

# eCF - Charges Greater Than 365 Days Old

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**Author:** {'link':

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eCube® Financials Charges > 365 Days Old

Purpose: Follow this procedure when a user reports issue with eCube® Financials Charges > 365 Days Old

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient  
FacilityProcedure Code / Type of ServiceeCube Financials External Charge Interface IDeCube  
Clinicals Order Occurrence NumberReason for reversalScreen shot of any associated assessments

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. Entries cannot be updated in eCube® Clinicals past 365 days old. Charges can be reversed but require a clinical note for audit purposes. Note must include ALL the following information, or the ticket will be rejected.

DOS or Date range if consecutive charges are to be reversed.OCCURRENCE(s) # and Service  
nameRationale for reversal

If the rational is related to an assessment, IE hospitalization, a screenshot of that must be included as well.

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

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

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