



IMAGENET DATANET USER MANUAL

for **AMERIBEN**

This document provides all essential information for the user to make full use of the Datanet System. This manual includes a description of the system functions and capabilities, and step-by-step procedures for system use.



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1. DATANET LOGIN

First step in being able to access AmeriBen documents is to login to the Imagenet Datanet site for AmeriBen. On a PC with that is enabled with connectivity to the Internet, please go to <https://AmeriBen.imagenetllc.net> to access the Imagenet dedicated site that hosts all of AmeriBen's documents.

First page on the site is the login page. Management at AmeriBen has provided Imagenet with a user list. Every user on the list has a login account and a default password. Logins are usually the first letter of the first name followed by the last name e.g. Tiffany Wilson would have a username of **twilson**. Login with the username and default password, read the Conditions of Access and click Accept button, as shown below, to acknowledge acceptance of the same.

AmeriBen datanet 2 Main Help

Log On

Please enter your user name and password.

Account Information

User name
Password

Remember me?

Conditions of Access

I am being granted access to the information contained on this site in order to review certain information of Ameriben and/or its parents or affiliates (collectively "Ameriben"). I understand that my access to this site is subject to the following conditions:

1. All of the information contained on this site is considered confidential, and is subject to the confidentiality agreement entered into between Ameriben, ImageNet, LLC., and their employees. I will maintain the information in confidence and will not disclose any of the information to others except as expressly permitted by the confidentiality agreement.
2. I will not attempt to circumvent any of the security features of the site, and will not enable or allow others to access the site using my authorization to the site.

By clicking on the "I Accept" button below, I acknowledge that I have read, understand, and agree to the above conditions.

Accept

After successful first-time login, each user will be prompted to create a new secure password that is known only to them. This replaces the default Imagenet assigned password. Future logins should be done using this secure password. Instructions are provided, as shown, for creating a password. Enter current password, enter new password and confirm new password. Click Change button when new password has been entered.

Change Password

Use the form below to change your password for

New passwords are required to be a minimum of 7 characters in length.

Account Information

Current password
New password
Confirm new password

Change

During future logins, you will not see the “Change Password screen” but will be taken directly to the main screen. Please note that passwords have 90-day expiration. Upon password expiration, you will be taken to the “Change Password” screen to enter a new password. If you forget your password or require a new user to be set up on Datanet, please send an email to the Imagenet support line (customerservice@imagenetllc.com) with the username and the request.

2. MAIN SCREEN

This is the screen that will appear once you have successfully logged in. There are 4 main areas on the main page – Site Options, Navigation Panel, Folders, Search Panel.



- **Navigation Panel** – Current folder location is displayed in this panel. This is also used to navigate from one directory to another. In the picture above, Main is root or the first level folder.

The main function of Datanet is to allow users to quickly and easily access their documents. Documents can be accessed by navigating through the folder structure or entering search criteria that are associated with each document type. The folder structure and search criteria have been created after working closely with the management team at AmeriBen.

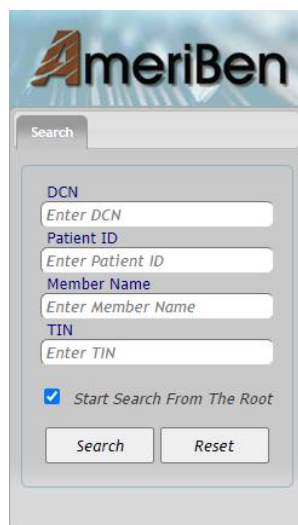
- **Folders and Directories** – This area shows the various folders that are available to the user to search for their documents. Subfolders within each are indicated as well. Click on the folder to access the documents or subfolders underneath. As additional document types are scanned, they will be added to this main folder.
- **Search Panel** – Use this panel to search for a particular document using search criteria that are associated with each document type.

3. SEARCHING

There are two ways to search for documents. One is to search by folder level which allows you to search within the folder level or doctype selected.

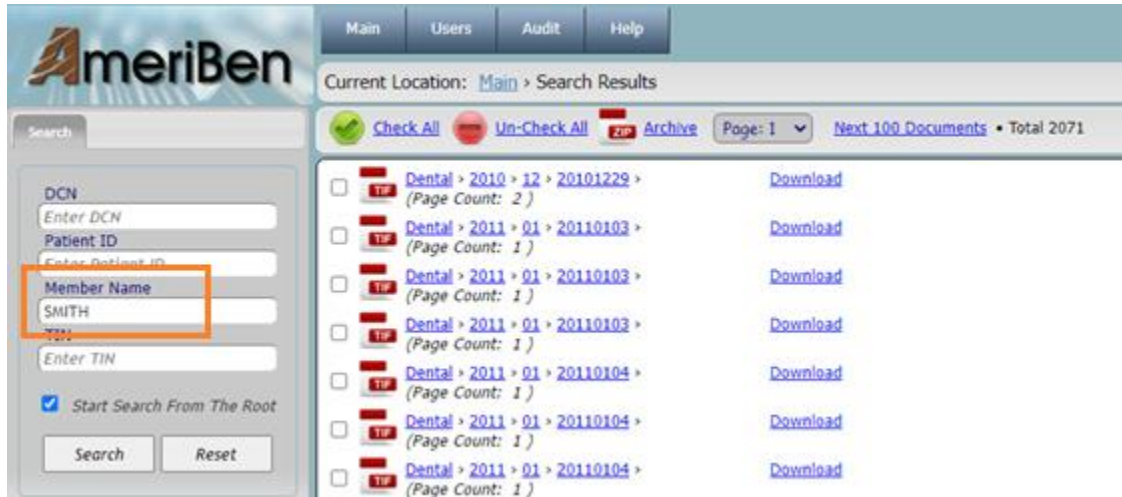


Or can also search documents by root level which will return all results found in all folders and directories.



There are several options when using the search functions on Datanet. You can search on single or multiple fields or use the wildcard (*) to broaden your search or use a combination of all of them.

- **Search by single or multiple criteria** – Use this method if one or multiple criteria are known. Simply enter information into one or multiple fields. After you type data in search fields and click the Search button, your results are displayed at the file level.



- **Wildcard search (*)** – If the search criteria you want to use is incomplete or partially known (e.g. full Account ID), you can use the wildcard (*) search in any criteria you need to return all possible matches.

Here is a complete list of all search fields that can be used for searching

Search Index
DCN
Patient ID
Member Name
TIN

4. DOCUMENT VIEW

When multiple search results are returned, click on the desired link to view document. You will see screen as shown below:


The screenshot displays the AmeriBen web application interface. On the left is a search panel with fields for DCN, Patient ID, Member Name, and TIN, along with a 'Start Search From The Root' checkbox and 'Search' and 'Reset' buttons. The top navigation bar includes 'Main', 'Users', 'Audit', and 'Help' tabs. The current location is shown as 'Main > Dental > 2018 > 01 > 20180104 > 180040600011'. A 'View/Print Tool Bar' is located at the top right of the document area, featuring icons for zoom, rotate, navigate, and print. The document itself is a 'Dental Claim Form' with the following sections:

- HEADER INFORMATION**
 - 1. Type of Transaction (Mark all applicable boxes)
 - Statement of Actual Services
 - Request for Predetermination/Preauthorization
 - EPSDT / Title XIX
 - 2. Predetermination/Preauthorization Number
- INSURANCE COMPANY/DENTAL BENEFIT PLAN INFORMATION**
 - 3. Company/Plan Name, Address, City, State, Zip Code
 - AmeriBen
 - P.O. Box 7186
 - Boise, ID 83707
- OTHER COVERAGE** (Mark applicable box and complete items 5-11. If none, leave blank.)
 - 4. Dental? Medical? (If both, complete 5-11 for dental only.)

On the right side of the form, there are fields for 'POLICYHOLDER/SUBSCRIBER' information, including '12. Policyholder/Subscriber', '13. Date of Birth (MM/DD)', and '16. Plan/Group Number', all of which are currently redacted with black boxes.

- **Index & Annotation Panel** – In this panel you can view the index criteria associated with the document. Annotations can be added to the document by using the Annotations tab.
 - **Annotations** – When you select the Annotation tab for a claim, Annotations can be added, saved, or removed by using the following buttons:



This icon will add an annotation. 

This icon will save the annotation. 

This icon will delete the annotation. 

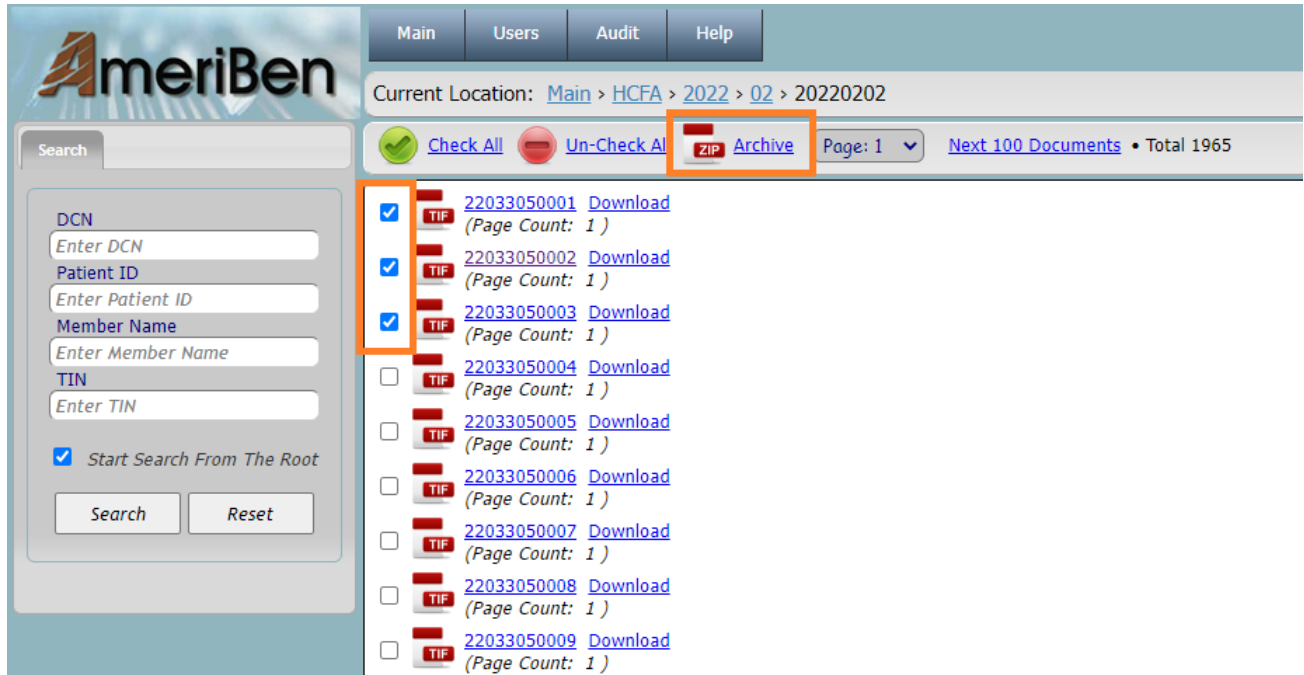
- **View Toolbar** – This toolbar provides user with image view by options. They include the ability to zoom, rotate, navigate, and view a specific page number.
- **Print Preview** – This allows the user to preview the document prior to submission for printing.

5. PRINTING

Navigate to the document that needs to be printed. On your web browser, click *Settings > Print*

6. DOWNLOADING

To download single or multiple documents, you will need to navigate to folder level that contain the documents and click the Archive button. User will have an option to Open or Save the documents to their local machine.



The screenshot displays the AmeriBen web application interface. At the top, there are navigation tabs for 'Main', 'Users', 'Audit', and 'Help'. Below these, the 'Current Location' is shown as 'Main > HCFA > 2022 > 02 > 20220202'. A search bar is on the left, and a list of documents is on the right. The document list includes checkboxes, file icons (TIF), document IDs (e.g., 22033050001), and 'Download' links. The 'Archive' button is highlighted with an orange box, and the checkboxes for the first three documents are also highlighted with an orange box. The interface also shows 'Check All', 'Un-Check All', 'Page: 1', and 'Next 100 Documents • Total 1965'.

7. TROUBLESHOOTING / HELP DESK

For any technical assistance please email our 24/7 support at customerservice@imagenetllc.com