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| RCM Revamp Workflow for Billing Help Desk (TO-3261) | | | |
|  [TO-3356] Jira: Build a Automation to Escalate TSD tickets to PBHD Created: 12/Dec/24 Updated: 06/Jan/25 | | | |
| Status: | TICKET RESOLVED | | |
| Project: | Technology Operations Board | | |
| Components: | None | | |
| Fix versions: | None | | |
| Parent: | RCM Revamp Workflow for Billing Help Desk | | |
| | | | |
| Type: | Maintenance | Priority: | High |
| Reporter: | Elizabeth Garzon | Assignee: | Solounge Bowen |
| Resolution: | Unresolved | Votes: | 0 |
| Labels: | None | | |
| Remaining Estimate: | 0 minutes | | |
| Time Spent: | 1 hour | | |
| Original estimate: | Not Specified | | |
| | | | |
| Issue links: | Post-Incident Reviews | | |
| | reviews | PBHD-485 | Provider Ticket - test Canceled |
| | reviews | TO-3354 | Provider Ticket - test TICKET RESOLVED |
| | reviews | TSD-41264 | Provider Ticket - test Escalated to PBHD |
| | is reviewed by | TO-3261 | RCM Revamp Workflow for Billing Help ... TICKET RESOLVED |
| Vendor / Issue Type: | Jira/Atlassian, Process Improvement | | |
| Key Performance Indicator: | Data Capture Rate, Impact on cost of care, Improved User Experience, Patient Engagement | | |
| KPI Measure: | All tickets are routed correctly with 100% accuracy. Automation completes the process in under 1 minute. Three customers have been successfully notified with their new ticket numbers, ensuring smooth communication and workflow efficiency. | | |
| Office/Clinic Location: | Remote - Home Office | | |

Description

Background: Since archiving the previous RCM-MNT project, users have now been submitting TSD tickets. In an attempt to streamline this process, Tech Ops will need to create an automation that helps with this workflow.

Next Steps:

- Add automation to create the process of “Escalated to PBHD”
- Be sure all fields are linked so that it can easily be transferred without the assignee having to go into Linked issues for more info

Follow Up:

- Confirmed with Lori that I can proceed with merging the field and make sure all projects have access to this field

References:

Comments

Comment by [Solounge Bowen](#) [12/Dec/24]

Update:

- This automation has been built and however during testing, I noticed there may need to be a few changes within the TSD board to better map fields across all projects
 - I am confirming with Lori on if we can proceed with updating “**Location**” field to “**Office/Clinic Location**”
 - **Office/Clinic Location** is currently mapped and being used across multiple project boards
 - Will need to update all TSD request types to show Office/Clinic Location within the form
- When tickets are escalated from TSD ➡ PBHD, ticket’s priority will be set to Highest to review same day

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