

eCC - Date of Service Discrepancy

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Author: {'link':

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

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

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'value': 'da0634491b476d10e4f7eb10604bcb55'}

Date of Service Discrepancy

Purpose: Follow this procedure when a user reports Date of Service Discrepancy in eCube® Clinicals / eCube® Financials.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient Clinic Number
(This will not always be the same as the caller has in Remedy)Date 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 the incident information, but it is important to collect / verify.
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 eCube Financials? Note the response in ticket.
5. Update summary to DOS Discrepancy eCC/eCF
6. Does the Date of Service appear correctly in eCube® Clinicals or eCube® Financials? Note the response in ticket.
7. Provide the Oder Occurrence number for each discrepancy.

Order Occurrence number is found

> Patient Information

> Orders

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

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Financials

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

Refer to SME agent or Team Lead for review.

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