

VX 520 Device Introduction

The Medi-Cal-supplied Point of Service (POS) device is used to verify recipient eligibility, clear Share of Cost (SOC) liability and reserve Medi-Services. 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 Telephone Service Center (TSC) at 1-800-541-5555 and follow the prompts for POS/Internet.

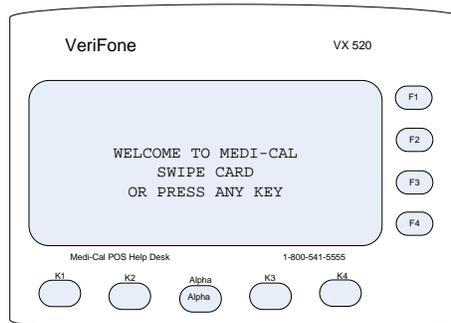
Overview

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 Medicaid Management Information System (CA-MMIS).

Your POS device contains an internal printer; you can use this printer to print responses received from the system. The [VX 520 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.



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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 blue LED power light (on/off)
- A magnetic stripe card reader
- An internal printer
- Overlay keypad
- Paper advance



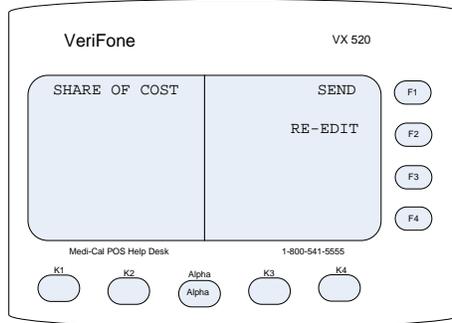
Device and Keyboard Functions

The keypad on the POS device is provided to give you key options for various functions. For example, to activate the printer, you can press the <K3> key on the keypad. Below is a list of the keys and their corresponding functions.

LOCATION	KEY	FUNCTION
DEVICE	F1	ONLINE HELP
DEVICE	F2	SELECTION FUNCTION KEYS
DEVICE	F3	SELECTION FUNCTION KEYS
DEVICE	F4	SELECTION FUNCTION KEYS
DEVICE	RED KEY	CANCEL
DEVICE	FROM LEFT TO RIGHT 1 ST PURPLE <K1>	PREVIOUS
DEVICE	FROM LEFT TO RIGHT 2 ND PURPLE <K2>	NEXT
DEVICE	FROM LEFT TO RIGHT 3 RD PURPLE <K3>	PRINT
DEVICE	FROM LEFT TO RIGHT 4 TH PURPLE <K4>	EXIT
DEVICE	YELLOW KEY	BACKSPACE
DEVICE	GREEN KEY	ENTER
DEVICE	ALPHA	ROTATES BETWEEN ALPHA AND NUMERIC CHARACTERS
DEVICE	*	SPECIAL CHARACTERS
DEVICE	#	SPECIAL CHARACTERS

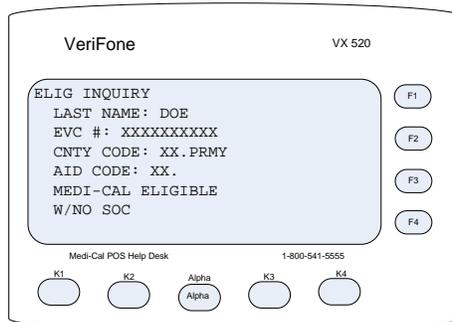
Submitting Transactions

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 after the host has responded, print the transaction and the host's reply by pressing <K3> on the keypad.

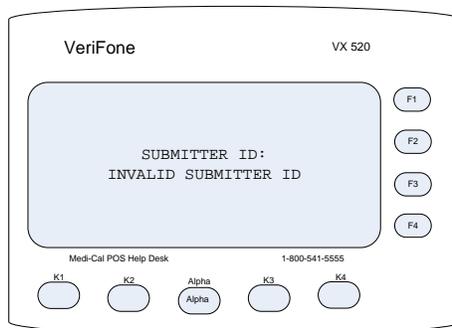
Examples of print listings are contained in the [VX 520 Sample Print Receipts](#) section of this user guide.

Error Handling

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

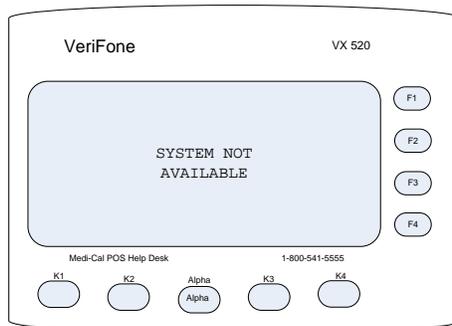
Device Error Messages

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 [VX 520 Troubleshooting](#) section contains a list of device and custom error messages.



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Provider Mail

The Medi-Cal host computer will alert you when there are messages waiting. There are different types of mail messages.

CICS Region Down

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 daily from midnight to 2 a.m. All POS users will receive the following message: "SYSTEM DOWN: 2359" each day. Providers should not send transactions between midnight and 2 a.m.

Software Upgrade Needed

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.

Instructions for upgrading software are in the [VX 520 Device System Transactions](#) section of this user guide.

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.

