



Noble*Direct for Windows Training

Customer:	Trainer:
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LEVEL 1

Section 1: Orientation of Noble*Direct Start Date/Time ___/___/___ ___:___

A	Review Menu / Speed Buttons	Covered
	1. Explain Pull-Down menu options.	
	2. Comment on Help Option w/On-Line Support	
	3. Explain SPEED Buttons, Choice List, Tabs, Screen Layout	
	4. Explain 'Search For' and 'Search By'	
B	Review Main Screen Options	Covered
	1. Adding Patients, Transactions, Payments	
	2. Review the 'FLOATER' and 'DEFAULT' buttons	
	3. Review RIGHT-CLICK options in Patients and Transactions	
C	Review Standard Billing Process	
	1. Bill Primary, Secondary (if any) and then Patient (if balance)	
	2. Confirm usage of Custom CMN or Doctor Order Form Note: If Customer has own form, they ___will ___will not send to us for conversion to Microsoft WORD document	

Section 1: File Maintenance Start Date/Time ___/___/___ ___:___

A	Patient File Maintenance (15 Minutes)	Covered
	1. Overview entering patient into Noble*Direct	
	2. Explain the F9 key will automatically assign NEXT Patient id	
	3. Explain use of Zipcode in city field will load City / State / Zip fields	
	4. Explain 'PATIENT TYPE' field and it's use throughout Noble*Direct	

	5. Explain default ICD-9 fields (Maximum 4).	
	<p>2. STOP – Review Patient COVERAGE field</p> <p>Must have the following three (3) conditions to apply:</p> <ol style="list-style-type: none"> 1. Patient MUST have Medicare primary 2. Patient MUST have Secondary Insurance 3. Secondary insurance MUST be either: <ol style="list-style-type: none"> a. M – Medicaid b. G – Medigap c. C – Complementary <p>Otherwise, the COVERAGE field must contain a ‘N’</p> <p>Do NOT proceed until customer FULLY understands the coverage field</p>	
	7. Review Noble*Tracker Event 1 and 2	
B	Physician File Maintenance (5 Minutes)	Covered
	1. Explain how to enter physician information	
	2. Explain not to use any abbreviations in names, such as MD or DR for First Initial	
	3. Explain required fields (Physician UPIN and Telephone Numbers)	
C	Provider File Maintenance (5 Minutes)	
	1. Explain how to enter provider information	
	2. Explain important fields such as account number, federal id, etc.	
	3. Confirm accurate provider account numbers	
D	Insurance Company File Maintenance (5 Minutes)	
	1. Review company’s that come pre-loaded. (Medicare crossover’s)	
	2. Review how to enter companies that are NOT pre-loaded	
	3. Review importance of the transmit flag and transmit account number	
	4. Review values in Transmit Flag field, i.e. Yes–Transmit, No–HCFA-1500, I-Invoices	
	5. Review Important fields, i.e. – Medigap Id, Prv Pin and Prv Group, Insurance Type	
E	Procedure Code (CPT) File Maintenance (10 Minutes)	
	1. Explain how to enter new procedure codes	
	2. Explain difference between Procedure Code and Actual Code	
	3. Explain usage of the ‘FACTOR’ value	
	4. Explain usage of the CMN Certification Form	
	5. Explain usage of Noble*Tracker Event 1 and 2	
	6. Explain usage of Enteral / Nutrition (Reverse Macro) feature	
F	Practice File Maintenance (5 Minutes)	

	1. Confirm accurate ACCOUNT number field NOTE: Explain importance of not changing the account number field	
	2. Review Default Parameters	

Section 2: Entering Transactions Start Date/Time ___/___/___ ___:___

A	Enter Claims / Review Fields (30 Minutes)	Covered
	1. Explain usage of SEquence number field	
	2. Review billing procedure for correct usage of Date From and Date To	
	3. Review lcd-9 field and how to utilize a FIFTH (5 th) lcd-9 Code	
	4. Review Modifiers (Maximum four) Note: Review Capped Rental Modifiers and how it relates to Noble*Direct and Noble*Tracker. (Refer to web-site for Capped Rental Overview)	
	5. Explain how to print / attach a CMN to transaction	
	6. Review Repeat Billing flag	
	7. Explain how to attach additional documentation and use macro for pre-defined macros.	
	8. Explain primary and secondary transmit flags.	



NOBLE HOUSE
The Comprehensive RemedySM

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LEVEL 2

Section 3: Transmitting

Start Date/Time ___/___/___ ___:___

A	Transmit Claims (15 Minutes)	Covered
	1. Call Noble*House before the first transmission to ensure that an account has been set up.	
	2. Verify the modem settings and confirm them in pcAnywhere and/or TCP/IP.	
	3. Explain how to create an edit list	
	4. Explain how to transmit claims. The service dates should run through today's date only to avoid transmitting future claims.	
	5. Explain that the value of transmit flag will typically be 'N'.	
	6. Review schedule of appropriate insurance company's. Medicare – daily Medicaid – Tuesdays / Wednesdays Private - daily	



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LEVEL 3

Section 4: Mailbox Handling Start Date/Time ___/___/___ ___:___

A	Mailbox Usage (10 Minutes)	Covered
	1. Review how to collect mail and print it out.	
	2. Review schedule of REJ and ERN reports	
	3. Explain any error messages received on reports.	

Section 5: Posting Payments Start Date/Time ___/___/___ ___:___

A	Posting Payments (15 Minutes)	Covered
	1. Explain how to post payments, both manually and automatically.	
	2. Review how to print HCFA forms and patient invoices.	
B	Payment Register (5 Minutes)	
	1. Generate Payment Register Report(s)	

Section 6: Conclusion Start Date/Time ___/___/___ ___:___

A	Overview of Noble*Direct (15 Minutes)	Covered
	1. Explain how to post payments, both manually and automatically.	
	2. Review how to print HCFA forms and patient invoices.	
B	Confirm Installed Software Versions	
	1. Perform Live-Update if necessary.	