

Strivamed

Pre-submission claim quality control

User Guide

How to reach the application, sign in, upload a claim file, read the quality findings, and export the results.
Written for provider users - no technical background assumed.

Application	https://strivamed.it-fort.com
Audience	Provider / clinic users (claims, coding and reception staff)
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Your claim data never leaves your computer

Strivamed analyses the uploaded file inside your web browser. Claim files, patient details, diagnoses and amounts are not uploaded to any server. Only your sign-in and licence check are exchanged with the licensing service.

1. Signing in

Open the application in a modern browser (Chrome or Edge recommended):

<https://strivamed.it-fort.com>

Provider sign-in

The sign-in page opens on the provider form by default. Enter the username and password issued by your administrator, then choose Sign in.

- Usernames are not case sensitive; passwords are.
- After five failed attempts the account locks for 15 minutes.
- The small Admin button in the top-right corner is for Strivamed administrators only. Provider users never need it.

If you cannot sign in

Wrong credentials	The message reads "Invalid username or password." Check for caps lock, or ask your administrator to reset the password.
Access not started	The message names a date - your account has an Access Start Date in the future. The administrator can clear it.
Account expired	Your account or the clinic subscription has passed its expiry date. Contact your administrator to extend it.

Account locked
Account disabled

Wait 15 minutes, or ask an administrator to unlock it.
The administrator has set the account to Inactive.

2. Uploading a claim file

Strivamed reads the Bill Charge Report exported from your billing system, in Excel (.xlsx) or CSV format.

- Drag the file onto the upload area, or select it with the file picker.
- If the workbook has several sheets you will be asked to choose the correct one.
- Larger files take longer; a progress bar shows the position. Keep the tab open while it runs.
- Use "Load another file" in the header to start over with a different export.

Unlicensed facilities

If the file contains a Facility ID your clinic is not licensed for, the upload is blocked and the affected facilities are listed. Where permitted you can remove those rows and continue - the excluded rows are dropped locally and never analysed.

3. Reading the results

After processing, the claims are grouped so you can work through them in order of value.

Headline views

Clean claims	Claims that passed every quality rule and are ready to submit.
QC flags by category	Every issue found, grouped by rule, with counts and claim values.
Claim value bands	Where the money sits, so high-value problems are addressed first.
Claim-wise QC tally	One row per claim listing each flag raised against it.

Clinical and coding checks

- Diagnosis not supporting the complaint, with suggested codes.
- Complaint not supporting clinical documentation guidelines.
- CPT-to-CPT edits, based on NCCI procedure-to-procedure logic.
- Consultations recorded without vital signs.
- Drug administration code edits.
- Observations required for particular lab codes, with a claim-number worklist.
- Zero-value and blank claims.

Visit and repeat-testing patterns

- Same member seen by a general practitioner and a specialist on the same encounter date.
- Claims containing only a consultation and nothing else.
- Frequent visitors - patients with three or more visit days in the month.

- Repeat lab monitoring - tests such as HbA1c and the lipid panel repeated sooner than the expected interval.

Why repeat testing matters

Chronic-monitoring tests have an expected minimum interval, commonly around three months. A repeat inside that window is usually rejected unless the record justifies it. Reviewing these before submission avoids a predictable denial.

Management reports

- Facility-wise and clinician-wise reports covering revenue, claim count and flags raised.
- Providers with the most quality flags, and clinicians with the most coding queries.
- "Where to focus this cycle" and an action plan for improving submission quality.

4. Exporting your work

Every section has its own export so findings can be passed to the people who will act on them. Buttons appear beside the relevant table.

- Master Excel Export - the complete result set in one workbook.
- Export clean claims - the claims ready to submit.
- Clinician Query - a query list to send back to the treating doctor.
- Targeted exports for flagged claims, ICD exclusions, non-covered items, primary-diagnosis issues, sequencing advice, CPT-CPT edits, follow-up issues, repeat labs and the correction worklist.

Exports are generated inside the browser and saved straight to your downloads folder.

5. Preparing a submission file

Where your clinic is licensed for it, corrected claims can be turned into an eClaimLink submission file.

- Choose "Prepare eClaimLink submission file" to build the batch.
- Claims that are not XML-ready are held back and listed with the reason.
- Review the formatted XML before anything is sent.
- Clean claims require explicit approval - nothing is submitted automatically.

Test and production are separate

Production submission stays switched off unless it has been deliberately enabled for your clinic and facility. Always validate against the test environment first. If you are unsure which mode you are in, stop and ask your administrator.

The audit log records submission metadata only. It never stores the claim XML or any patient values.

6. Coding guidance and limitations

The Guidance button in the header opens the reference material behind the checks: an introduction, the

coding methodology, AAPC guidance, NCCI procedure-to-procedure guidance and the NCCI version in use.

Decision support, not a guarantee

Strivamed provides coding and claim-quality decision support. Results are indicative and must be reviewed against the clinical record, applicable coding guidance and payer or TPA policy. Validation does not guarantee claim approval or payment.

7. Everyday questions

Is my data uploaded?	No. Analysis happens inside your browser. Only sign-in and licence checks reach the server.
Can I close the tab?	Not while a file is processing. Results are held in the page and are lost on refresh - export anything you need.
Wrong sheet chosen	Use "Load another file" and select the correct sheet.
Numbers look wrong	Confirm the export covers the period and facilities you expect, and that it is the Bill Charge Report rather than another report.
Need a new user	Only an administrator can create accounts and set which facilities a user may see.
Signed out unexpectedly	Sessions expire for safety. Sign in again; your uploaded file is not retained.

Developed by IT Fort Technology Solutions for Strivamed.