Azalea (TO-1249) i. [TO-3179] Azalea: Sarah Ryerson- patients appearing out of network for Dr.Jeelani Created: 17/Oct/24 Updated: 17/Oct/24 Updat

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

Type:	Submit a request or incident	Priority:	Medium			
Reporter:	sarah.ryerson@kindbody.com	rah.ryerson@kindbody.com Assignee:				
Resolution:	Unresolved	Votes:	0			
Labels:	None					
Remaining Estimate:	0 minutes					
Time Spent:	10 minutes					
Original estimate:	Not Specified					

Attachments:	Screenshot 2024-09-10 at 2.06.21 PM.png Screenshot 2024-09-10 at 2.27.24 PM.png Screenshot 2024-10-17 at 1.12.54 PM.png						
Issue links:	Problem/Incident						
	causes	TO-2388	Azalea/EMR: Mapping Patient's DOR to	TICKET RESOLVED			
	is caused by	TSD-39807	Azalea	Escalated to Tech Ops			
	Relates						
	relates to	TO-2382	Azalea: Financial Navigators needs to	TICKET RESOLVED			
Request participants:	None						
Organizations:	None						
Vendor / Issue Type:	Azalea						
Key Performance Indicator:	Break Fix, Completion and accuracy of records						
KPI Measure:	Ensure users are able to fix the status of their patient's insurance showing as OON						

Description

Requestor: Support Bot

Link URL: N/A Patient ID: N/A

Hi, all of my BCBS patients that are in-network with KB and Dr Jeelani are showing up as OON in Azalea; I think an incorrect NPI is being used.

Request created using HelpDesk+ from Slack message.

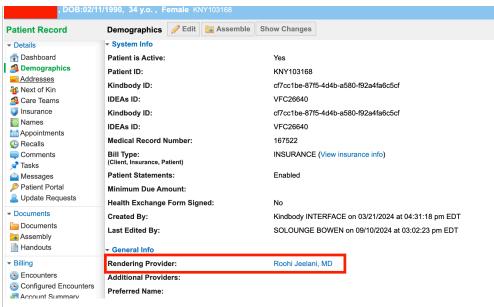
Comments

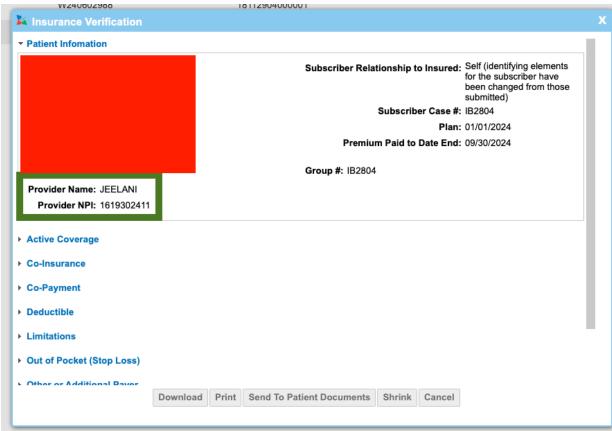
Comment by Solounge Bowen [17/Oct/24]

Hi sarah.ryerson@kindbody.com this is caused because under Demographics for the Patient the "Rendering Provider" field is empty. This should fix all of the issues with verifying insurance for Patients. Our internal team is working on having this information already pulled in to eliminate any manual labor of entering this for each patient. Until then please review the steps below on how to have this updated so that they will appear "In Network".

Next Steps

- Under Patients Demographics Edit Profile Select the correct Provider in order for it populate.
- . Once the Rendering provider is added under the Patient's profile, the provider's information should then populate under Verifying Insurance





Please let me know if this works for you!

Comment by Solounge Bowen [17/Oct/24]

Per user's response in parent ticket. Closing ticket.

SB Support Bot October 17, 2024 at 1:07 PM

thank you Solounge! would this need to be done for every patient? i have a lot that are showing as OON

Customer: sarah.ryerson@kindbody.com via Helpdesk+ in Slack

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Solounge Bowen October 17, 2024 at 1:11 PM

@sarah.ryerson@kindbody.com Unfortunately for now, yes. I did recently receive a similar request which I brought to our internal Engineering's attention to have this built and pulled from the KEMR to have this information prefilled. Future state this will eliminate you and other financial navigators having to manually enter this part in. I am currently pending updates from them on this.

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SB

Support Bot October 17, 2024 at 1:11 PM

No worries, thank you for your help Solounge it worked!

Customer: sarah.ryerson@kindbody.com via Helpdesk+ in Slack

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