

# ECP

## Service Provider and Delegate User Training Manual

New Brunswick, Canada



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# 1 INTRODUCTION

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The Electronic Communications to Physicians (ECP) System provides the Department of Health with a secure and timely means to communicate electronically with physicians, nurse practitioners, and billing staff. ECP supports various business areas of the Department and is intended to facilitate distribution and access to reports, statements and/or other files by stakeholder who in the past received the communications through non-electronic methods such as Canada Post mail.

ECP was built to assist and enhance a service provider's day-to-day business.

This document is a step by step manual on how to use the ECP System.

## 2 PC/SYSTEM REQUIREMENTS

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➤ **Internet Browser Requirements:**

1. Internet Explorer – version 10.0 or higher
2. Chrome – all versions
3. Firefox – version 33 or higher
4. Safari – version 4.0.5 or higher

➤ **Operating System Requirements:**

1. PC – Windows XP or newer
2. Mac – OSX version 10.6 or newer

➤ **Internet Connection Requirements:**

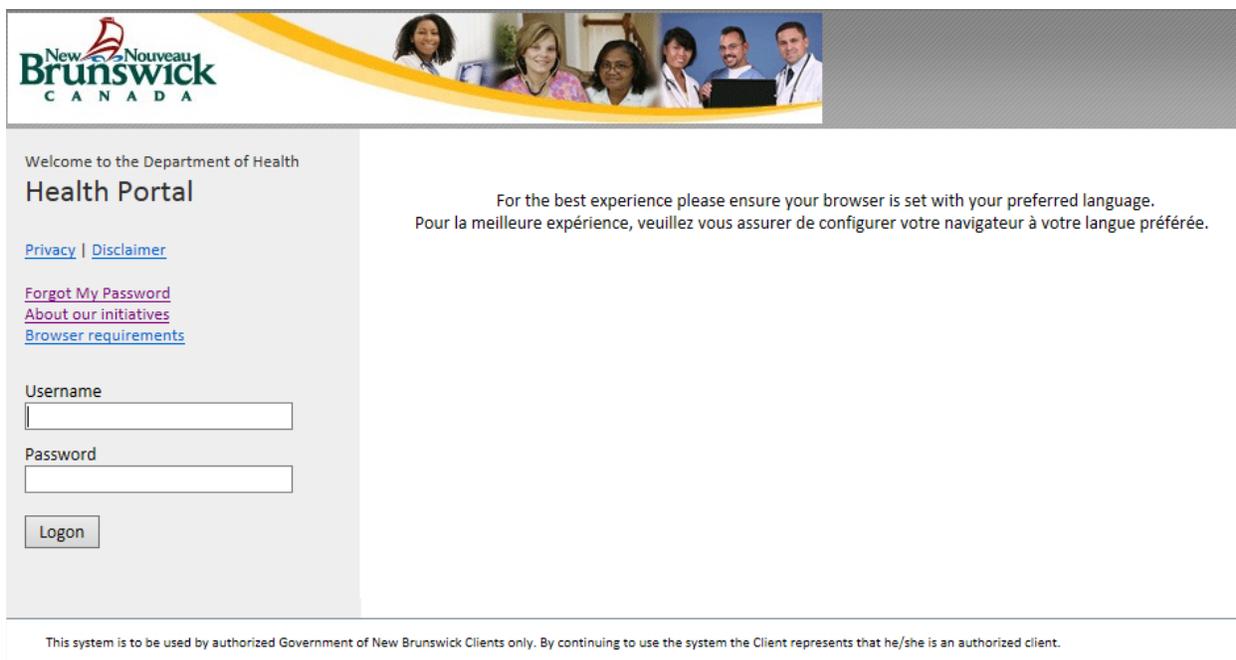
1. If you have dial- up (56 kbps) it could take approximately 3 to 25 minutes to retrieve a statement pending file size.
2. If you have high speed (variable) it could take approximately 20 seconds to 5 minutes to retrieve a statement pending file size.

➤ **Software Requirement:**

Any type of Adobe PDF reader, which can be downloaded for free from the Adobe website.

## 3 GETTING INTO ECP SYSTEM

Access to ECP is obtained through the New Brunswick Health Portal shown below and found at: <http://hps.gnb.ca/>.



The screenshot shows the New Brunswick Health Portal login page. At the top left is the New Brunswick Canada logo. To its right is a banner image of several healthcare professionals. Below the banner, the page is divided into two main sections. The left section, titled 'Welcome to the Department of Health Health Portal', contains links for 'Privacy | Disclaimer', 'Forgot My Password', 'About our initiatives', and 'Browser requirements'. Below these links are input fields for 'Username' and 'Password', followed by a 'Logon' button. The right section contains a message in both English and French: 'For the best experience please ensure your browser is set with your preferred language. Pour la meilleure expérience, veuillez vous assurer de configurer votre navigateur à votre langue préférée.' At the bottom of the page, a small disclaimer states: 'This system is to be used by authorized Government of New Brunswick Clients only. By continuing to use the system the Client represents that he/she is an authorized client.'

An assigned User Name and Password must be entered in the fields above then click the Logon button.

**Note:** The *User Name* and *Password* are the same ones you use to login to your Zone or GNB network.

If either the User name (or) Password is incorrect, the user will not be able to proceed.

Contact the IT service desk for support at the following email or phone number:

**Phone:** 1-844-354-4357 (HELP)

**e-mail:** [service@SNB.ca](mailto:service@SNB.ca) .

Once logged in the user will be presented with the page as seen below. Clicking on the **Electronic Communications for Physicians** link will open the ECP Main Screen.

### My Applications

#### **ECP/SCM - Electronic Communications for Physicians**

[Electronic Communications for Physicians](#)

#### **SSPM - Self Service Password Management**

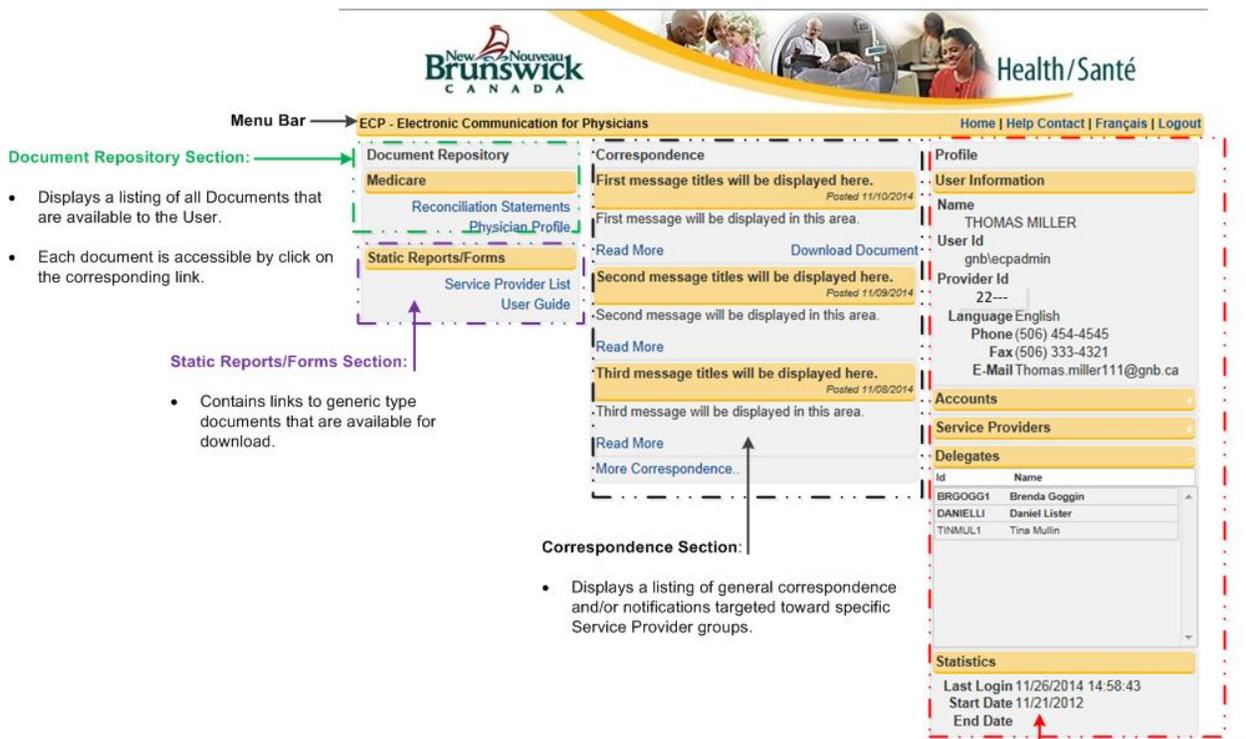
[Self Service Password Management](#)

[About Our Initiatives](#)

### Important News

### Documents

# 4 ECP Main Screen



**Document Repository Section:**

- Displays a listing of all Documents that are available to the User.
- Each document is accessible by click on the corresponding link.

**Static Reports/Forms Section:**

- Contains links to generic type documents that are available for download.

**Correspondence Section:**

- Displays a listing of general correspondence and/or notifications targeted toward specific Service Provider groups.

**User Profile Section(s):**

- Displays information related to the logged in User.
- Some informational blocks (ex. *Billing Accounts*) are expandable and collapsible.

The information displayed on the ECP Main Screen is dependent upon your access privileges.

Individual subsections and/or fields on the ECP Main Screen may not be displayed depending upon the user's status as a Service Provider or a Service Provider's Delegate.

**Note:** A delegate is a person other than the physician (for example a billing clerk or administrative assistant) who is given the authority by a physician to view specific correspondence or information on the physician's behalf.

If you have any questions regarding the ECP Main Screen or your current access privileges please contact the ECP Support Desk, see *Help Contact Page*.

The information displayed on all ECP screens cannot be updated by the Service Provider or Delegate.

## 5 Menu Bar



The ECP Menu Bar is found on the top of all ECP screens and provides you with the following options:

### 5.1 HOME Link

Clicking on the [Home](#) link will allow the user to return to the ECP Main Screen.

### 5.2 HELP CONTACT Link

If you require any assistance with ECP or have questions you can contact the ECP Support Desk

Clicking on the [Help Contact](#) link will open a new window with the ECP Support Desk contact information as seen below.



### 5.3 ENGLISH / FRENCH Language Selection Link

Clicking on the **English** or **French** link in the menu bar allows you to toggle the ECP screens between their French or English versions.

The language that is still selected when logging out will remain the next time the user logs into the system as it will be the default.

Note that the language of the documents accessed through ECP does not change based on selecting the English or French links. The language of the documents is defined by the originating system that created them. For example, your Reconciliation Statement will be based on your language profile in the Medicare system.

### 5.4 LOGOUT Link

Clicking on the **Logout** link will end the ECP session and will present the user with the following exit screen.



## 6 DOCUMENT REPOSITORY



The ECP Main Screen's **Document Repository** section displays sub repositories, such as *Medicare* shown above, with each sub repository having documents available for download.

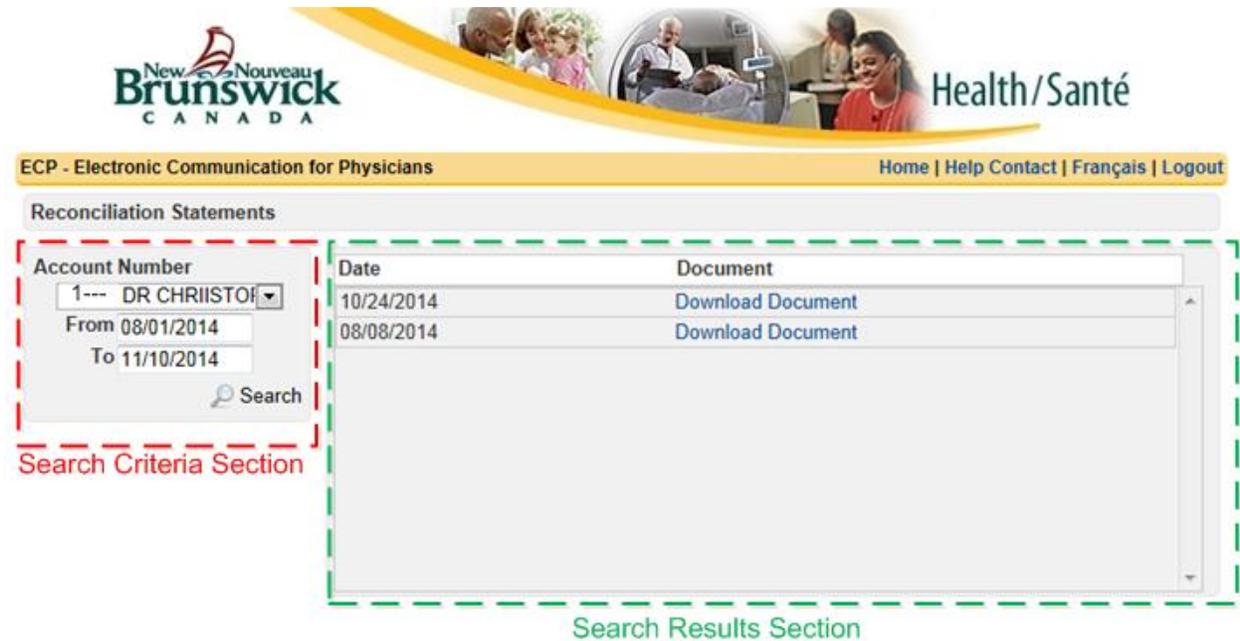
- Sub repositories are classified by Department of Health business areas, such as Medicare.

All documents within this section are targeted to individual Providers as identified by their Medicare Provider ID and/or College of Physicians and Surgeons Licence Number.

- Individual documents links are only made available if the Service Provider or the delegate has the proper privileges assigned within ECP.

Clicking on any of the document links will take you to a corresponding Document Repository Search Screen(s) as seen below.

## 6.1 Document Repository Search Screen(s):



Account Number	Date	Document
1--- DR CHRIISTOF	10/24/2014	Download Document
	08/08/2014	Download Document

All Document Repository Search Screens will have a common layout that includes a set of search criteria and corresponding search results list, similar to those shown above.

A Document Repository Search Screen may have a default set of search criteria applied and subsequently display records (information) in the Search Results Section on entry to the screen. For example, the Reconciliation Statement's Document Repository Search Screen shown above displays the last 3 months of statements on entry.

### Search Criteria Section:

One or more search criteria are provided for each document type. **From** and **To** dates are common to all Search Criteria Sections. In addition to the date fields the Search Criteria Sections will contain other search parameters that are relevant to the document being searched. In the example above the *Account Number* for which you want to obtain a Reconciliation Statement can be selected from a drop down list.

### From and To Dates:

The **From** and **To** date fields do not allow manual entry of dates, the user must select the dates from the calendar pop up.

Clicking in the **From** or **To** field will provide a pop up calendar to select the desired date as seen below.



Reconciliation Statements

Account Number	Date	Document
DR CHRISTOF	10/24/2014	<a href="#">Download Document</a>
	08/08/2014	<a href="#">Download Document</a>

From 08/01/2014

To Aug 2014

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

The **From** and **To** date search criteria is only applied once the Search button is clicked.



Other Search Parameters:

Other search parameters, such as the *Account Number* shown above, will be presented in drop down lists to allow you to easily select the desired value.

A drop down list will only contain values for which you have the proper privileges to see in ECP.

Clicking on a drop down list field expands the field to display the full list of values. Subsequently clicking on one of the values in the list will select the value and automatically complete a new search.

**Search Results Section:**

The Search Results Section displays a listing of documents that met the search criteria entered. Within the table the following information is provided:

**Date:** The production date of the associated document.

**Document** – Clicking on the **Download Document** link triggers the download the document to your computer.

**Note** that if you hover the cursor/mouse over the 'Download Document' text, it will display the full document name.

Search Results are sorted in a reverse chronological order (newest to oldest) with latest document displayed on top followed by older documents.

# 7 STATIC REPORTS / FORMS



**ECP - Electronic Communication for Physicians** Home | Help Contact | Français | Logout

<p><b>Document Repository</b></p> <p>Medicare</p> <p>Reconciliation Statements Physician Profile</p> <p><b>Static Reports/Forms</b></p> <p>Service Provider List User Guide</p>	<p><b>Correspondence</b></p> <p>First message titles will be displayed here. <small>Posted 11/10/2014</small></p> <p>First message will be displayed in this area.</p> <p><a href="#">Read More</a> <a href="#">Download Document</a></p> <p>Second message titles will be displayed here. <small>Posted 11/09/2014</small></p> <p>Second message will be displayed in this area.</p> <p><a href="#">Read More</a></p> <p>Third message titles will be displayed here. <small>Posted 11/08/2014</small></p> <p>Third message will be displayed in this area.</p> <p><a href="#">Read More</a></p> <p><a href="#">More Correspondence..</a></p>	<p><b>Profile</b></p> <p><b>User Information</b></p> <p>Name THOMAS MILLER</p> <p>User Id gnblecpadmin</p> <p>Provider Id 22---</p> <p>Language English Phone (506) 454-4545 Fax (506) 333-4321 E-Mail Thomas.miller111@gnb.ca</p> <p><b>Accounts</b> <span style="float: right;">+</span></p> <p><b>Service Providers</b> <span style="float: right;">+</span></p> <p><b>Delegates</b> <span style="float: right;">+</span></p> <p><b>Statistics</b></p> <p>Last Login 11/26/2014 14:58:43 Start Date 11/21/2012 End Date</p>
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The **Static Reports/Forms** section of the ECP Main Screen contains links to generic type documents that are available for download. These documents are typically blank forms and/or global lists that provide Service Providers easy access to information that helps in their day-to-day business.

# 8 CORRESPONDANCE



The **Correspondence** section of the ECP Main Screen displays textual messages that could have been posted by one or more business areas within the Department of Health.

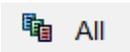
This section may contain global messages that are viewable by all Service Providers and their Delegates. Messages can also be targeted to a specific group of Service Providers (and their delegates) based on their remuneration status (fee-for-service, salaried, etc.), or certain specialities.

The **Correspondence** section displays the most current three messages that have been posted and is sorted by date and time with latest message displayed at top.

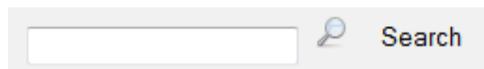
Only the first 100 characters of the message are displayed within the individual message blocks. Click on the **Read More** link to open a new screen displaying the full message.

Clicking the [More Correspondence](#) link found at the bottom of the *Correspondence* section will open a new screen that displays all of your messages, in full, as seen here:



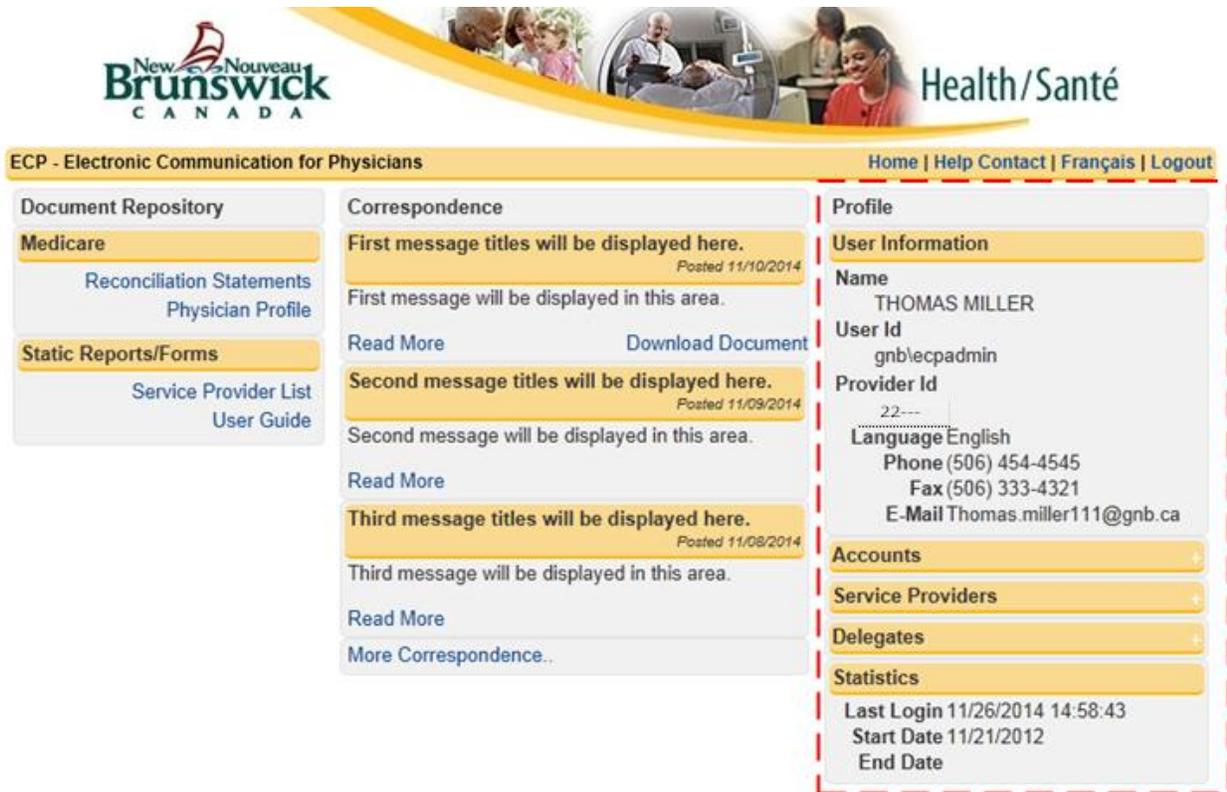
Clicking on the  icon will result in all your messages being displayed on the screen.

You also have an option to search all Correspondence messages and/or attached document names by typing in what you want to search for and clicking the *Search* icon.



If a message has an associated attachment then you will be presented with a [Download Document](#) link. Clicking the link triggers the download of the attachment.

## 9 PROFILE Section



The **Profile** section on the ECP Main Screen displays information about user's current demographic data as entered in ECP.

The information displayed in the Profile section is read only and cannot be updated by you through the ECP screens.

If you feel any of the Profile information contained in the subsections is incorrect or you have questions regarding any of the information please contact the ECP Support Desk, see *Help Contact Page*.

Several of the subsections can be expanded and collapsed by clicking on the + or – icon in the upper right hand corner of the subsections heading bar, see image below.

+ = Expand section

- = Collapse Section



## 9.1 User Information

The *User Information* subsection provides you with the following information:

**Name** – Your name as recorded in the ECP System.

**User Id** – Your *User Name* as entered when logging into ECP.

**Provider Id** – Your Medicare Provider ID.

Note: If you are a Delegate, this field is not displayed.

**Language** – Your current default Language that the ECP Application will open in.

**Phone** – Your phone number as recorded in the ECP System.

**Fax** - Your fax number as recorded in the ECP System.

**E-mail** - Your email as recorded in the ECP System.

## 9.2 Accounts

The *Accounts* subsection provides you with a list of Medicare Account numbers that you are associated with in ECP. The following information is provided:

**Account Number** – Medicare Account Number.

**Name** – The name associated to the Account Number in Medicare.

Bolded table rows indicate that the user have privileges to download the corresponding *Reconciliation Statement* document found in the *Document Repository* portion of the ECP Main Screen.

### 9.3 Service Providers

The *Service Provider* subsection provides you with a list of Service Providers you are associated with in ECP. The following information is provided:

**ID** – Medicare Service Provider number.

**Name** – The Service Provider’s name as recorded in the Medicare System.

Bolded table rows indicate that you have privileges to view correspondence and/or download documents related to the Service Provider.

### 9.4 Delegates

The *Delegates* subsection provides a list of Delegates that are associated to you. The following information is provided:

**ID** – Unique identifier for a Delegate as assigned in ECP.

**Name** – The Delegate’s names as recorded in ECP.

Bolded table rows indicate that the Delegate has privileges to view correspondence and/or download documents addressed or related to you.

Note: If you are a Delegate, this subsection is not displayed

### 9.5 Statistics

The *Statistics* subsection provides you with the following information:

**Last Login** – The date and time of your previous login to ECP.

**Start Date** – The date that your access rights were first granted or provided in ECP.

**End Date** – The date that your access rights will be terminated in ECP.

*Notes:*

- An End Date is not always assigned so this field could be blank.
- You will not be able to enter (or) access the ECP system after the End Date.