

CRR – Missing Reports

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Charge Reconciliation Reports – Missing Reports

Purpose: Follow this procedure when a user is requesting access to the Charge Reconciliation Reports are missing.

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 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.
3. Confirm details and note what information is missing or if entire report is not available.

Missing Treatment Accrual ReportRecon PivotRecon Detail

4. Confirm the report availability using the table below.
5. If there is an actual issue with the report missing follow the escalation process.
6. If it is a training issue 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

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

DTI-ADEX-APPEX Support - L3

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