



<b>Process Requests</b> (TO-1141)			
 <b>[TO-934] Jira - Patient Communication (RCM Team) Process</b> Created: 26/Mar/24 Updated: 23/Apr/24 Due: 05/Apr/24 Resolved: 03/Apr/24			
<b>Status:</b>	TICKET RESOLVED		
<b>Project:</b>	<a href="#">Technology Operations Board</a>		
<b>Components:</b>	None		
<b>Fix versions:</b>	None		
<b>Parent:</b>	<a href="#">Process Requests</a>		
<b>Type:</b>	Task	<b>Priority:</b>	Low
<b>Reporter:</b>	<a href="#">Kraig Couture (Inactive)</a>	<b>Assignee:</b>	<a href="#">Solounge Bowen</a>
<b>Resolution:</b>	Done	<b>Votes:</b>	0
<b>Labels:</b>	Jira		
<b>Remaining Estimate:</b>	3 days		
<b>Time Spent:</b>	2 days		
<b>Original estimate:</b>	Not Specified		
<b>Attachments:</b>	 Millennia notice to patients.docx		
<b>Issue links:</b>	<b>Relates</b>		
	relates to	<a href="#">TO-497</a> Jira- Patient Communication Coordinat...	TICKET RESOLVED
	relates to	<a href="#">TSD-32007</a> RCM- Would like to have a list pulled...	Done
<b>Vendor / Issue Type:</b>	System Implementation		
<b>Key Performance Indicator:</b>	Reduction of time/workload		
<b>KPI Measure:</b>	By monitoring and improving our response time to patient communication requests, we aim to enhance the efficiency and effectiveness of our communication processes, ultimately improving patient satisfaction and outcomes.		

<b>Description</b>
<p>Background:</p> <ul style="list-style-type: none"> <li>Kraig has requested the need of a attached message being pushed out to all patients that have outstanding balances in the KEMR. <ul style="list-style-type: none"> <li>Requested to change the phone number for billing questions</li> </ul> </li> </ul>
<p><b>Next Steps:</b></p> <ol style="list-style-type: none"> <li>Build out a process within Jira that will create the ticket to BI team for a list to be pulled <ol style="list-style-type: none"> <li>This will be found <a href="https://kindbody.atlassian.net/servicedesk/customer/portal/10">https://kindbody.atlassian.net/servicedesk/customer/portal/10</a> under Patient Communication Coordination</li> <li>Add an automation that will notify BI team and Tech Ops</li> </ol> </li> <li>Need to find out the phone number for billing questions <ol style="list-style-type: none"> <li>Contact Brittany Blanchat to confirm the phone number</li> <li>Investigate the phone number used and where it can be found</li> <li>Discover if a number for the RCM team will be needed for this process</li> </ol> </li> </ol> <p><b>Future Workflow</b></p> <p>As for the workflow, this <b>Patient Communication Coordination</b> portal will be shared with another Department</p> <ol style="list-style-type: none"> <li>When you enter the form, A ticket will be created via TSD and assigned to Solounge</li> <li>A BI ticket will be created after this trigger</li> <li>Solounge will work with BI team to retrieve list of patients needed to be contacted</li> <li>Solounge will work with the marketing team (<a href="#">Richie Altmanshofer</a> ) to coordinate the email template</li> <li>The email template will then be sent to the patient on the scheduled date <ol style="list-style-type: none"> <li><b>Message Template Needed</b> <ol style="list-style-type: none"> <li>[^50526ae8-4196-4ecd-93ed-943f38360a26]</li> </ol> </li> </ol> </li> </ol>
<p><b>Follow Up:</b></p> <ul style="list-style-type: none"> <li>3/26- Contacted Brittany and she confirmed that there is no KB number for billing questions</li> </ul>

- Confirmed that the only number for billing related questions is **1-855-KND-BODY**
- 3/26- Contacted Kraig and asked the following:
  - Is there a current workflow that the RCM team uses to communicate with patients regarding billing?
  - Is there a specific message that I should have as a template to the patient or do you plan on customizing the message per patient ?
  - **To ask: If there is any email RCM has to set as a reply to ?**
    - Confirmed there is no RCM email since this is not a reply email
- 3/27- Confirmed workflow with Kraig
  - Provided message template
- 3/28
  - Reviewed workflow wit Richard and he confirmed the points of contact for this request.
  - Contacted Richie regarding this request, aiming for this to be pushed next week
  - Contacts Sophie to ask for the list to be pulled

#### **References:**

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