



# BECOMING A PAS PROVIDER

## GETTING STARTED

Upon obtaining NHF, Guardian Life, or SAGICOR Provider Status:

Ensure you have a personal computer (PC) with the following minimum configuration:

- Pentium III 1.3Ghz Processor or equivalent
- 1GB RAM
- 6GB Hard Disk (Available Disk Space)
- High Speed Internet
- USB port (for swipe device installation)
- Windows XP/VISTA/Windows 7/8/10
- Color Monitor

## SIGN-UP PROCEDURE

PAS License fees may be paid as soon as you have been granted Provider status by NHF, Guardian Life, or SAGICOR. Upon indicating your interest in coming online with PAS, AIS will fax the following documents to you:

1. **Provider Service Contract**
2. **Payment Authorization Form:** This form authorizes the Carrier to deduct AIS' PAS transaction fees from your payments and send the appropriate fees directly to AIS. Each Carrier has a different Payment Authorization Form, and you will be sent the relevant ones, depending upon the Carrier(s) to which you wish to send PAS claims. ***(Note: This form will not apply in the case where a carrier have waived the PAS transaction fees to the Provider)***
3. **Proforma Invoice:** A costing for the PAS Software License Fee.

Once you have reviewed these documents, please sign and return via fax the last page of the Contract, as well as the Payment Authorization Form **(if applicable)**.

Upon confirming your Provider status with one or more of the aforementioned Carriers, AIS will contact you regarding payment of the PAS License Fee. AIS will then make arrangements with you regarding the dissemination of your PAS hardware (swipe device and/or receipt printer, should you purchase the latter from AIS\*), which can either be picked up at AIS by your representative, or delivered at the time of installation and training.

## PAS LICENSE FEES

### PAS Software License Fee

**Detailed in Proforma Invoice Document**

Includes:

- Access to AIS' Provider Access System for 5 years.
- Access to AIS' 24/7 PAS Help Desk
- Swipe Device
- 90-day limited warranty on Swipe Device

\* Receipt Printer sold separately.

Payment can be made via the following methods:

- Cash (Jamaican or U.S.)
- Company or Manager's Cheque (Jamaican or U.S.)
- Electronic Bank Transfer

Contact AIS for the prevailing exchange rate if you wish to pay in U.S. Currency, or if you wish to pay by electronic funds transfer. Cheques should be made payable to Advanced Integrated Systems.

Note that the carriers require that receipts be printed for each PAS transaction, which is why having a receipt printer is necessary.

## INSTALLATION & TRAINING

PAS can be set up to give different users varying levels of access to the database. Providers are asked to give prior thought to who will be using PAS at each site, and what level of access each person should have to the system. If, for example, all doctors should have total access to the system, but receptionists should not, make note of that so appropriate user groups can be set up when PAS is installed at your location.

## HARDWARE LIABILITY

There is a conditional 90-day warranty on the hardware devices AIS provides in conjunction with PAS. AIS will replace—at no cost to the Provider—any card swipe device or receipt printer (*provided* the latter was purchased from AIS) that ceases to function properly, *provided* that the device failure can be demonstrated at AIS, and/or that the damage is not caused by misuse or inappropriate handling.

## MULTIPLE PROVIDERS NUMBERS

AIS is waiving the US\$250 fee for installing an additional Provider Number at a single site. You may therefore have multiple Provider Numbers installed at your site for the cost of a single PAS License Fee.

## SERVICE CALLS

In the past, there has been some confusion regarding when AIS' service call rates apply. **Service call rates** (which are listed below) **apply only when AIS must visit a site after the initial installation, to resolve an issue that does not exist because of a fault with PAS or its peripheral devices.** If, for example, a Provider's office is painted and his computer is disconnected and moved from its location, that Provider will be charged an appropriate service call fee if AIS has to return to the site to reconnect the swipe device and receipt printer.

### AIS Service Call Rates

Description	Rate (US\$)	Billable Unit
<b>Labour:</b> (*One hour minimum charge)	<b>50.00 (plus GCT)</b>	Per hour
<b>Travelling Rates (Please add GCT)</b>	See Below	

Destination	Service Rate USD
Kingston	\$23.65
St. Andrew	\$23.65
Spanish Town	\$23.65
Portmore	\$23.65
Harbour View	\$23.65
Mandeville	\$55.00
Ocho Rios	\$55.00
Port Maria	\$55.00
Annotto Bay	\$55.00
Buff Bay	\$55.00
Negril	\$101.00
Montego Bay	\$101.00
Port Antonio	\$101.00
Morant Bay	\$101.00
Sav-La-Mar	\$101.00
St. Elizabeth	\$101.00

## HELP DESK

In an effort to offer the best support possible, all PAS Providers will be given unlimited access to AIS' PAS Help Desk.

## COMPUTER LITERACY

PAS users must possess basic personal computer skills. Users should know how to use a mouse and keyboard, turn a computer on and off, navigate through a Microsoft Windows environment, etc. Upon request, AIS will send you a Computer Literacy Survey that will help you assess your computer literacy level.