

Azalea

(TO-1249)

[TO-3179] Azalea: Sarah Ryerson- patients appearing out of network for Dr.Jeelani

Created: 17/Oct/24 Updated: 17/Oct/24

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	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	10 minutes		
Original estimate:	Not Specified		

Attachments:

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

DOB:02/11/1990, 34 y.o., Female KNY103168

Patient Record

Demographics

System Info

General Info

Details

Documents

Billing

Dashboard

Demographics

Addresses

Next of Kin

Care Teams

Insurance

Names

Appointments

Recalls

Comments

Tasks

Messages

Patient Portal

Update Requests

Encounters

Configured Encounters

Account Summary

Patient is Active:

Patient ID:

Kindbody ID:

IDEAs ID:

Kindbody ID:

IDEAs ID:

Medical Record Number:

Bill Type:

Patient Statements:

Minimum Due Amount:

Health Exchange Form Signed:

Created By:

Last Edited By:

Rendering Provider:

Additional Providers:

Preferred Name:

Yes

KNY103168

cf7cc1be-87f5-4d4b-a580-f92a4fa6c5cf

VFC26640

cf7cc1be-87f5-4d4b-a580-f92a4fa6c5cf

VFC26640

167522

INSURANCE (View insurance info)

Enabled

No

Kindbody INTERFACE on 03/21/2024 at 04:31:18 pm EDT

SOLOUNGE BOWEN on 09/10/2024 at 03:02:23 pm EDT

Roohi Jeelani, MD

Insurance Verification

Patient Information

Provider Name: JEELANI

Provider NPI: 1619302411

Subscriber Relationship to Insured:

Subscriber Case #:

Plan:

Premium Paid to Date End:

Group #:

Self (identifying elements for the subscriber have been changed from those submitted)

IB2804

01/01/2024

09/30/2024

IB2804

Active Coverage

Co-Insurance

Co-Payment

Deductible

Limitations

Out of Pocket (Stop Loss)

Other or Additional Buyer

Download

Print

Send To Patient Documents

Shrink

Cancel

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.



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](mailto:sarah.ryerson@kindbody.com) via Helpdesk+ in Slack

Edit · Delete ·



Solounge Bowen   October 17, 2024 at 1:11 PM

[@sarah.ryerson@kindbody.com](mailto: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 .

Edit · Delete ·



Support Bot   October 17, 2024 at 1:11 PM

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

Customer: [sarah.ryerson@kindbody.com](mailto:sarah.ryerson@kindbody.com) via Helpdesk+ in Slack

Edit · Delete ·