eCF – Claims Height or Weight Needs to be Added

eCube® Financials – Claims Height / Weight Needs to be Added

Purpose: Follow this procedure when a user reports issue with eCube® Financials – Claims Height / Weight Needs to be Added.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient ClinicSRN# (if available)PayerHealth Plan NameCommercial Payer or Medicare Risk PayerDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. Example: Harmony is requesting the height & weight to be on the claim for MRN#123456789, A8 or A9 value code.

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

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