Charge Central – End-to-End Charge Flow Reference

1. Purpose of This Document

This document explains the **end-to-end charge flow** in Charge Central as observed in the provided screenshots. It is designed to: - Help humans (billers, auditors, analysts) understand how a charge moves from intake to release - Serve as **foundational context** for an AI bot so it can answer user questions about charge status, holds, and release readiness - Reduce guesswork, rework, and downstream claim denials

The document intentionally focuses on **charge readiness and compliance**, not clinical decision-making.

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2. High-Level Charge Flow Overview

The Charge Central workflow follows a predictable lifecycle:

1. **Charge Intake / Load**
2. **Charge Review & Validation**
3. **Hold / Bucket Assignment**
4. **Charge Correction & Completion**
5. **Audit & Eligibility Checks**
6. **Charge Release**

A charge can only progress forward when **all required fields and validations pass**.

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3. Charge Intake & Load

3.1 Batch, Bucket, and Filter

- **Batch Number**: Logical grouping of charges (often by date, interface, or process)
- **Bucket**: Work queue that represents charge status (e.g., New, Validation Failed, Ready)
- **Filter**: Optional narrowing of charges based on criteria

Charges are loaded into Charge Central using: - Batch selection - Bucket selection - Load action

At this stage, charges are **not yet ready for release**.

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4. Patient & Visit Context

Each charge is associated with: - **Patient ID** - **Patient Name** - **Visit Number** - **Location** - **POS (Place of Service)**

These fields establish **billing context** and are prerequisites for downstream validation.

If visit-level data is incorrect or missing, the charge cannot progress.

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5. Charge Detail Section (Core of the Flow)

This section determines whether a charge can be released.

5.1 Key Charge Fields

Common required or validated fields include: - **Procedure Code (CPT/HCPCS)** - **Date of Service** - **Units** - **Provider IDs** (Rendering, Referring, Ordering, Interpreting) - **Diagnosis (ICD-10)** - **Modifiers** (if applicable) - **Department Code** - **POS**

Missing or invalid values here will block release.

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6. Validation Engine & Holds

6.1 Validation Failed Indicator

The system displays **Validation Failed** when one or more checks do not pass.

Typical validation categories: - Required field missing - Invalid or unmapped value - Diagnosis-to-procedure mismatch - Provider or department mapping issues - LCD / coverage-related checks

The system does **not allow release** while validation fails.

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7. Buckets & Status Control

7.1 Buckets

Buckets represent **charge readiness state**, not billing outcome.

Examples: - New / Unworked - Validation Failed - Pending Review - Ready for Release

A charge may move between buckets automatically or manually based on actions taken.

8. Tools & Actions in Charge Central

8.1 Auto Fill

- Attempts to populate missing fields using system logic
- Does not override validation rules

8.2 LCD Check

- Evaluates coverage logic based on diagnosis and procedure
- Failure does not suggest codes; it flags non-compliance

8.3 Eligibility

- Confirms coverage context
- Informational for charge readiness

8.4 Charge Audit

- Review-only action
- Does not change data

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9. Charge Release Logic

A charge is eligible for release only when: - All required fields are populated - No validation errors remain - No active holds exist - Charge resides in a releasable bucket

If any of the above conditions are not met, release must be blocked.

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10. Important Files & Configuration Areas (Conceptual)

These are **critical system components** that typically impact charge status:

10.1 Mapping Tables

- Patient Status / Type mappings
- Provider ID mappings
- Department mappings
- POS mappings

Incorrect mappings commonly cause validation failure.

10.2 Validation Rules

- Required field definitions
- Edit logic (CCI, LCD, internal rules)

10.3 Bucket Configuration

- Rules determining bucket movement
- Auto-routing logic

These areas are often referenced when diagnosing why a charge cannot move to release.

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11. Common Terminology Explained

- **Charge Readiness**: Whether a charge meets all criteria to be released
- **Hold**: System-enforced block preventing release
- **Validation Failed**: One or more rules did not pass
- **Bucket**: Work queue representing charge state
- **Release**: Final action making charge available for downstream billing
- **Required Field**: Mandatory data element for billing compliance

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12. How This Document Supports a Bot

This document acts as the **primary knowledge base** for the bot to understand how Charge Central works.

The bot must always use this document as its **source of truth** when: - Explaining charge status - Explaining why a charge is on hold - Guiding users on how to move a charge toward release - Explaining UI fields, buttons, or indicators

The bot should always reason in this order: 1. Required fields 2. Validation failures 3. Holds / bucket state 4. Release eligibility

The bot must never infer beyond what is defined in this document.

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13. Screen Fields & Indicators (Critical for Bot Understanding)

This section maps **visible UI fields and indicators** to their functional meaning so the bot can answer user questions accurately.

13.1 Status & Error Indicators

- **Validation Failed (Red Indicator)**
- Meaning: One or more system validations have not passed

- Impact: Charge cannot be released
- Common Causes:
  - Missing required field
  - Invalid mapping (provider, patient status, department)
  - Diagnosis/procedure linkage issue
- **Bucket Name**
- Meaning: Current workflow state of the charge
- Impact: Determines whether release is allowed

13.2 Core Charge Information Fields

These fields directly affect charge readiness:

- **Procedure Code**
- Defines the billed service
- Must be present and valid
- **Date of Service**
- Determines billing period and eligibility
- **Units**
- Quantity of services billed
- **Diagnosis (ICD-10)**
- Required for medical necessity and coverage checks
- **Modifiers**
- Used only when system logic requires them

13.3 Provider & Visit Fields

- **Rendering / Referring / Ordering / Interpreting Providers**
- Must be properly mapped and valid
- **Visit Number**

- Links charge to encounter

- **Department Code / POS**

- Drives billing rules and payer interpretation

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14. Common Charge Failure Scenarios (Bot-Ready)

These scenarios help the bot explain issues in plain language.

Scenario 1: Validation Failed – Missing Required Field

- Meaning: A mandatory field is empty
- Bot Response Pattern:
- Explain which field is missing
- State that release is blocked until completed

Scenario 2: Validation Failed – Mapping Issue

- Meaning: Value exists but is not mapped correctly
- Bot Response Pattern:
- Identify the unmapped field
- Recommend correcting mapping

Scenario 3: Charge Appears Complete but Cannot Be Released

- Meaning: Hidden validation or bucket restriction
- Bot Response Pattern:
- State that additional validation or review is required

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15. Bot Guardrails (Mandatory)

The bot must always: - Reference this document when answering charge questions - Use system-visible data only - Declare uncertainty when data is missing

The bot must never: - Suggest diagnosis or modifier values - Override validation logic - Assume payer-specific behavior

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13. Key Guardrails for the Bot

The bot must never: - Guess diagnosis, modifiers, or payer behavior - Override validation - Assume release readiness without confirmation

The bot must always: - Preserve charge flow structure - Declare missing data - Protect compliance

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14. Final Principle

Charge Central is deterministic.

If a charge cannot be released, the reason exists in: - Data - Mapping - Validation rules

The role of both the biller and the bot is to **surface that reason clearly and safely**.