

eCF – Staff Assist Charges

Article ID: KB0011753

Created: 2025-03-03 13:57:16

Updated: 2025-03-03 17:01:45

Author: {'link':

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eCube® Financials – Staff Assist Charges

Purpose: Follow this procedure when a user reports issue with eCube® Financials – Staff Assist Charges.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNSRN# (if available)Detailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. These tickets are submitted by Billing Groups and should have an attachment in the ticket.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. 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