

ePOC – Benefit Investigation Missing Patient

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ePOC – Benefit Investigation Missing / Grayed-out Patient

Purpose: Follow this procedure when a user reports issue with ePOC – Benefit Investigation Missing Patient.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed Description of the issue.Screen shot of the ErrorScreenshot of the MM020 Binder Optimization Report

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please Document required information and troubleshooting details in the ticket.
3. Please attach any referenced knowledge articles to the incident.
4. Verify with user that the affected patient is listed in the most recent MM020 Binder Optimization Report.

If the patient IS listed in the most recent MM020 Binder Optimization Report, attach a screenshot of the report, or a copy of the report to the ticket. Follow the escalation process.If the affected patient IS NOT listed in the most recent MM0202 Binder Optimization Report, then the patient will not be listed in the Benefit Investigation section in ePOC or if listed, reporting cant be completed (patient will be grayed out).

5. Patients cannot be manually added to the ePOC Worklist or the MM020 Binder Optimization Report. Only patients that meet the reporting criteria will be on MM020 Report. Consult the MM020 Binder Optimization HelpDesk script if user needs assistance with that Report.

6. Advise user they will have to use Paper form for Benefit Investigation if patient is not in the Worklist.

7. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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--EUX-Help Desk-Clinical Java Review - L1

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