eCC Report-Medicare Cost Summary An Error Occurred-Could not Find the Document

eCC Report - Medicare Cost Summary - An Error Occurred: Could not Find the Document.

Purpose: Follow this procedure when a user reports that when they attempt to access the eCC Report Medicare Cost Summary they receive an error message that states "An Error Occurred: Could not find the document"

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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. Please attach any referenced knowledge articles to the incident.

4. Advise the user, The Medicare Cost Summary is currently under review for decommission and as such cannot be accessed/launched at this time. For additional information the user can contact Lisa J Irelan directly via email: Lisa.Irelan@freseniusmedicalcare.com

5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals Reporting

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

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