[TO-3732] Create new 'Patient Billing Request Type' for Credit transfer request Created: 28/Mar/25 Updated: 31/Mar/25		
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

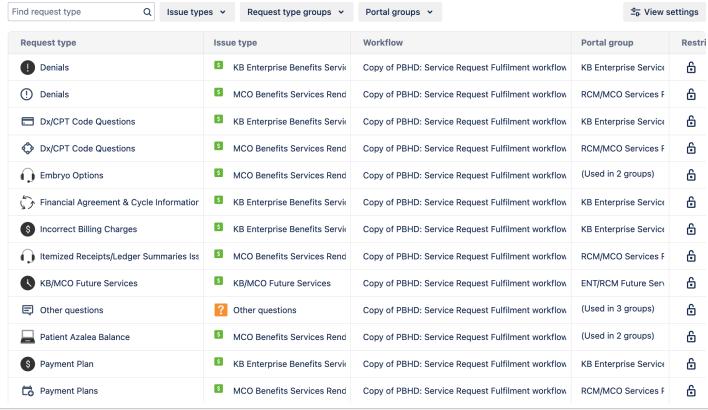
- Looked into PBHD request types https://kindbody.atlassian.net/jira/servicedesk/projects/PBHD/settings/request-types
- Will need to confirm if this need to be built out for both MCO and Kindbody Ent Teams .
- Contacted Jennifer T. for confirmation [PENDING]

Frojects / Fatient Dilling Help Desk / Froject settings

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.



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

Generated at Mon Mar 31 18:52:44 GMT 2025 by Solounge Bowen using Jira 1001.0.0-SNAPSHOT#100283-rev:492b48d7abc17cf894309da84e8ba1d76bc76eaf.