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TECHNICAL SUPPORT BULLETIN

January 7, 2005

Effective February 28, 2005

Alberta Health Care (AHC) Requires Internet H-Link Submissions

As of February 28, 2005 the H-Link Re-Development Project is entering its next phase, after which the old H-Link system will be retired. All future electronic billings will be processed through the Internet (Alberta We//net Portal). By this time, you should have received documentation from Alberta Health and Wellness regarding these changes to the H-Link Program.

There are application forms included as part of the documentation package sent to you from AHC. These forms need to be filled out and sent in as soon as possible. There will be an Administrator at each clinic who will be in charge of other user registrations. Every staff member, including the Administrator, who will be either submitting or retrieving files from We//net will need to be setup as a user and will be given their own user accounts. The AHC Help Desk will contact a user when their access is ready.

- H-Link Technical Support
 - Edmonton : (780) 422-0069
- We//net Technical Support
 - Edmonton : (780) 412-6778
 - Toll free : 1-877-931-1638

The new H-Link will require that all file transfers be conducted through the Alberta We//net Portal, which is a secure website. This means that your clinic must be able to connect to the Internet either through a Dial-Up or High-Speed connection. If you do not have an Internet connection and would like more information on the implications of the Internet in your office please call and talk with one of our technicians.

A Visual-Eyes[®] update is not required; this change only affects the AHC side of submitting and retrieving billings. We have additional information posted on our website at www.iiiisoftware.com

Yours truly,
Technical Support Team

We advise that all clients have and maintain Anti-Virus software on all of their computers. This is particularly important for offices with Internet access. We further recommend firewall protection for those computers connecting to the Internet.