

Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None

Type:	Submit a request or incident	Priority:	Medium
Reporter:	Solounge Bowen	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Attachments:	Screenshot 2025-03-28 at 12.41.32 PM.png
Vendor / Issue Type:	Jira/Atlassian, Process Improvement
Key Performance Indicator:	Improved User Experience
KPI Measure:	Created a new request type that will capture tickets related to this topic. Allows the team to better categorize tickets
Request participants:	None

Description

Create a new 'Patient Billing Request Type' in the system to handle credit transfer requests as per the recent discussion.

Issue created in Slack from a [message](#).

Comments

Comment by [Solounge Bowen](#) [28/Mar/25]

Updates

- Looked into PBHD request types <https://kindbody.atlassian.net/jira/servicedesk/projects/PBHD/settings/request-types>
- Will need to confirm if this need to be built out for both MCO and Kindbody Ent Teams .
- Contacted Jennifer T. for confirmation [**PENDING**]

Request types

Create request type

Request types help you categorize incoming requests and collect the details you need to resolve them.
[Read more about request types.](#)

Find request type	Issue types	Request type groups	Portal groups	View settings
Request type	Issue type	Workflow	Portal group	Restrictions
Denials	KB Enterprise Benefits Services	Copy of PBHD: Service Request Fulfilment workflow	KB Enterprise Service	
Denials	MCO Benefits Services Rend	Copy of PBHD: Service Request Fulfilment workflow	RCM/MCO Services F	
Dx/CPT Code Questions	KB Enterprise Benefits Services	Copy of PBHD: Service Request Fulfilment workflow	KB Enterprise Service	
Dx/CPT Code Questions	MCO Benefits Services Rend	Copy of PBHD: Service Request Fulfilment workflow	RCM/MCO Services F	
Embryo Options	MCO Benefits Services Rend	Copy of PBHD: Service Request Fulfilment workflow	(Used in 2 groups)	
Financial Agreement & Cycle Information	KB Enterprise Benefits Services	Copy of PBHD: Service Request Fulfilment workflow	KB Enterprise Service	
Incorrect Billing Charges	KB Enterprise Benefits Services	Copy of PBHD: Service Request Fulfilment workflow	KB Enterprise Service	
Itemized Receipts/Ledger Summaries Iss	MCO Benefits Services Rend	Copy of PBHD: Service Request Fulfilment workflow	RCM/MCO Services F	
KB/MCO Future Services	KB/MCO Future Services	Copy of PBHD: Service Request Fulfilment workflow	ENT/RCM Future Ser	
Other questions	Other questions	Copy of PBHD: Service Request Fulfilment workflow	(Used in 3 groups)	
Patient Azalea Balance	MCO Benefits Services Rend	Copy of PBHD: Service Request Fulfilment workflow	(Used in 2 groups)	
Payment Plan	KB Enterprise Benefits Services	Copy of PBHD: Service Request Fulfilment workflow	KB Enterprise Service	
Payment Plans	MCO Benefits Services Rend	Copy of PBHD: Service Request Fulfilment workflow	RCM/MCO Services F	

Comment by Solounge Bowen [31/Mar/25]

I've confirmed with Jennifer this should be set for both MCO and RCM. I've created the request types and also added the request types to the PBHD Request type custom field and within the automation rule

<https://kindbody.atlassian.net/jira/servicedesk/projects/PBHD/settings/automate#/rule/24524167>