Jira PBHD Project Build

# Queues

# Columns Used

# Issue Types

* **RCM/MCO Services Rendered**
* **KB Enterprise Services Rendered**
* **Other Questions**
  + Built for the imported questions that would need to be reviewed and then categorized correctly
* **Support**
  + Built for the email request tickets that are automatically made and then categorized afterwards

# Request Types

* **RCM/MCO Services Rendered**
  + Denials
  + Dx/CPT Code Questions
  + Itemized Receipts/Ledger Summaries Issue
  + Patient Azalea Balance
  + Payment Plans
  + Portal Issues
  + Refunds
  + Unapplied Balances
  + VOB Questions
  + Embryo Options
* **KB Enterprise Services Rendered**
  + Denials
  + Dx/CPT Code Questions
  + Financial Agreement & Cycle Information
  + Refunds
  + Unapplied Balances
  + VOB Questions
  + Other questions
* **Other Questions**
  + Other Questions
* **Support**
  + Emailed Request

# Custom Fields

# Automations

* **Auto Assign Users based on Issue Type**
* **Consistently Update Location after import pt.1 &2**
* **Update Request/Issue Types when Ticket updates pt1&2**
  + Created to automatically re-categorize a ticket to it’s proper team.
  + For Azalea Tickets - whenever anyone from Enterprise selects “Patient Account Balance” , it will automatically transition ticket to MCO queue and unassign the current user

# References

* [Jira RCMENT Project Build](https://docs.google.com/document/d/16vwfEJZo1vepeRW9npMJu0JZyvdJNjHJQcVjUgR-PO8/edit?tab=t.0#heading=h.as4lkew8uq5d)

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