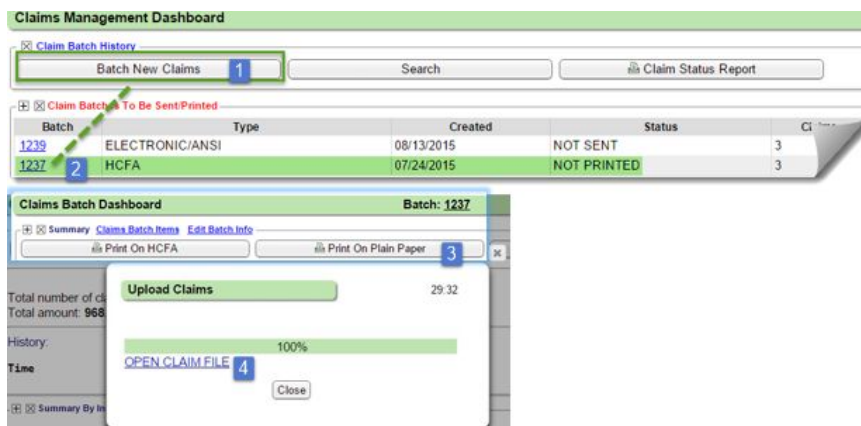


Do I need to use pre printed HCFA or UB04 forms?

In most cases NO. Very **few** payers require the official HCFA or UB04 forms, while the majority allow the submission of black and white plain paper. Using this option alleviates the need to align your printer settings

How to print on plain paper

1. Batch claims batch - skip this step if the claims job scheduler is set up
2. Click on the HCFA or UB04 batch number
3. Click [Print on Plain Paper]
4. Click 'Open Claim File' link
5. Click the Icon at the bottom of the PDF to Print all the claims in this batch
This results in a Claims Status of 'Printed'



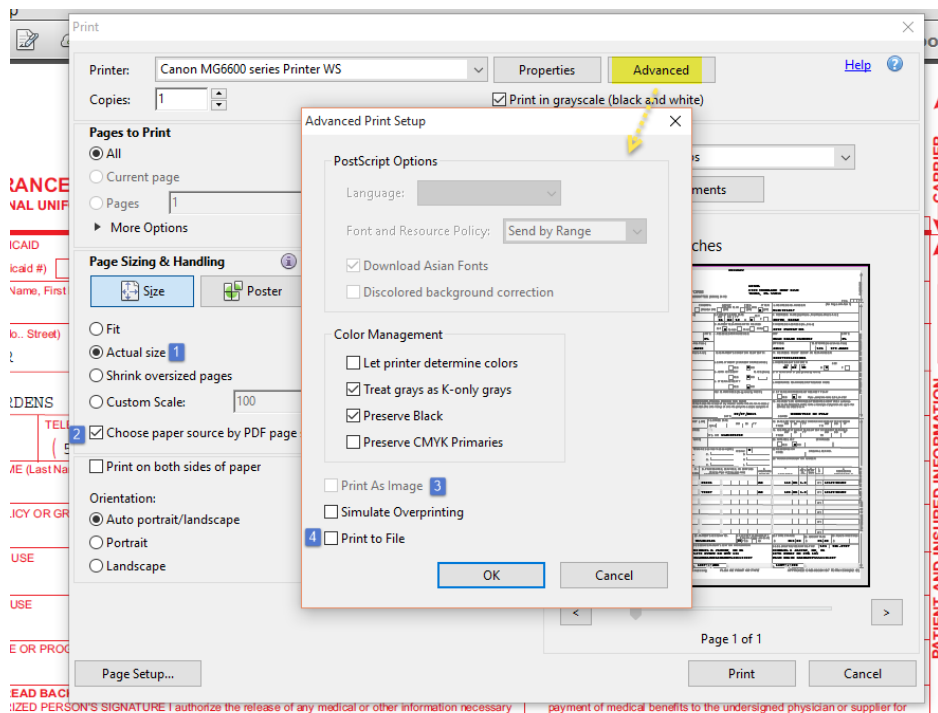
How do I align my printer to print HCFAs and other insurance forms?

Be sure that Adobe is your default PDF Reader. You will need this to have access to the print dialog screen to change the settings.

Step One

Make sure the printer settings are correct. When printing a claim and viewing the preview image on the screen, click the Print icon. This will open the Print window where you can choose a printer. Once you have selected the correct printer, you'll need to verify/adjust the "size" or "zoom" settings.

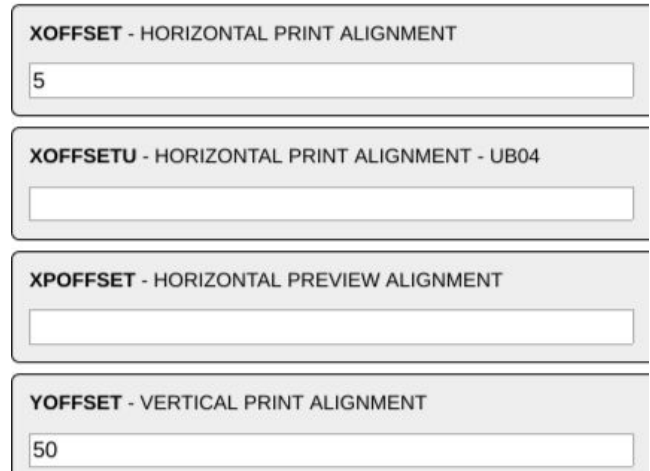
1. Page Scaling: Needs to be set to 'None' or 'Actual Size'.
2. Select 'Choose paper source by PDF page size', if this is one of your options
3. 'Advanced Options' - 'Print As Image': needs to be ON - in our example this option is grayed out
4. If there is an option to 'Print to File' it needs to be *unchecked*.



Step Two:

If the printer settings are correct and alignment is still off, the software default settings need to be tweaked. If using an office printer that everyone is using, the settings are found in: Admin > System Defaults > General > Near the bottom

If the user is using their own personal printer, they need to go to their 'My User Profile' screen by clicking their own user ID at the top of the screen. Then adjust the 'Print Alignment Setting', as described below. Again this will only affect *their* printing.



Horizontal Alignment (Left/Right). To shift the data:

- Left - enter a *positive* number
- Right - enter a *negative* number
- Note: The larger the number the further the data will move

Vertical Alignment (Up/Down) To shift the data:

- Down - use a positive number
- Up - use a negative number

A good rule of thumb: If your alignment appears to be randomly out of whack (some parts good, some bad; or some high and some low) then you likely have an issue with the printer settings and need to go back to Step one. If you can see a pattern to the alignment issue (everything is just a bit high) then you need to adjust the system settings (Step 2 above).

Troubleshooting tips

[Troubleshooting steps for viewing PDFs in your Web Browser](#)

[Chrome/Firefox/Safari - Configure Browser to use Adobe PDF](#)

[Chrome - Plugins page removed and moved to Content page as of Build 57](#)

- Majority of Settings are found under Chrome://settings/content
- Click Settings on Chrome Browser > Click 'Settings' in upper left corner > Advanced > Privacy & Security > Click Content Settings

[Chrome - Open PDFs in a Different Application](#)

- Only use this option if the user wants to use a different PDF application, otherwise there are Chrome Extensions that support Acrobat Reader, Foxit Reader, etc.

[Chrome - Open PDFs in Acrobat Reader from Chrome](#)

- User can always manage extensions in chrome://extensions/
- If the Acrobat Reader extension is Enabled:
 - In our PM, export the file to PDF or 'Run' the Report
 - On the Chrome PDF Viewer, click on the 'Report' link in the upper left hand corner
 - Adobe Acrobat will display > Click on 'Open in Acrobat Reader'
 - This will open the Report in Adobe Acrobat Reader
 - User can use Adobe Print Dialog options

[Firefox - Plugins removed as of Build 52](#)

[Firefox - Open PDFs in a Different Application](#)
[Internet Explorer - Builds 8 and Later PDF Setup](#)