

## Device Introduction

The Medi-Cal-supplied Point of Service (POS) device is used to verify recipient eligibility, clear Share of Cost (SOC) liability, reserve Medi-Services and submit and adjudicate pharmacy claims online. The *POS Device User Guide* contains information and instructions on these processes.

Please see the appropriate sections of this guide for more information or contact the POS/Internet Help Desk at 1-800-541-5555.

### Overview

When you use your POS device to submit a transaction electronically, the device connects to the Medi-Cal host computer and sends the transaction to the host. The host computer checks the transaction for authorization that is established based on data in the California Medi-Cal Management Information System (CA-MMIS).

Your POS device contains an internal printer and a keyboard that allows you to enter alphanumeric characters. You can use this printer to print responses received from the system. The *Sample Print Receipts* section contains samples of print receipts you will see when you print transactions.

### System Start Screen

The system start screen welcomes you to Medi-Cal. This screen is the main menu of the system; all transactions originate at this point. To start a transaction, you can either swipe the recipient's plastic Benefits Identification Card (BIC) through the card reader or press any key.

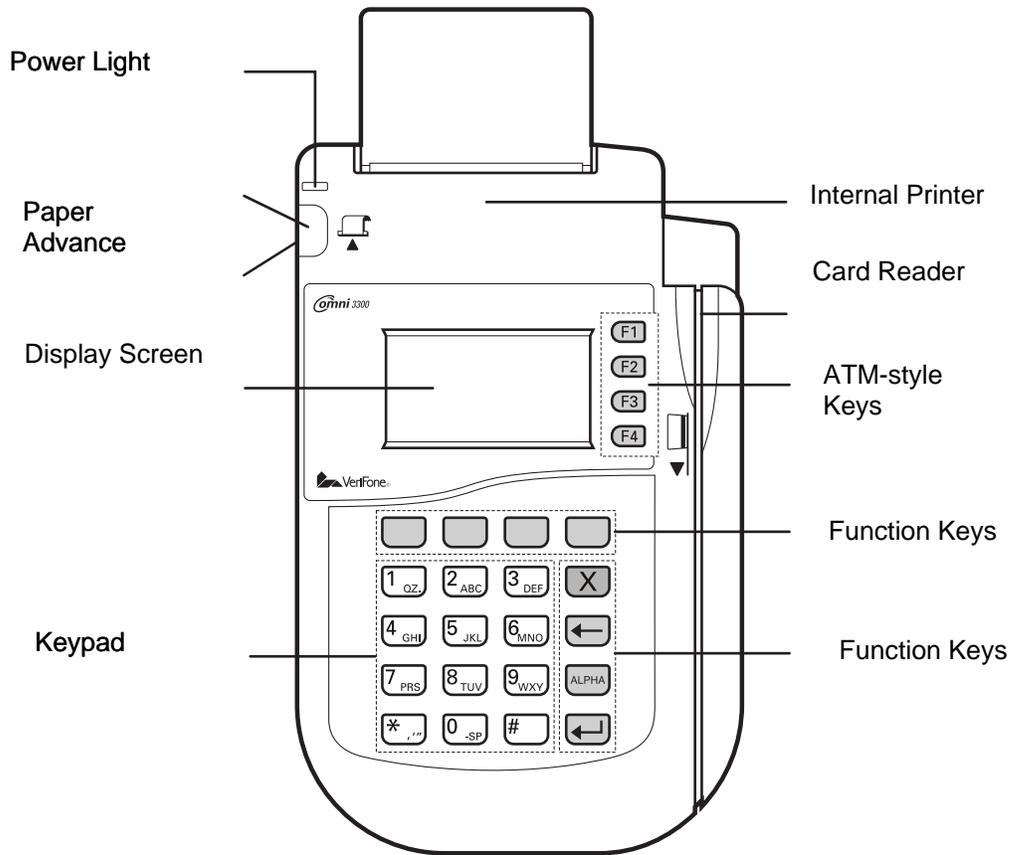




POS Device

The POS device has the following features:

- Display screen
- A 12-key, telephone-style keypad
- Eight function keys
- Four ATM-style keys to the right of the display
- A green LED power light (on/off)
- A magnetic stripe card reader
- An internal printer
- Overlay keypad
- Paper advance



**POS Keyboard**

The POS keyboard has the following features:

- Easy to use alphanumeric, full-size character keys
- F1 – F12 function keys
- Home, Page Up, Page Down, End and Arrow keys



**Device and Keyboard Functions**

The keypad on the POS device, and keyboard are provided to give you key options for various functions. For example, to activate the printer, you can press <F7> on the keyboard or the <PRINT> key on the keypad. Below is a list of the keys and their corresponding functions.

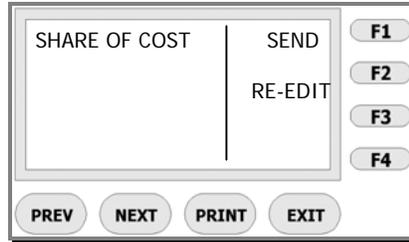
LOCATION	KEY	FUNCTION
DEVICE/KEYBOARD	F1	ONLINE HELP
DEVICE/KEYBOARD	F2	SELECTION FUNCTION KEYS
DEVICE/KEYBOARD	F3	SELECTION FUNCTION KEYS
DEVICE/KEYBOARD	F4	SELECTION FUNCTION KEYS
KEYBOARD	F5	PREVIOUS
KEYBOARD	F6	NEXT
KEYBOARD	F7	PRINT
KEYBOARD	F8	EXIT
KEYBOARD	F9	DISABLED
KEYBOARD	F10	DISABLED
KEYBOARD	F11	DISABLED
KEYBOARD	F12	DISABLED

**device****4****Functions (continued)**

<b>LOCATION</b>	<b>KEY</b>	<b>FUNCTION</b>
DEVICE	RED KEY	CANCEL
DEVICE	FROM LEFT TO RIGHT 1 <sup>ST</sup> PURPLE	PREVIOUS
DEVICE	FROM LEFT TO RIGHT 2 <sup>ND</sup> PURPLE	NEXT
DEVICE	FROM LEFT TO RIGHT 3 <sup>RD</sup> PURPLE	PRINT
DEVICE	FROM LEFT TO RIGHT 4 <sup>TH</sup> PURPLE	EXIT
DEVICE	YELLOW KEY	BACKSPACE
DEVICE	GREEN KEY	ENTER
DEVICE	ALPHA	ROTATES BETWEEN ALPHA AND NUMERIC CHARACTERS
DEVICE	*	DISABLED
DEVICE	#	DISABLED
KEYBOARD	ESC	CANCEL
KEYBOARD	PGUP	PAGE UP/PREVIOUS
KEYBOARD	PGDN	PAGE DOWN/NEXT
KEYBOARD	UP ARROW	PREVIOUS
KEYBOARD	DOWN ARROW	NEXT
KEYBOARD	PRTSC/SYSRQ	PRINT
KEYBOARD	SHIFT	DISABLED
KEYBOARD	SCROLL LOCK	DISABLED
KEYBOARD	PAUSE BREAK	DISABLED
KEYBOARD	HOME	DISABLED
KEYBOARD	ENTER	ENTER
KEYBOARD	END	DISABLED
KEYBOARD	CTRL	DISABLED
KEYBOARD	ALT	DISABLED
KEYBOARD	INS	DISABLED
KEYBOARD	DEL	DISABLED
KEYBOARD	CAPS LOCK	CAPS ON/OFF

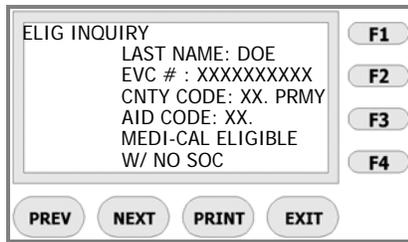
### Submitting Transactions

After you have entered the required data for a transaction, the POS device prompts you to send or re-edit your transaction.



Selecting "SEND" instructs the POS device to dial the Medi-Cal host computer and send the transaction. After the transaction is processed, the Medi-Cal host sends the response back to the POS device. When you receive the response, you can view it on the screen or print it using the internal printer.

Selecting "RE-EDIT" allows you to correct data prior to sending.



**Printing**

You can print the Medi-Cal host reply using the internal printer. To print the transaction, press <PRINT> on the keypad or <F7> on the keyboard before sending the transaction to the Medi-Cal host computer. After the host has responded, print the transaction and the host's reply by pressing <PRINT> on the keypad or <F7> on the keyboard.

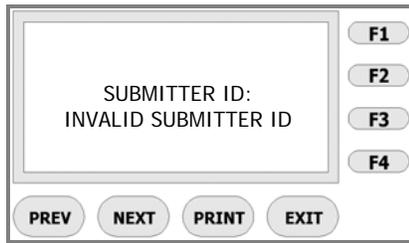
Examples of print listings are contained in the *Sample Print Receipts* section of this user guide.

**Error Handling**

The POS device uses error-checking techniques to verify your data.

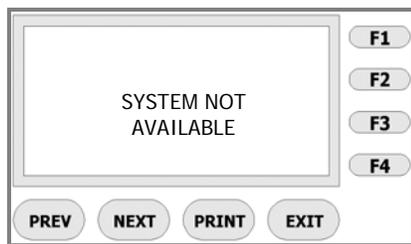
Device Error Messages

The POS device checks each entry in a transaction to ensure that it conforms to the required format. If an entry does not conform, the device will alert you by displaying a device error message on the screen. The error message will be followed by the opportunity to correct the erroneous data. Device error messages are designed to help eliminate errors before they are sent to the Medi-Cal host computer.



Custom Error Messages

If an error is discovered at the Medi-Cal host level, the Medi-Cal host rejects the transaction. When your POS device receives the rejected response, the screen displays a custom error message describing the error found. The *Troubleshooting* section contains a list of device and custom error messages.



<b>Provider Mail</b>	The Medi-Cal host computer will alert you when there are messages waiting. There are different types of mail messages.
CICS Region Down	<p>If the Medi-Cal host computer will not be operational, all POS users will receive a message listing the time the system will be unavailable. The system is down from midnight to 2 a.m. All POS users will receive the following message: "SYSTEM DOWN: 2359."</p> <p>This message is given to all POS users each day. Providers should not send transactions between midnight and 2 a.m.</p>
Software Upgrade Needed	<p>If you need an upgrade to your POS software, the device will generate a software upgrade (SU) notification message. An automated software upgrade will be performed in one of two ways: an immediate software upgrade or a scheduled software upgrade.</p> <p>Instructions for upgrading software are in the <i>Device System Transactions</i> section of this user guide.</p>
Contact Help Desk	If the POS/Internet Help Desk needs to communicate with you, a provider mail message will be sent ("CONTACT HELP DESK") asking you to contact the Help Desk. If you receive this message, please contact the Help Desk at the number in the mail message as soon as possible.
Host Date	The host date is the date the host system generated the transaction response.
Host Time	The host time is the time the host system generated the transaction response.
Free-Form Message	The free-form message allows for a variable length free-form text message.

The following screen displays a sample provider mail message.

