

eCF - Charges are incorrect in eCube® Financials

Article ID: KB0011737

Created: 2025-03-11 21:23:33

Updated: 2025-03-12 00:38:51

Author: {'link':

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Category: {'link':

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Charges are Incorrect eCube® Financials

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

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Patient Clinic Number
(This will not always be the same as the caller has in SNOW) Date of Service Procedure 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 eCF Incorrect Charge
6. Is the data incorrect in eCube® Clinicals or eCube® Financials? Note response in incident.
7. Collect External Charge Interface number for each incorrect charge. The billing group will provide this.

Have the Billing Group representative go to Provider Accounting Home Page (from eCF Home Page).

Select Patient Financial Overview (by Encounter) look up patient. Locate the DOS associated to the duplicate charge and then click on the dollar amount charged for that day, that brings them to the next screen with all the charges listed for that day...it they have a duplicate charge for Epo, for ex. Click on the line of the duplicate charge to View Charge Information - scroll down and under the bold heading "Posting" they will see the External Charge Interface #. For duplicate charges, then hit the "back" button and select the other dupe charge and click on that link...and they will see another External Chg Interface #. Both #'s need to be put in tickets. to cancel out of eCF when finished

8. 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

Published By: DTI-EUX-Help Desk Clinical App Support