

CRR – User Lost Access

Article ID: KB0011666

Created: 2025-03-11 20:34:16

Updated: 2025-03-12 00:35:09

Author: {'link':

'https://fmcna-dev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

'https://fmcna-dev.service-now.com/api/now/table/kb_category/9af0ad891b122954d7aaedf1b24bcb7',

'value': '9af0ad891b122954d7aaedf1b24bcb7'}

Charge Reconciliation Reports – User Lost Access

Purpose: Follow this procedure when a user has lost access to the Charge Reconciliation Reports.

Required Information to be documented in each ticket:

Contact NameEmployee / Contractor IDContact NumberRevenue Center / Facility NumberName of report requesting access for

Missing Treatment Accrual ReportRecon PivotRecon Detail

Detailed Description of the issue.Screen shot of any Error

Troubleshooting Process:

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

If the user is trying to access the report via Karma. Advise user to submit an eAccess request and follow the resolution process.

2. Please document required information and troubleshooting details in the Incident.

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

4. Advise user to email Kimberly Peck at Kimberly.Peck@fmc-na.com to request access. The user needs to include the name of the report in the email.

Missing Treatment Accrual ReportRecon PivotRecon Detail

5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Charge Reconciliation Reports

Resolution Process

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

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

Published By: DTI-ADEX-APPEX Support - L3