ERN File Does Not Show Up In Barnestorm To Be Posted

ERN File: "I downloaded the file from VisionShare/Ability, but it does not show up in Barnestorm."

There are two locations on your computer and/or server that are discussed in this article:
* The Barnestorm HIPAA folder, which is where Barnestorm looks for new billing and A/R files. The folder looks something like this: F:\Barnestorm\HIPAA.
* The VisionShare/Ability folder, which is specified in their software. This is where files go when you download from VisionShare/Ability. Barnestorm does not set this folder--VisionShare/Ability sets it.

In order for the files you download in VisionShare/Ability to be visible in Barnestorm, the two folders MUST BE THE SAME. In other words, the VisionShare/Ability download folder must be set to be exactly the same as the Barnestorm HIPAA folder.

When you save a file in VisionShare/Ability, at the bottom of the screen, you select the file name or the location of the data. You have the option to open the folder it was saved in--this will allow you to see the file and where VisionShare/Ability is saving the file.

NOTE: Barnestorm is not responsible for setting up VisionShare/Ability to save files to the correct location. Please contact VisionShare/Ability to have them change the folder to which their software downloads.

1. In Barnestorm, verify the location of the HIPAA folder, which is where it expects to find new billing and A/R files. You can find this folder by looking on the Billing> Edit HIPAA Payer screen. Pull up the payer and verify the correct folder at "Transmit Folder Field." This is where those ERN files should be saved. This folder is also shown in Accounts Receivable in the Posting screen. The folder looks something like this: **F:\Barnestorm\HIPAA**.
2. In VisionShare/Ability, when you download the file, you have the option to Save it and then to Open the folder where it saved. When this folder is open, you will see the files you downloaded. You can manually move the files to the Barnestorm HIPAA folder (see step 1 for how to find that folder).

    a. From the VIsionshare/Ability folder, find the files you downloaded.

    b. Right click on the file(s).

    c. Select **Copy**.

    d. Open the Barnestorm HIPAA folder (see step 1 for how to find it).

    e. Right click (on an open area of the screen) and select Paste.

f. The file should appear in the Barnestorm HIPAA folder.

g. Go back to the Barnestorm posting screen and verify that the file is listed.

3. Call VisionShare/Ability and let them know that your files are downloading to the wrong folder. When they ask where the files need to go, show them the Barnestorm HIPAA folder (see step 1 for how to find it). They will change the download folder for you. Barnestorm doesn't store the VisionShare/Ability phone numbers, so please look them up on their web site.

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50847.aspx