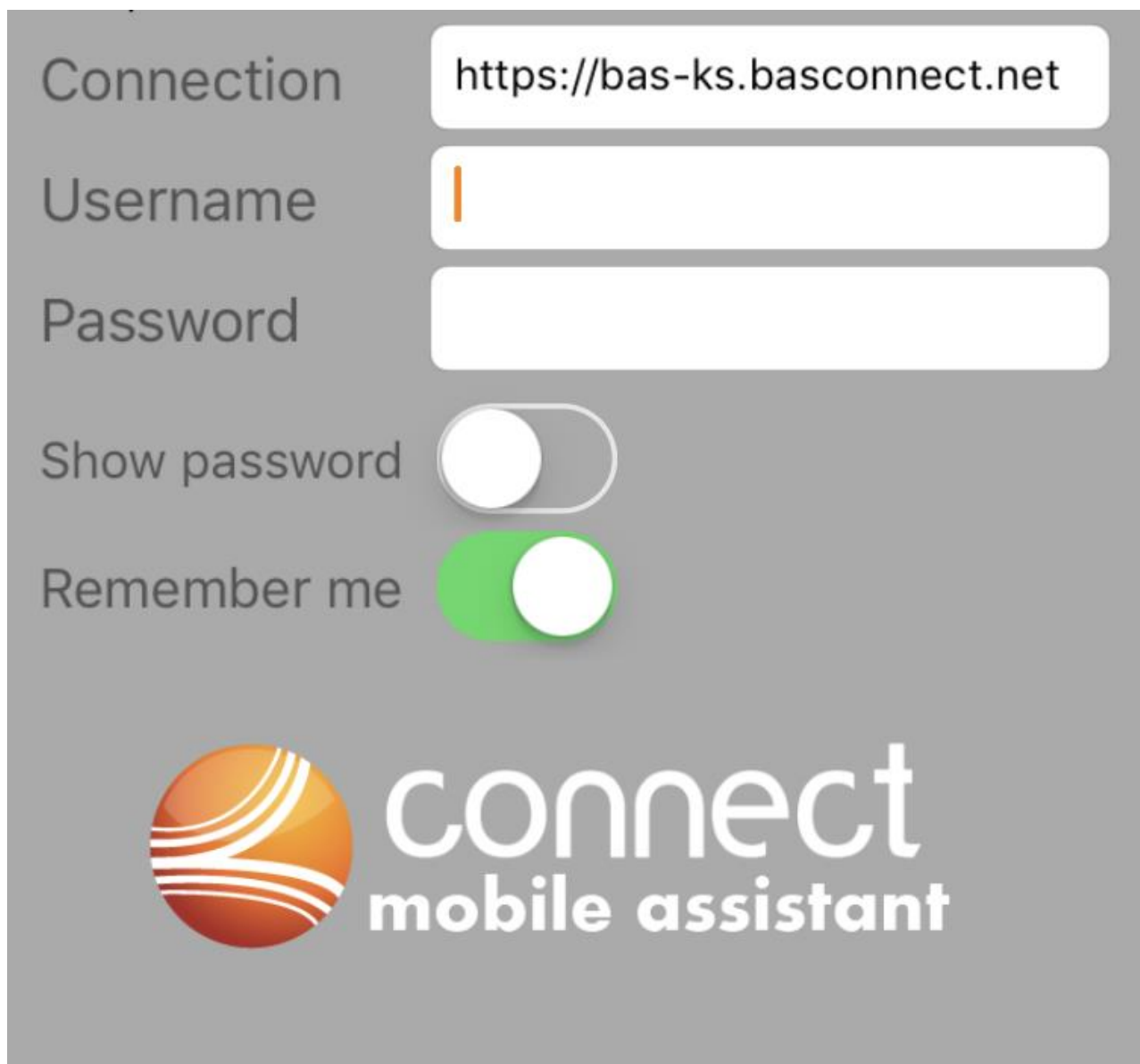
Google Play App Store

Logging into CMA

Select the PPM Connect icon on your tablet or mobile device to open CMA.



Enter your **Connection**, **Username** and **Password** to login to CMA.

The image shows the login form for the Connect Mobile Assistant (CMA). The form is set against a grey background. It features four input fields: "Connection" with the value "https://bas-ks.basconnect.net", "Username" with a vertical orange cursor, and "Password" which is currently empty. Below the input fields are two toggle switches: "Show password" is turned off (white), and "Remember me" is turned on (green). At the bottom of the form is the "connect mobile assistant" logo, which includes an orange sphere with white curved lines and the text "connect" in a large, lowercase, sans-serif font, with "mobile assistant" in a smaller, lowercase, sans-serif font below it.

Things to Remember

- **Connection** will be provided by your billing office.
- CMA must be installed on your device and activated in BASCONNECT™ Back Office before it can be used. Contact your practice administrator/manager or access BASCONNECT™ Back Office to configure CMA.
- CMA requires a WIFI connection or data plan.
 - If on a hospital WIFI connection and Connect is not logging in consult with your Facility's IT staff to make sure they are allowing access to our connection.
- CMA can be downloaded from the Apple® App Store for Apple devices & the Google Play Store for Android devices.

Provider Schedule

Appointments can be seen in CMA that were entered from Front Office. Use this topic to view appointments made in Front Office that show up in CMA.

Select **Appointments** from the home screen.

Practices

EXCELLENT SURGERY CENTER

02:00 PM - 04:00 PM Facility: N/A

02:00 PM	Proc: 00104 Room: N/A Provs: A, Referring Physician;CRNA, A2	30m	>
02:45 PM	Proc: 00104 Room: N/A Provs: A, Referring Physician;CRNA, A2	30m	>
03:30 PM	Proc: 00104 Room: N/A Provs: A, Referring Physician;CRNA, A2	30m	>

Refresh < Wed 04/11/2018 > Today

Appointments **Cases** **Code Search**

Things to Remember

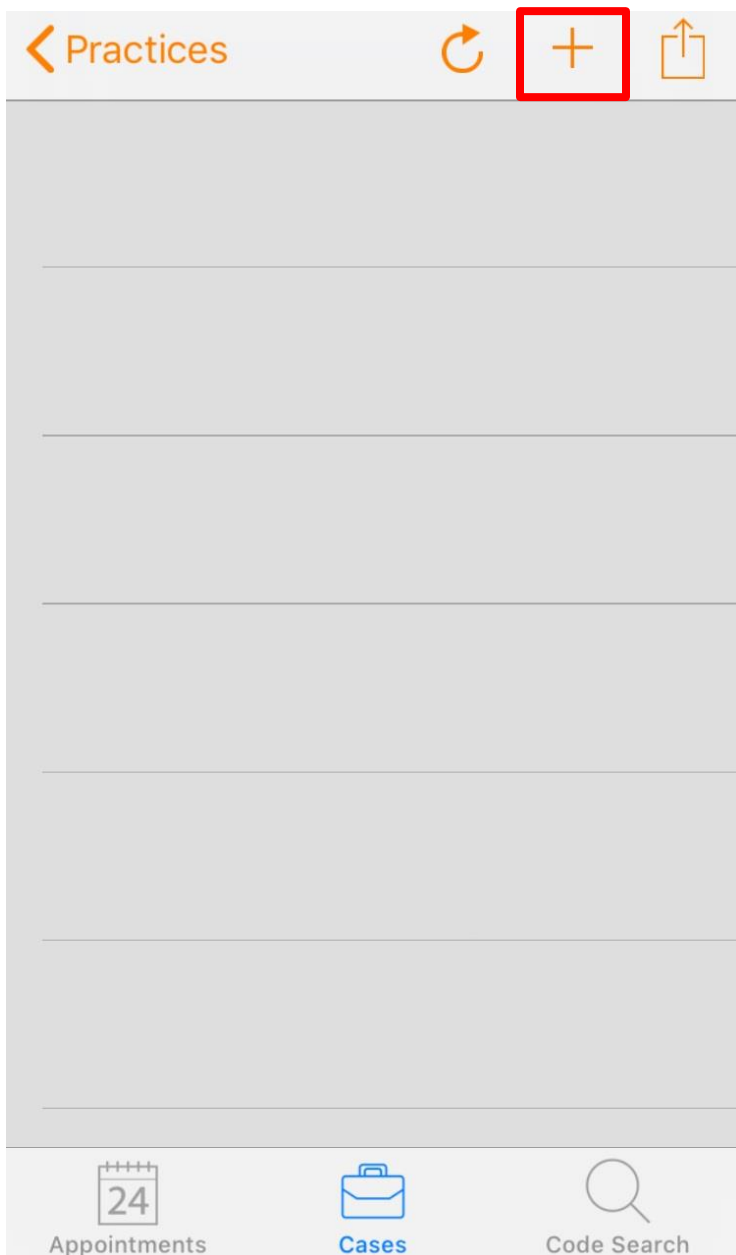
- Selecting an appointment will allow the user to edit the patient and add notes about the appointment.
- Provider must be entered in the appointment to appear in CMA.
- Appointments can only be modified in Front Office.



Creating a Case

A case is the circumstances surrounding a patient treatment. Cases can be created from scratch or appointments scheduled in Front Office and are typically entered at the point of care.

It is extremely important that when creating the case, your user must be the one who submits the case. CMA does not have the ability to transfer cases to another to finish the case.

Select **New Case** from the home screen.



 **Back** **Edit Case** **Validate** **Save** 

Patient Info

Name *
SMITH, JASON

Date of Birth *
04/10/1990

Physical Status


Case Info

Facility Name *
EXCELLENT SURGERY CENTER

Default Date of Service *
04/10/2018

Referring Physician
A, Referring Physician - Anesthesiology



Anesthesia Method
GEN - General

Provider Info 

Type
Directing

Provider Name
CRNA, A2

Things to Remember

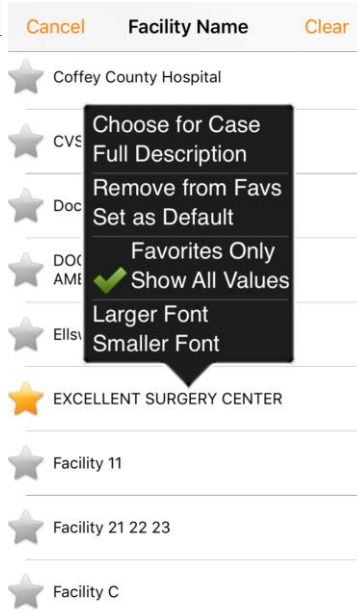
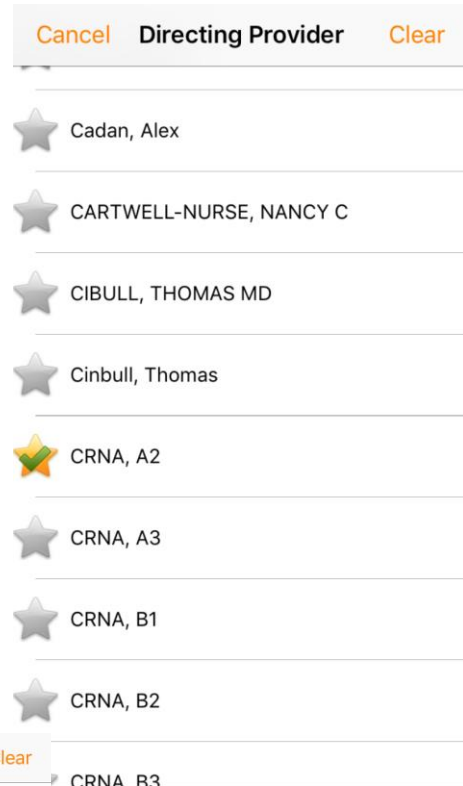
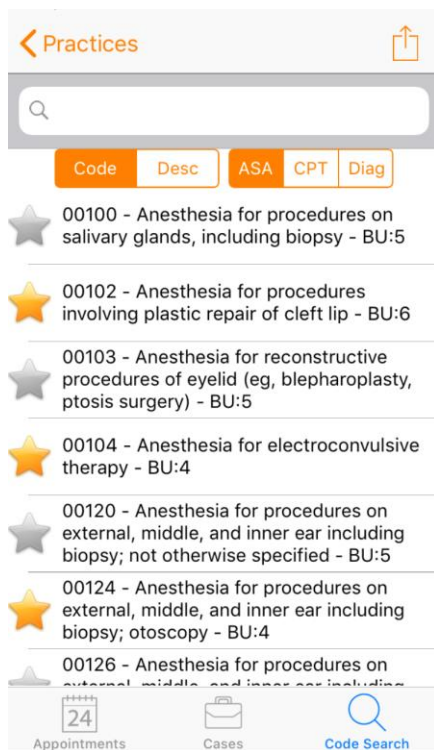
- Required fields are managed in BASCONNECT™ Back Office.
- Required fields for Apple® users: are marked with a red asterisk *.
- Required fields for Android™ users: are set in **bold** text.
- If a crosswalk is set, the ASA Code automatically populates based on CPT Code entered. If multiple crosswalks exist, the ASA code needs to be manually selected.
- To change a default that is displayed for that specific case, tap the field.
- Use the green plus sign  to add and additional data, such as, providers, CPT codes or images.
- Use the red X  to remove data.

Setting Favorites and Defaults

Use favorites and defaults to simplify entering commonly used data in new cases.

A yellow star denotes favorites. To assign data as a favorite, tap the star once. Setting favorites allows you to use **Prev** and **Next** to switch between favorites.

A yellow star with a green check mark denotes defaults. To assign data as a default, tap and hold the star for approximately 2 seconds. Defaults are populated when tapping the associated field.



Things to Remember

- Favorites and Defaults are configured during case creation.
- Favorites and Defaults can be un-selected by tapping the star.
- Multiple Favorites can be assigned, however only one Default can be assigned.

Validating a Case

Before a case can be submitted to Back Office, it must pass case validation. Validation verifies that all required fields are entered and any conflicting data is removed.

Tap **Validate** to perform case validation.

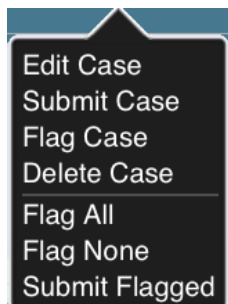
The screenshot displays the 'Edit Case' screen in the CMA app. At the top, there is a navigation bar with a back arrow, the text 'Back Edit Case Validate Save', and a share icon. Below this is a 'Patient Info' section with two fields: 'Name *' containing 'SMITH, JASON' and 'Date of Birth *' containing '04/10/1990'. A white dialog box with rounded corners is centered on the screen, titled 'Case Validation'. It lists five missing items: 'Missing: Start Date / Time', 'Missing: End Date / Time', 'Missing: DEMOGRAPHICS', 'Missing: ASA REPORT', and 'Missing: OP NOTES'. A blue 'Close' button is at the bottom of the dialog. Below the dialog, the 'Anesthesia Method' field is visible. At the bottom, there is a 'Provider Info' section with a green plus icon, and two fields: 'Type' and 'Provider Name'.






Things to Remember

- Visible and Required fields are managed in BASCONNECT™ Back Office.
- If the case does not pass Validation, the case will not be able to send from CMA.
- The validation will tell you which fields are missing and need to be filled out before submitting the case from CMA.

Submitting Cases

Once your case has been validated, it must be submitted to Back Office. To submit a case, tap the case from the case list and select, Submit Case.



Icon	Description
	Case is ready for submission
	Case is ready and has been flagged for submission
	Case has been submitted to Back Office
	Case has been released and Charge has been submitted from Back Office
	Error. Has not passed validation.

Things to Remember

- Cases cannot be modified or deleted once they have been submitted.
- Multiple cases can be submitted at once by flagging. To flag a case, tap the icon and tap **Flag Case**. To submit flagged cases, tap the case and tap **Submit Flagged**.
- Submitted and Released cases will be removed from your case list after 7 days.

Troubleshooting Connect Mobile Assistant

If you cannot login into the Connect Mobile Assistant (CMA), make sure under Users in BASCONNECT™ Back Office that your user has a provider chosen from the drop down.

Issues with CMA application can happen. Before contacting support, please try some of these troubleshooting steps:

Apple Users

Close the application down by pressing the home button down. Then double click the home button, which will activate multi-tasking at the bottom. Holding your finger down on the CMA application icon will cause the icon to wiggle. Please hit the red minus button, which will quit the application or swipe up. Hit the home button again and reopen CMA.

If an error comes up again after doing the above troubleshooting step, please take a screen shot of the error by holding down the sleep button & home button together. If you do it correctly, your screen will flash. In your camera roll under Photos application on the home screen will have the screen shot. We ask that you email that screen shot to us with what you did to get this error/issue.

Android Users

Troubleshooting Android devices, we ask that you first leave the application. Then follow these steps to clear the cache and/or STOP the application. Home-> Menu-> Settings-> Applications-> Manage Applications-> Running Tab. Only Close the CMA application by tapping it and telling it to STOP. From that same spot, you can also clear the cache. This sometimes helps instead of telling it to STOP.

After clearing the cache or closing the application and still getting the error or issue, please take a screen shot with your Android Device. In order to take a screen shot, your device must have Ice Cream Sandwich and above (4.0). By holding down, the volume down and power buttons together your phone will take a screen shot. Under the gallery app, you will find the screen shot and we ask that you send it to us with what you did to get this issue/error.

Frequently Asked Questions

What happens to a case once it is submitted to Back Office?

Once a case is submitted to Back Office from your device, it is immediately available to be utilized in a new Charge Batch. The location of the case in Back Office is dependent upon if images are attached.

Can I access other Providers' appointments from CMA?

You only have the ability to access your own appointments in CMA.

How do I reset my password if it is forgotten?

Password resets need to be performed by your Practice's administrator user or if you have access to BASCONNECT™ Front Office or Back Office.

Can I modify a case that has already been submitted to Back Office?

Once a case is submitted to Back Office, it can no longer be modified from your device. Changes must be made during case completion in Back Office.

Can I access CMA from my laptop?

CMA is limited to mobile devices only.

Can I enter more than one provider on a case?

You can select multiple providers, as well as procedures and images by selecting the green plus sign in that field.