



★ Version 3.3 Highlights

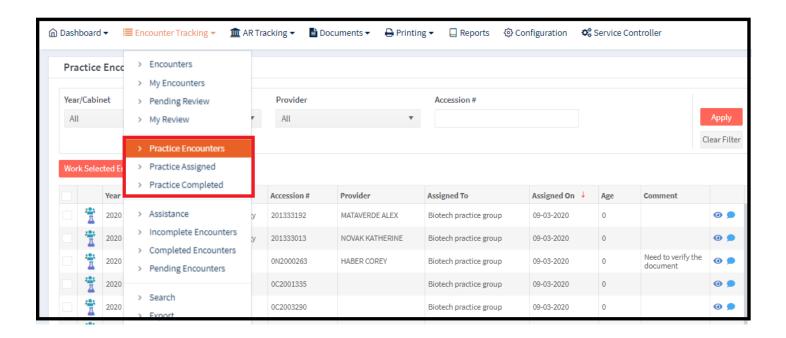
- Send/Assign incomplete encounter to practice office electronically.
- Print/Download/Upload incomplete encounter request form at practice office.
- Manage practice assigned orders using new practice encounter views for assigned, completed and pending.
- Send pending print order to practice from.
 - Biotech Ready for Printing.
 - Biotech Missing Information Orders In Process.
- Enhanced RCM assigned workflow.
- Enhanced missing information form.





Send Incomplete Encounter To Practice Workflow

- **Encounter Tracking**: Three new tabs are added for tracking incomplete encounters which are sent to practice.
 - Practice Encounters | NEW | [Permission Required to access the feature]
 - Practice Assigned Permission Required to access the feature
 - o Practice completed [Permission Required to access the feature]







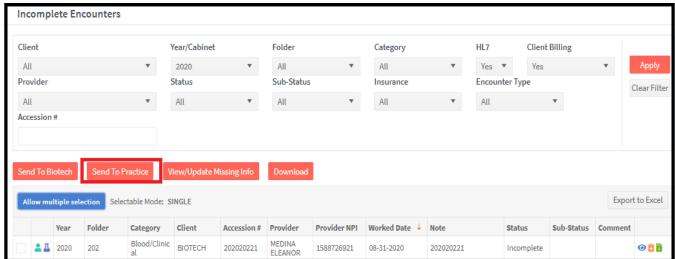
How it works?

Encounters which have incomplete information available are marked as Incomplete & land on Incomplete

Encounters tab. For these encounters information has to be requested from practice. Thus Send to Practice option is newly added.

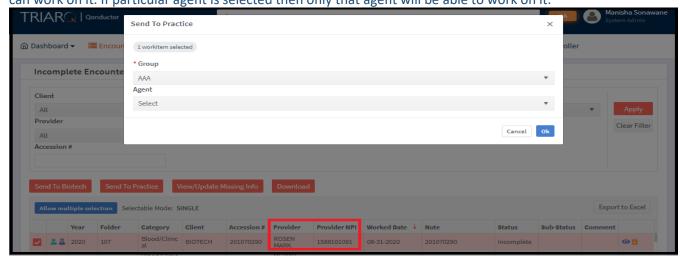
• Incomplete Encounters tab: [Permission Required to access the feature]

User can select one or more encounters & send to practice using this new button. It takes the encounters, uploads the missing information cover sheet then finds the group associated with the encounter's provider user in the system and assigns the encounter to that group.



On an attempt to send an encounter to practice, system defaults the group associated with the provider user (whose NPI is present against the encounter in the system). However user can change this group & can also select particular agent from that group.

If only group is selected then the encounter is assigned to selected group & any agent from that group can work on it. If particular agent is selected then only that agent will be able to work on it.



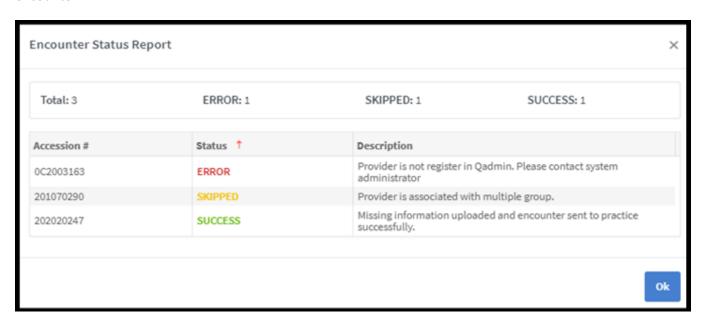




If multiple encounters having different provider NPIs are selected at a time to be sent to practice, then system defaults an empty value for the Group selection. It then allows the system to auto associate an encounter to their respective provider's groups.



After the assignment has been done a status report is shown. It states the description of action taken on each encounter.



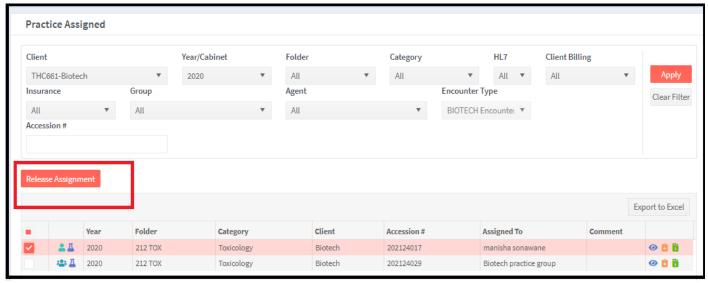




• Practice Assigned tab: [Permission Required to access the feature]

This tab shows all the encounters which are sent to practice i.e. the encounters assigned to practice groups or agents.

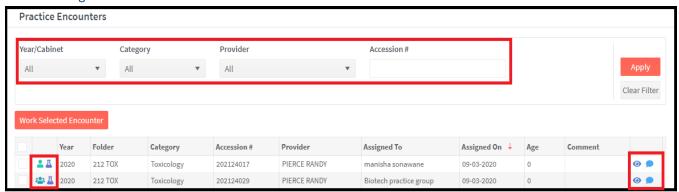
This tab also has a Release Assignment button. It allows to release the encounters assigned to practice group or agents. On releasing BIOTECH Encounter, that encounters will land into the Incomplete bucket.



• Practice Encounters: [Permission Required to access the feature]

Encounters assigned to practice group or agent, become available on Practice Encounters tab from where practice users can work on them. It has filters Year/Cabinet, Category, Provider & Accession no.

Grid shows icons of Assignment type (Individual/Group) and Encounter Type. View button to see documents & history or the encounter. Comment option is newly added using which any user can add comments against encounters.



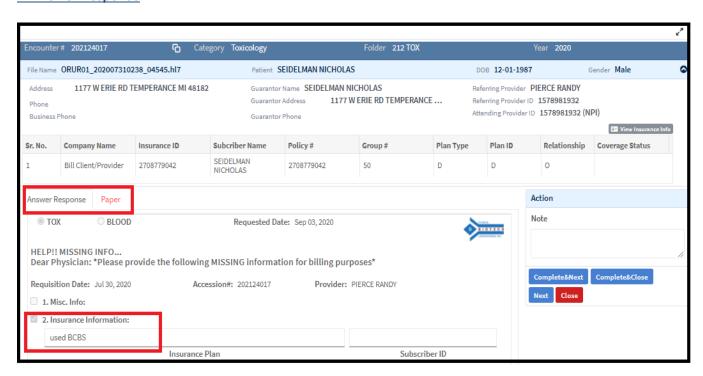




Work action pane:

Users can select one or multiple encounters from the grid & work on them. The work action pane has 2 tabs:

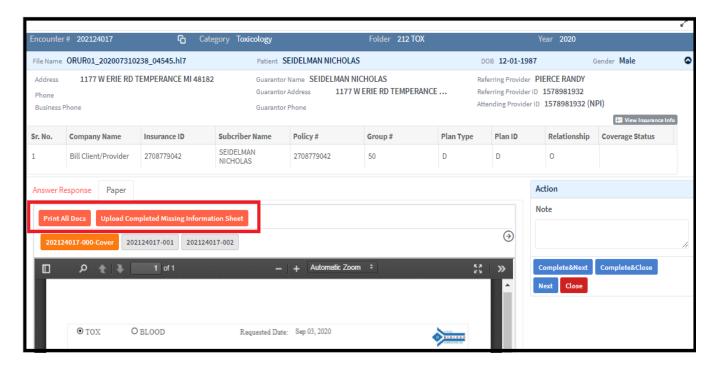
1. Answer Response



Answer Response tab shows the Missing information form which is being requested. It allows user to add response only for fields which are marked required. User has to fill all the requested information in this form.







2. Paper:

Paper tab shows all the documents of encounter & the uploaded missing information sheet. It has two buttons:

• Print All

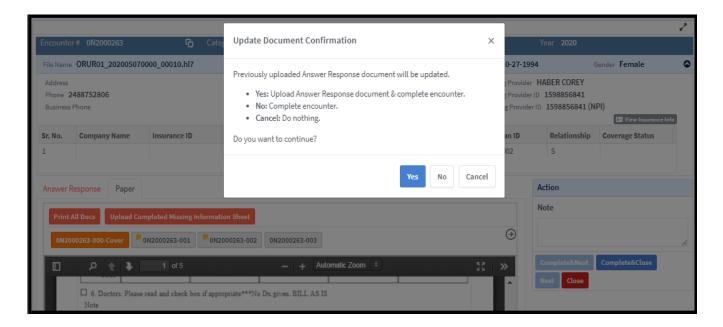
It prints all the available document of the encounter.

Upload complete missing information sheet

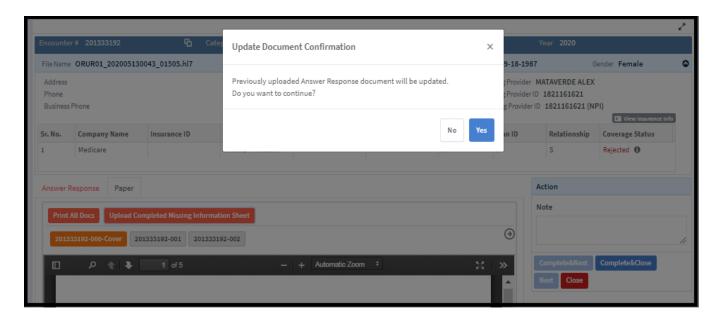
If user can not fill the missing information sheet from Answer Response tab and want to upload the sheet manually then this Upload completed missing information sheet button can be used. It uploads the given document over existing cover page.







Either filled Answer response sheet or uploaded missing information sheet is sent back with the encounter at a time. If user has filled answer response form & then also uploads the sheet using paper tab, then on completing the encounter system shows a confirmation stating that on selecting yes, uploaded document will be discarded & new answer response will be uploaded. On selecting no option, filled answer response will be discarded.

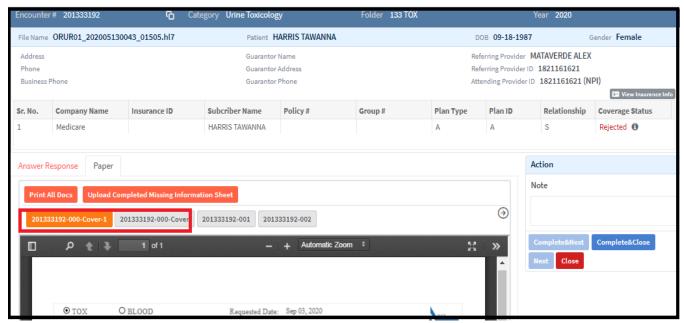


If user tries to upload completed missing information sheet multiple times, the previously uploaded sheet will be updated with new one. Thus, the system shows a confirmation accordingly.





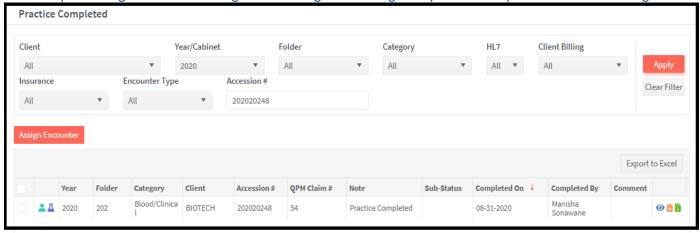
↓ If same encounter is sent to practice twice



When an encounter is being sent to practice for the second time, a new cover page is generated for that encounter. It has name as cover page name & then the numbering sequence starting from 1.

• Practice completed:

Encounters which are completed & returned from practice would land on Practice Completed tab. It has an option Assign Encounters using which managers can assign the practice completed encounters to agents.

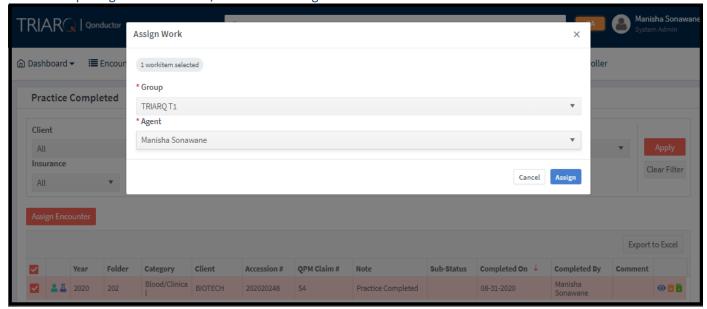






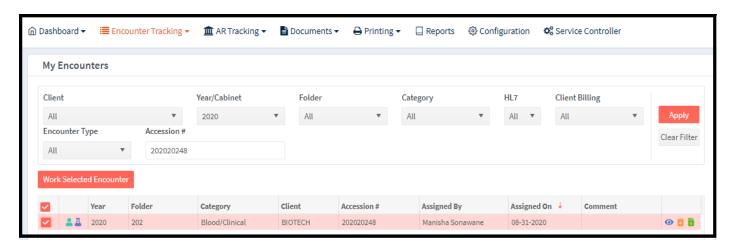
Practice completed reassigned to original User:

Practice completed encounters are assigned back to original users using the Assign Work dialog box. User has to select Group & Agent to whom he/she want to assign the encounters.



My encounter ->>practice completed reassign to user

After assignment from practice completed tab, encounters land in My Encounters tab of respective agents so that the agents can continue to work on them as regular encounters.

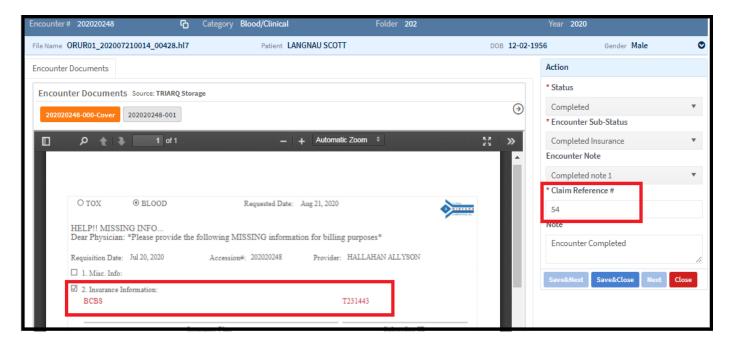




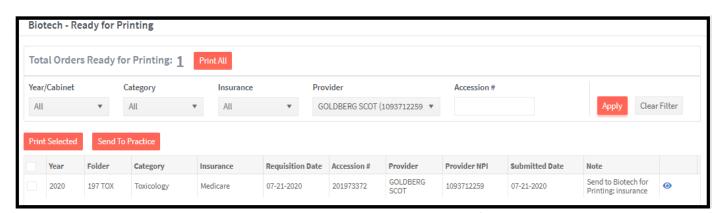


Work action pane:

While working on encounters which has come back from practice the claim reference number gets auto populated with previously filled data. Also the cover page contains response given by practice highlighted in red color.



- **♣** Printing: Send to Biotech: [Permission Required to access the feature]
 - Biotech: Ready for Printing



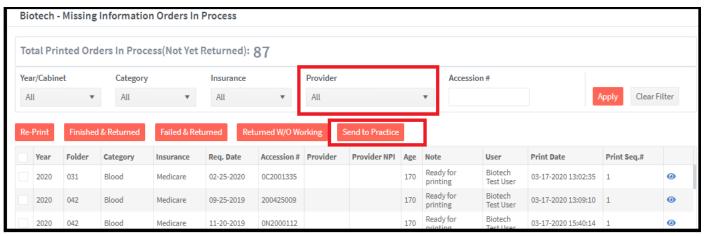
For managing existing encounters which are aging in Biotech – Ready for printing bucket, Sent to Practice button is added on this tab also. Using this option encounters marked as Send To Biotech can also be send to practice just by assigning it to practice group/ agent.

Provider filter is added on this tab to filter orders by provider. At a time single or multiple orders can be send to practice.



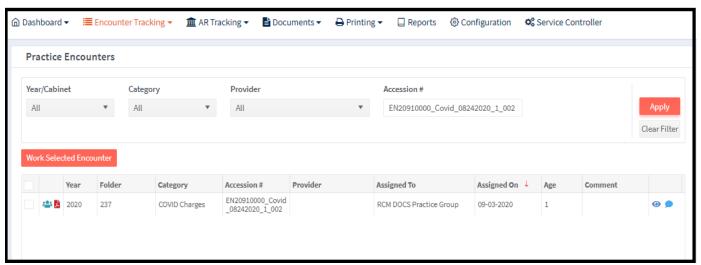


• Biotech: Missing Information Orders In Process[Permission Required to access the feature]



Like Biotech: Ready for printing tab, Provider filter is also added on Biotech: Missing Information Orders in Process tab and Send to Practice option is available here also.

Enhanced RCM assigned workflow [Permission Required to access the feature]

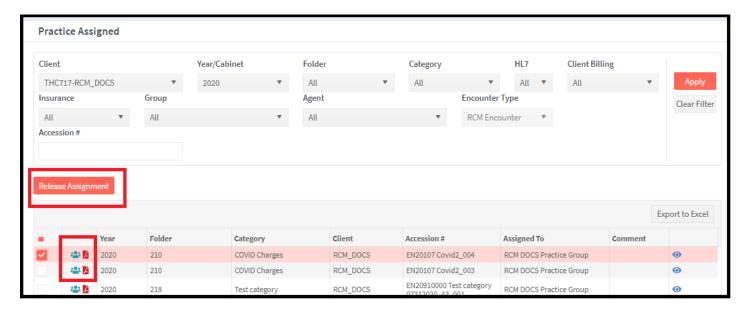


RCM Encounters which are assigned to practice group / agent will be available in Practice Encounters tab instead of My Encounters tab. Practice agents can select one or multiple orders and work on them just like My Encounters.





• RCM Practice Assigned: [Permission Required to access the feature]



RCM Encounters which has been assigned to all practice group / agents will be shown on Practice Assigned tab instead of Pending Encounters tab unlike earlier. From this tab manager can release the encounters if needed. Released RCM Encounters would land in new status on Encounters tab from where they can be reassigned to any agent.

Note: Export to Excel option is available on Practice Assigned & Practice Completed tabs.





Enhanced missing information form:

- New Note field is added on bottom of the form to add any extra notes if required.
- Validations are made on all the fields which are being requested.
- When point 4 or 5 is marked as requested then the signature is not auto filled & user has to fill the signature.

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○ тох ◎ в	LOOD Requested Date: Sep 04, 2020					
HELP!! MISSING INFO Dear Physician: *Please provide the following MISSING information for billing purposes*						
Requisition Date: Jul 21, 2020 Accession#: 202028575			Provider: SOOKKASIHON SUPAK			
1. Misc. Info:						
2. Insurance Information:						
Insurance Plan				Subscriber ID		
3. Subscriber information:						
Subscriber Name			DOB	DOB Patient Relationship to Subscriber		
Please fill requested subscriber info						
4. No Dx given on requisition						
Please fill no diagnosis info						
5. Medicare patients: Need Medicare payable diagnosis for the following						
Lab Test	blood					
Diagnosis Code						
Lab Test						
Diagnosis Code					 	
Please fill requested diag	nosis code for lab test					
6. Doctors: Please read and check box if appropriate***No Dx given. BILL AS IS						
Note						
					11	
SIGNATURE IS REQUIR	ED FOR ALL ICD CODE:	S PROVIDED*				
Completed by			Manisha Sona		Sep 04, 2020	
	Signature		(Print name)		Date	
	Please fill signature					