

AAK EnterCLAIMS FAQs

Below is a categorized list of Frequently Asked Questions with the most common responses. If you continue to encounter problems *after* reviewing responses below and using the AAK EnterCLAIMS Documentation & Billing Manual, please submit an AAK EnterCLAIMS Support ticket using this link: [AAK EnterClaims Provider Support Ticket](#)

Set-Up and Account Questions

Q) How do I sign up for an EnterCLAIMS account with AAK? I already have one with another agency.

A) If you already have an account through a different agency and would like to use the same username/password for AAK, you must submit an AAK EnterCLAIMS Provider Support ticket detailing the email and username you'd like to use so we can merge your accounts.

- If you are creating a NEW account, follow all instructions outlined in the Creating Account section of the AAK EnterCLAIMS Documentation & Billing Manual.

Q) I haven't used my EnterCLAIMS account in years and I forgot my password.

A) If your account is through AAK, please submit an AAK EnterClaims Provider Support ticket so we can help reset your password.

Q) I tried creating my account and it says, "Email doesn't exist".

A) Please remember the email you use to create your account MUST match the email we have on file for you (in HRCloud). If you'd like to use a different email address, you must request this change through HRCloud and Provider Compliance will alert you once complete.

Q) I got married and my maiden name still appears in EnterCLAIMS.

A) Email providercompliance@aakcares.com to request the change. You may also make the request through HRCloud.

- You can modify your name under "Therapist Information" by clicking the "+" sign on Home Page.

Q) I can't create a digital speech order. The button is greyed out for me.

A) Ensure you are Medicaid-enrolled and have verified your credentials in EnterCLAIMS.

- Please refer to the AAK EnterCLAIMS Documentation & Billing Manual under the Creating Digital Speech Order section for instructions. Please remember digital speech orders are only needed for SPEECH SERVICES.

Case Related Questions

Q) I don't see my case in EnterCLAIMS under My Cases?

A) Typically you won't expect your case to appear until after you have received TANS, IEP/IFSP and/or authorization.

- Ensure you have chosen "AAK" under the drop down under My Cases on the home page if you use EnterCLAIMS with more than one company. is in correct "company" from drop down.
- Review date window of My Cases. Cases will appear on or after the first date of authorized service.
- Check if the current authorization has been renewed. A new enrollment may be available on the new service date.

- For EI, if an extension/continuation authorization is pending, you will not see the case or be able to enter notes until the new authorization is received. Please maintain your own records for attendances during this time to be able to enter them into EnterCLAIMS once authorization is received.

Q) My case in EnterCLAIMS says three times weekly but the IEP says two times weekly. How can I change it?

A) EnterCLAIMS mandate must match what is on the IEP/IFSP. If you see a discrepancy, please reach out to AAK immediately.

Q) I am a SEIT/CF receiving an alert that a co-signature is required?

- A)** Co-signatures are required for SEIT RelCoor enrollments, Clinical Fellows and COTAs direct services.
- For SEIT, verify that request for co-signature is on the correct enrollment for RelCoor and not SEIT direct service.
 - You must sign the note first by entering your PIN which will automatically alert your supervisor that their signature is needed. You will not be able to create a bill without your supervisor's signature. You can also contact your supervisor directly to remind them of pending co-signatures.

Attendance Issues

Q) I can't see the note that I know I entered?

A) Be sure to scroll to the top of the page after pressing "save" to review any alerts that may stop you from saving the note.

- Always be sure to press "save" or "update" whenever possible to save your progress throughout each step of the documentation process.
- Ensure you are entering in Attendance Mode, not Schedule Mode.
- Review your Therapist Preferences for calendar's time/hours and ensure hours of the service are included.

Q) EnterCLAIMS is not letting me save my notes. Error message reads that I have a time conflict?

A) Dates and times MUST be accurate and truthful.

- You **SHOULD NOT** be overlapping sessions with other providers unless you are conducting a co-visit (if permitted on IEP/IFSP). If you have any **TIME CONFLICTS**, you **will not** be able to bypass, and info will not be saved.
- You **will not** receive an alert warning if there is a time conflict with an **outside agency**. However, your session will get denied and your biller will contact you to resolve the time conflict in order to get reimbursed for the session. You must contact the NYEIS help desk at 518-640-8390 or email them at NYEIS@cma.com.
- You must review and modify your session times for accuracy and/or contact the other AAK provider causing the conflict to clarify times and fix it before saving and submitting.

Parent/Guardian Signatures

Q) Why isn't the parent signature saving?

- A)** Always scroll up on the attendance to review any warnings and click “okay with warnings”.
- Ensure you have stable internet connection or connect to Wifi at location of service.
 - Determine if attendance code or time was changed. This automatically deletes signatures and requires a new one.

Q) The parent/guardian can’t create an account?

- A)** Please first check that the email address the parent is using matches what AAK has on file. You can check that in EnterCLAIMS under the Child Info for the case.
- Also check the parent is following password requirements. Note that using “!” or “*” in the password will not work and they will receive an error message.

Q) The parent/guardian says they can’t see any session notes to be signed in their Parent Portal account?

- A)** Please ensure the parent/guardian has created an account and is able to log in. Make sure they have signed the consent for EACH service/enrollment (new authorizations will cause the parent to need to sign a new consent). Please see detailed instructions in the AAK EnterCLAIMS Documentation & Billing Manual (Parent Portal Instructions).
- Also have the parent check they are looking at the correct date range that encompasses when sessions took place.

Q) The parent/guardian is having difficult signing attendances through the Parent Portal. Can I collect the signatures on the old paper forms?

- A)** AAK **only** accepts Parent/Guardian signatures collected through EnterCLAIMS (either on a device or through the Parent Portal). Please refer to the AAK EnterCLAIMS Documentation & Billing Manual for detailed instructions on how to collect the signatures in multiple ways.
- If you continue to have trouble, please fill out an AAK EnterCLAIMS Provider Support Ticket as soon as possible.