

NOTE: Providers are strongly encouraged to exit all other Windows programs before running the setup program. This includes MS Word, e-mail systems, or other applications.

This section provides step-by-step instructions for installing upgrades for *Provider Electronic Solutions* on a PC running at least Windows 2000, Windows XP is preferred. (**VERY IMPORTANT:** Windows Vista and 7 are not supported.)

1. **VERY IMPORTANT:** To make a backup of your database file, copy the file: **C:\FLhipaa\flnewecs.mdb** and save it by pasting it in the same folder. This will automatically create a numbered backup, (for example, the second backup will be C:\FLhipaa\COPY (2) of flnewecs.mdb. Alternatively, you can save the mdb file to another folder and manage the name/number yourself.
2. Click on the “Provider Electronic Solutions” program in the Windows menu and start PES.
3. Go to Tools | Get Upgrades, this is the link to begin the download process. You will need the same Internet access as sending claims requires, i.e., your Web Portal access, user ID and password, need to be working.
4. You will see a notice that there are some upgrades to be applied depending on the version you are currently running. There will typically be two upgrades but there could be up to four upgrades.
5. The file flnewecs.mdb is closely related to the version of the PES program that created it so once the upgrade is done that backup will not run in the upgraded program – you should make a new backup.
6. Close your PES program and locate the PES menu line in the Windows menu (Start | All Programs). There is an “Upgrade” choice in the PES program submenu – left-click it.
7. Follow the instructions. You will need to run this “Upgrade” menu choice for each update that is waiting to be applied.
8. If you get an error message stating that files dzip32.dll or dunzip32 are missing, contact the EDI Help Desk at 1-866/586-0961 for assistance.
9. Once you complete the upgrades to version 1.06 you are ready for 5010 claims.
10. **VERY IMPORTANT:** You will need to review your *Provider* and *Other Provider* lists to make certain all tax ID numbers are just numbers, i.e., no dashes.
11. **VERY IMPORTANT:** You will need to review your *Provider* and *Other Provider* lists to make certain all Zip codes are 9-digits.
12. **VERY IMPORTANT:** If you use prior claims to create new claims, you will need to re-select the providers from the Provider and Other Provider lists to push the updated Zip Codes and tax IDs into the claims.