

Query and Rejection standardization for various roles in One TMS

1. Query Standardization

In order to standardize appropriate reasons for queries being raised on cases by various users in One TMS the system should populate 2 dropdowns and textbox for entering remarks whenever action type is selected as ‘Raise a query’ by PPD or CPD user. Both dropdowns and remarks should be mandatory.

- The first dropdown will populate high level query reason – Refer standardized query/Reject template excel for values to be populated at PPD and CPD level.
- Based on the selection made in the first dropdown, second dropdown will populate values mapped to what is selected in first dropdown – Refer standardized query/Reject template excel for values mapped with high level query reason at PPD and CPD level.
- Remarks textbox – Once appropriate values are selected from 1st and 2nd dropdown, remarks textbox will be populated with text value selected in the 2nd dropdown. The text should be editable so that PPD/CPD can edit the remarks as per the case.
- If from the first dropdown ‘Others’ is selected, no selection to be made from 2nd dropdown however remarks textbox should appear with no text.

Example:

Investigation reports
Provide X-Ray / MRI /CT / USG/EEG brain Films/ECG graph/ ABG chart/ CAG diagram (as applicable) with patient name and date
Investigation reports of the patient supporting the diagnosis
Provide Biopsy / HPE / FNAC / PET SCAN / any other diagnostic report confirming malignancy

Above data is taken from Standardized query/Reject template excel – As per the requirement, first dropdown should have ‘Investigation reports’ as one of the value.

Once investigation reports is selected in 1st dropdown, 2nd dropdown should populate 3 values:

1. *Provide X-Ray / MRI /CT / USG/EEG brain Films/ECG graph/ ABG chart/ CAG diagram (as applicable) with patient name and date*
2. *Investigation reports of the patient supporting the diagnosis*
3. *Provide Biopsy / HPE / FNAC / PET SCAN / any other diagnostic report confirming malignancy*

If PPD/CPD selects ‘Investigation reports of the patient supporting the diagnosis’ from 2nd dropdown, then remarks textbox will populate same text ‘Investigation reports of the patient supporting the diagnosis’ which should be editable.

Please refer Standardized query/Reject template excel for values to be added for PPD and CPD role.

2. Rejection standardization (preauth and claim)

Upon selection action type as ‘Reject’ at from PPD/CPD user login for rejecting preauth/claim, a mandatory dropdown should appear populating defined rejection reason – Refer standardized query/Reject template excel for claim rejected reasons and preauth rejected reasons. With each rejection reason there is an associated reason code, system should save rejection reason with the code in the database for rejected case.

When ‘others’ option is selected from the dropdown, remark textbox should appear for user to enter the remarks and should be mandatory.