eCF - Missing Charges in eCube® Financials

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Missing Charges in eCube® Financials

Purpose: Follow this procedure when a user reports Missing Charges in eCube® Financials.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient Clinic NumberDate of ServiceProcedure Code or type of service.eCube® Financials External Charge Interface number if applicable.eCube® Clinicals Order occurrence number if applicable.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document required information and troubleshooting details in the Incident. Keep in mind the information may not match contact information.

3. Please attach any referenced knowledge articles to the incident.

4. Has it been greater than 72 hours since the charge should have posted to eCF? Note response in incident.

5. Update summary to Missing Charges in eCF.

6. Ask user if they checked the Charge Error Worklist and Suspense (IRDM GUI) for the missing charges before submitting ticket and document their response (Billing groups are required to do this).

If on either list, indicate which list and ask for error code and follow escalation process.If not on either list, note the appropriate Order Occurrence Number and follow escalation process.

Order Occurrence number is found

> Patient Information

> Orders

> Order Occurrence status icon and look into Order Occurrence History.

7. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCF - eCube Financials

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

Refer to SME agent or Team Lead for review

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