

Medical Claims MT Portal User Guide

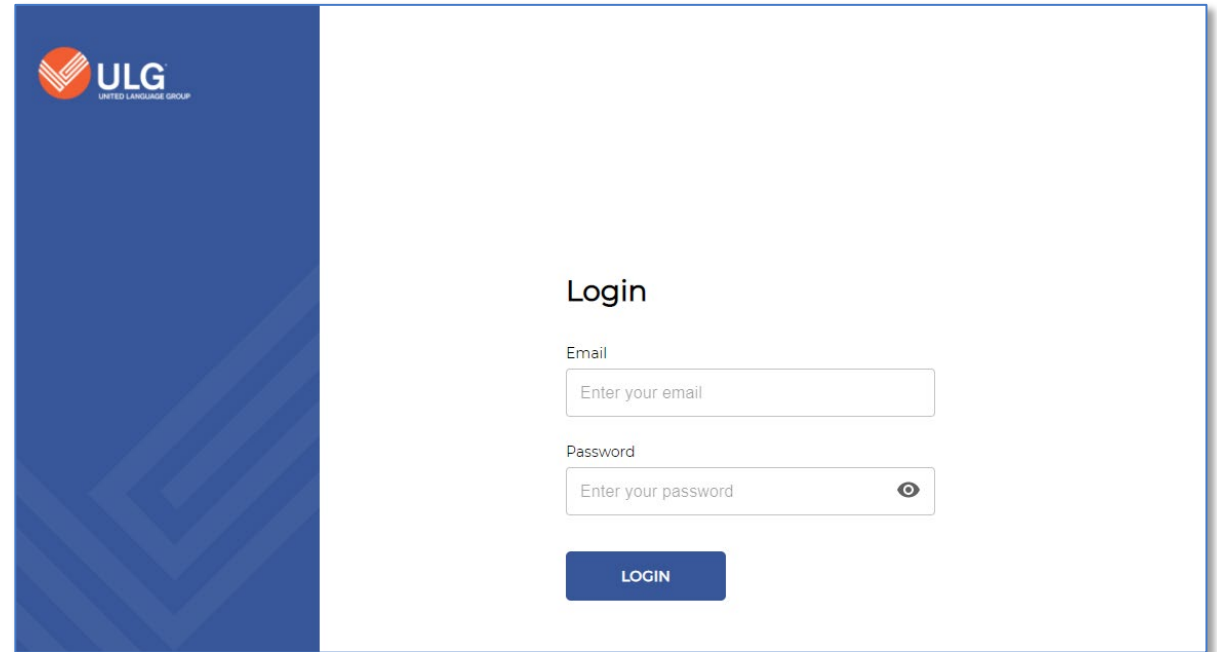
- In this user guide is an overview on how to use **ULG Medical Claims MT Portal** to submit and manage medical claims.
- ULG's easy-to-use Medical Claims MT Portal utilizes a combination of AI tools along with highly trained claims language processors to rapidly extract medical claims data points that are supplied back to you in a ready-to-use Microsoft Word format.
- If you have any questions about using this guide, please contact medicalclaims@ulgroup.com.

Getting Started

To submit a medical claim for translation you need access to Medical Claims MT Portal.

1. To access Medical Claims MT Portal you will need to login at <https://portal.ulgservices.com>.
2. Once you enter the Username and Password provided to you by ULG, click LOGIN.

If you do not have access or login credentials, please contact ULG at GeoBlue@ulgroup.com.

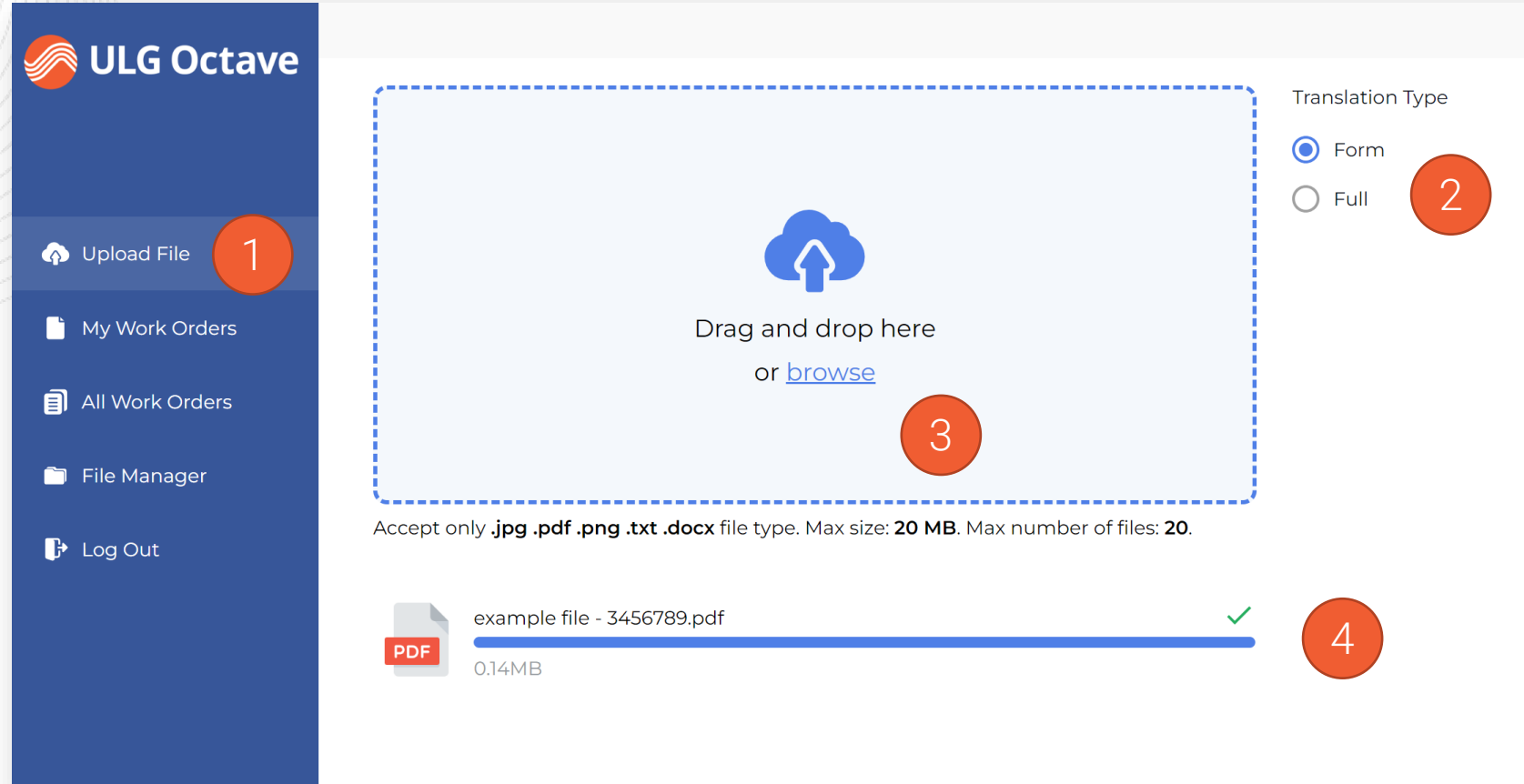


The screenshot shows the login interface for the ULG Medical Claims MT Portal. On the left is a dark blue sidebar with the ULG logo and text. The main content area is white and contains the following elements:

- Login** header
- Email** label above a text input field with placeholder text "Enter your email".
- Password** label above a text input field with placeholder text "Enter your password" and a toggle icon (an eye) to the right.
- A dark blue **LOGIN** button below the password field.

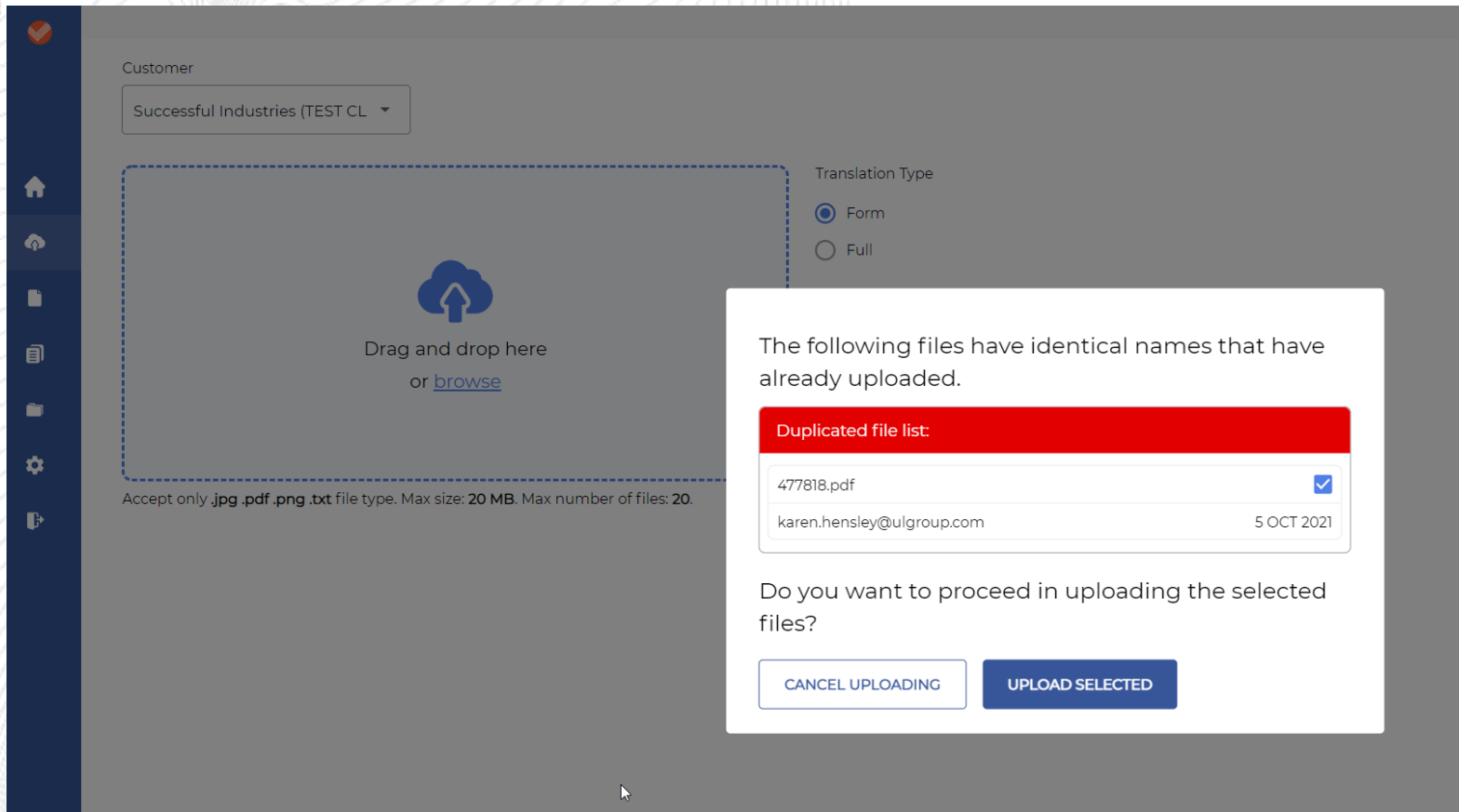
Medical Claims MT Portal - Document Processing

1. To Upload your claim file, click on the "Upload File" icon on the left in the navigation bar.
2. The Translation Type automatically defaults to "Form". If you need a "Full" translation, click on "Full".
 - Upload Forms and Fulls separately.
3. Drag and drop your files in the window.
4. Files listed when successfully uploaded.



The screenshot displays the ULG Octave portal interface. On the left is a dark blue navigation bar with the ULG Octave logo and several menu items: 'Upload File' (marked with a red circle 1), 'My Work Orders', 'All Work Orders', 'File Manager', and 'Log Out'. The main content area has a light gray header with the 'ULG Octave' logo and a 'Translation Type' section on the right. The 'Translation Type' section has two radio buttons: 'Form' (selected, marked with a red circle 2) and 'Full'. The central area is a large light blue box with a dashed blue border, containing a cloud upload icon and the text 'Drag and drop here or [browse](#)' (marked with a red circle 3). Below this box, a text line specifies: 'Accept only .jpg .pdf .png .txt .docx file type. Max size: 20 MB. Max number of files: 20.' At the bottom, a file upload progress bar shows a PDF icon, the filename 'example file - 3456789.pdf', a green checkmark, and the size '0.14MB' (marked with a red circle 4).

Medical Claims MT Portal– Duplicate File Upload Alert



The screenshot shows the Medical Claims MT Portal interface. At the top, there is a 'Customer' dropdown menu set to 'Successful Industries (TEST CL)'. Below this is a large dashed box for file upload with a cloud icon and the text 'Drag and drop here or [browse](#)'. To the right of the upload area, there is a 'Translation Type' section with two radio buttons: 'Form' (selected) and 'Full'. Below the upload area, it states 'Accept only .jpg .pdf .png .txt file type. Max size: 20 MB. Max number of files: 20.' A modal dialog box is open in the center, displaying a message: 'The following files have identical names that have already uploaded.' Below this message is a table with a red header 'Duplicated file list:'. The table contains one row with the file name '477818.pdf', the user 'karen.hensley@ulgroup.com', and the date '5 OCT 2021'. The file name has a checkbox next to it, which is checked. Below the table, there is a question: 'Do you want to proceed in uploading the selected files?'. At the bottom of the modal, there are two buttons: 'CANCEL UPLOADING' and 'UPLOAD SELECTED'.

Duplicated file list:		
477818.pdf	☒	
karen.hensley@ulgroup.com		5 OCT 2021

Duplicate File Name Upload Alert

At the time of upload, the system will scan the file names and alert the user if a duplicate file is identified.

The system will pop up a window with the file name, user, and last date that file name was uploaded.

The user will then have the option to cancel or proceed with the upload of the identified file (in a batch upload all files without a duplicate will continue to upload).

Medical Claims MT Portal - Document Processing

4. To view the status of the files you have submitted, click on "My Work Orders" icon on the left in the navigation bar.

5. The column Headers provide the following information:

- Source Nº: MT Portal generated ID number
- Date Submitted
- File Name
- Source Lang.
- Delivery ETA
- Final Delivered Date
- Status

6. Status column meanings:

- Submitted: MT Portal has successfully uploaded the file.
- New: AI sequence completed, queued for review.
- In Progress: File in progress (NMT Form or Human)
- Delivered: File Completed
- Downloaded: File has been downloaded*
 - *Downloaded files are always available for re-download, this status helps serve as a verification.

7. Download Delivery file, by clicking on the active link under the Source Nº column or by accessing File Manager as detailed on next page.

Upload File

My Work Orders

All Work Orders

File Manager

Log Out

Status

Pick status

Search

Type to search

APPLY

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Source Nº	Date Submitted	File Name	Source Lang.	Delivery ETA	Final Delivered Date	Status
283528	Sep 26 2023 at 08:32 am	example file - 3456789.pdf	German (Germany)	Sep 28 2023 at 08:32 am	-	New
282789	Sep 24 2023 at 08:58 am	example file - 78910.pdf	German (Germany)	Sep 26 2023 at 08:58 am	-	New
282788	Sep 24 2023 at 08:58 am	example file - 111213.pdf	German (Germany)	Sep 26 2023 at 08:58 am	-	New
282786	Sep 24 2023 at 08:58 am	example file - 3456.pdf	German (Germany)	Sep 26 2023 at 08:58 am	-	New
282787	Sep 24 2023 at 08:58 am	example file - 141516.pdf	German (Germany)	Sep 26 2023 at 08:58 am	Sep 24 2023 at 09:21 am	Downloaded
282785	Sep 23 2023 at 01:39 pm	example file for today.pdf	German (Germany)	Sep 25 2023 at 01:39 pm	Sep 24 2023 at 09:20 am	Delivered
282784	Sep 23 2023 at 01:24 pm	example file - 2024 - Copy.pdf	German (Germany)	Sep 25 2023 at 01:24 pm	-	In Progress
282689	Sep 22 2023 at 04:13 pm	example file - 2023.pdf	German (Germany)	Sep 24 2023 at 04:13 pm	Sep 24 2023 at 09:20 am	Downloaded

Medical Claims MT Portal - Document Processing

8. Click on the DOWNLOAD DELIVERED FILE button to download the delivery file.
9. The File Name that you are downloading is located here.
10. Delivery files can be batch downloaded from File Manager screen.

Upload File

My Work Orders

All Work Orders

File Manager10

Log Out

All Work Orders > Delivered File

Delivered File Page

example file - 141516.docx9

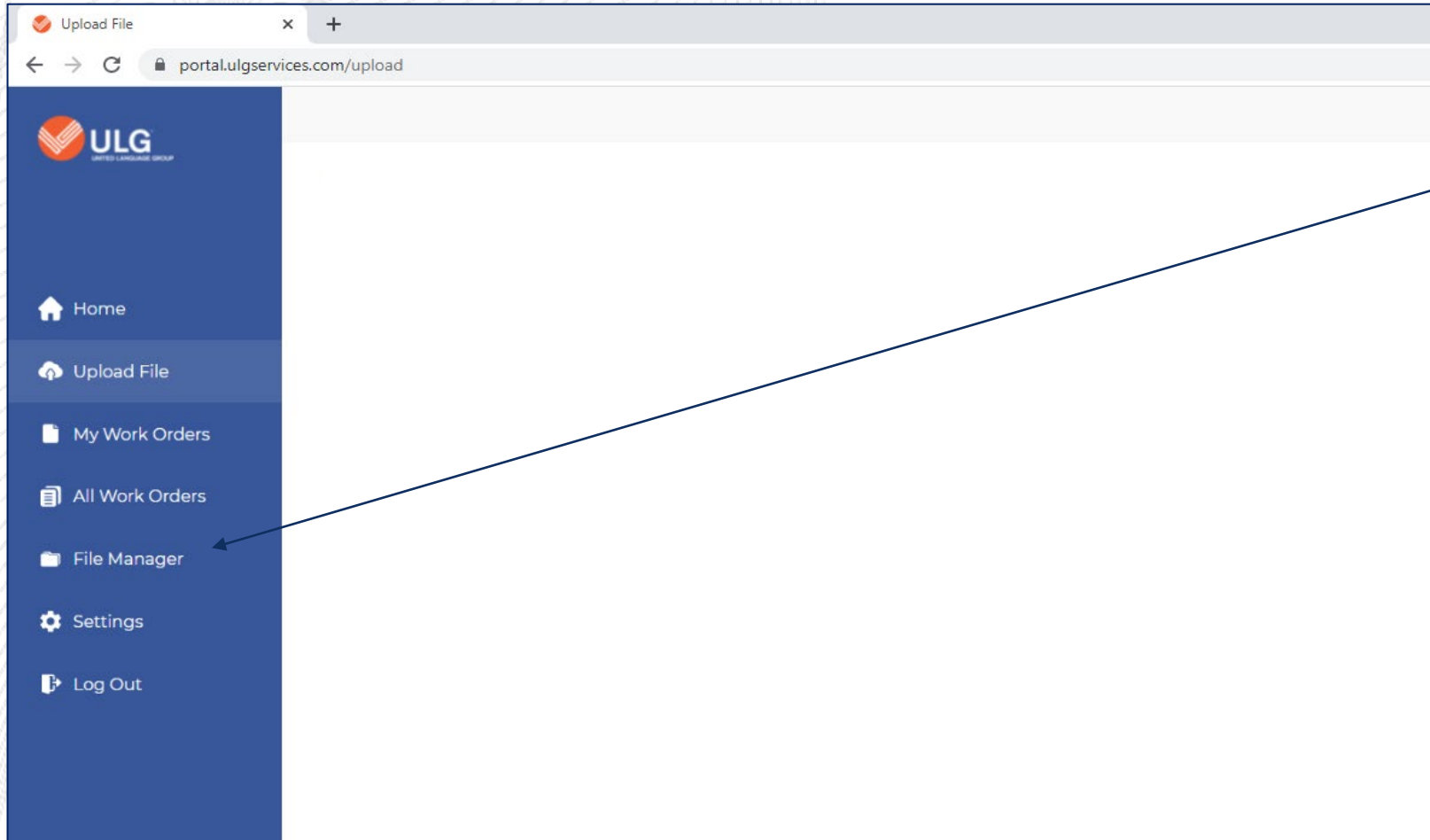
Submitted by: someone@successful.com		Created Date: Sep 24 2023 at 08:58 am	Target Language: English (United States)	Status: Downloaded
OCR		Language		
Total Characters	814	Language Identity		de-DE
Page Count	1	Probability		80.0%
Character Certainty	72.2%	Score		12

Show File History ▾

DOWNLOAD SOURCE

DOWNLOAD DELIVERED FILE8

File Manager – Downloading translated delivery file



Log into the portal and navigate to **File Manager** located on the left side menu.

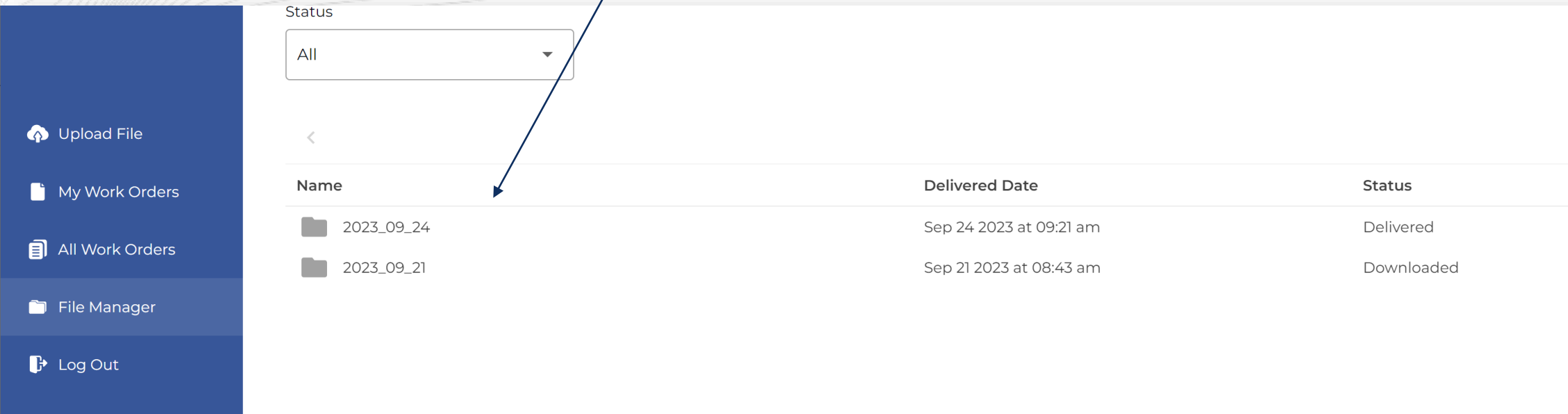
Tip: Refresh your browser cache (SHIFT+F5) if File Manager does not appear when you first log in.

File Manger – Downloading translated delivery file

File Manager contains a folder structure based on the date a claim was delivered for translation.

Navigate to any folder to retrieve files.

File Manager can be filtered by Delivered or Downloaded status



Name	Delivered Date	Status
2023_09_24	Sep 24 2023 at 09:21 am	Delivered
2023_09_21	Sep 21 2023 at 08:43 am	Downloaded

File Manager – Downloading translated delivery file

Select files to be downloaded.

- CTRL+A will Select All Files
- CTRL+Click will Select Multiple Files
- SHIFT+Click will Select a Range of Files

Once files are selected, click Download 

Selected files will download into Zip file.

Refresh button  will return you to top folder structure and refresh the list of files available for download.

 Upload File

 My Work Orders

 All Work Orders

 File Manager

 Log Out

<





Download

Name	Delivered Date	Status
 example file - 141516.docx	Sep 24 2023 at 09:21 am	Downloaded
 example file for today.docx	Sep 24 2023 at 09:20 am	Delivered
 example file - 2023.docx	Sep 24 2023 at 09:20 am	Downloaded

**Need
Support?
ULG is here
to help.**

For questions or support around Medical Claims MT portal or translation projects contact:
medicalclaims@ulgroup.com

For all other translation questions or support contact:
GeoBlue@ulgroup.com