

Carisk Partners (fka iHCFA) - How to Attach Documents to Auto Accident Claims

Last modified on 06/23/2025 2:11 pm EDT

Please note that these instructions pertain to users who have the Carisk Partners (fka iHCFA) integration enabled. If you would like access to the feature, please contact support for more information.

1. Navigate to **patient demographics**, and open the **Documents** tab.
2. Choose **Select Files to Upload**, select the files, and select **Upload Files** (or Drag/Drop the files onto this page and select Upload Files).

Jenny Harris "Jen"
Female Gender Identity Unknown | 44 years old (02/11/1980)
HAJE000001

Provider: [Redacted] Address: 123 Example Street, Sample City, 55555 Phone: (555) 555-1234 Email: jenny.adele.harris@gmail.com
OnPatient: Not Enabled-Invite Date Added: 10/01/2024 Prev Appt: 11/19/2024 Next Appt: None

Adult Immunization Schedule Age: 27-49

Documents

Upload images, scanned paper documents, or PDFs downloaded from other electronic medical records.

Uploaded Documents Locked Clinical Notes Signed Consent Forms Outbound Referrals Lab Results Amendments

Add new documents for this patient

Drop files anywhere onto this page

Select Files to Upload

Upload Files

3. Open an appointment's Billing Details screen by pressing on the date of service from **Billing > Live Claims Feed**
4. Ensure the **Payment Profile** is set as **Auto Accident** (Red Box). "iHCFA Documents" tab will appear on the bottom right. (Orange Box)

View Service + EOB SuperBill Clinical Note Clone HCFA/1500 HCFA/1500 (text) Print Screen

Billing Status: [Redacted]

Billing Provider: [Redacted]

Supervising Provider: [Redacted]

Pt Payment: Cash Insurance

Payment Profile: **Auto Accident** (Red Box)

Billing Profile: [Redacted]

Billing Pick List: Choose from Pick List

Diagnosis Pick List: Choose from PT Problems

Payer pre-auth #: [Redacted]

Do Not Transmit: [Redacted]

Referral #: [Redacted]

Billing Facility: [Redacted]

Purchased Serv Provider: [Redacted]

Appointment Notes: [Redacted]

Follow-up Date: [Redacted]

Billing Notes: [Redacted]

Claim Type: Default

Emergency Service: No

Delay Reason: - Not Used -

Acute Manifestation Date: [Redacted]

Onset Date: 431: Onset c [Redacted] (HCFA box 14)

Other Date: - Other Date [Redacted] (HCFA box 15 & 19)

Is patient's condition related to:

Employment: No

Auto Accident: No

Other Accident: No

Hospitalization Info:

Admission Date: [Redacted]

Discharge Date: [Redacted]

Start Care Date: [Redacted]

End Care Date: [Redacted]

EDI Billing Note: [Redacted]

iHCFA Documents (Orange Box): [None (Mon Aug 13 14:57:19 2018), None (Mon Aug 13 14:56:55 2018), None (Wed Jul 11 12:29:14 2018), None (Wed Jul 11 12:27:35 2018)]

Patient's unallocated payment \$8831.50 Appt. does not have unallocated payment Primary Insurer: (00265) Blue Cross and Blue Shield of Nevada Secondary Insurer: (C1401) United Fire WC closed by: ashley NP Thyroid Consent

Cancellations: Car trouble, Payment Agreement: \$50 / mo prior surgeries severe accident: patient had a severe accident high risk patient

#	ICD-10	Description	Line Item	NDC Code	Quantity	Units
1	W56.01XA	Bitten by dolphin, initial encounter			1	UN (Unit)
2	G54.7	Phantom limb syndrome without pain				

5. Select the documents to be attached from the **iHCFA Documents**.
6. Set the **Billing Status** (top left side of the screen) to **Auto Accident Claim** (Green Box) when you are ready to submit the claim.
7. Press **Verify & Save** to submit the claim with the selected documents. They will be sent, along with the claim, to Carisk Partners (fka iHCFA) and onto the payer for processing.
8. The clinical note for the appointment **must** be signed/locked before it can be submitted with the claim.

Claim Submission and Pricing

Claims are submitted to Carisk Partners (fka iHCFA) 7 days a week at 6am and 6pm EST, regardless of holidays and/or weekends. The cost is \$1.50 per claim.

Following a claim through submission

Claims will follow the same process you are used to with medical claims. The log will capture when the claim was submitted to the payer (via a status change to Auto Accident Claim). Any responses that are received electronically will appear posted in the appointment as usual. If the payer is not set up to send electronic responses, you will receive a paper remit at the address they have on file for your office.

Receiving payment from the payer

If the payer is set up to send EFT (Electronic Funds Transfer or direct deposit), and you have set it up with them directly, that is how you will receive payment on your claims. If they do not offer the service or if you don't set it up with them, you will receive payment directly from the payer via U.S. postal mail.

It is recommended that you include as much information as you have within the patient demographic/insurance section regarding the AA claim. Any additional information you can include (date of the accident, policy ID, adjustor, etc) will assist in having your claim processed and hopefully paid asap with minimal delays.
