

# eCF - eCube® Financials Charges are not in eCube® Clinicals

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eCube® Financials Charges are not in eCube® Clinicals

Purpose: Follow this procedure when a user reports eCube® Financials Charges are not in eCube® Clinicals.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient Clinic Number  
(This will not always be the same as the caller has in Remedy)Date of ServiceProcedure Code or type  
of service.eCube® Financials External Charge Interface number if applicable.eCube® Clinicals Order  
occurrence number if applicable.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. Keep in mind the information may not match contact information.
3. Please attach any referenced knowledge articles to the incident.
4. Has it been greater than 72 hours since the charge should have posted to eCF? Note response in the incident.
5. Update summary to eCF/eCC Mismatch
6. Collect External Charge Interface number for each charge reversal. The billing group will provide this.

Have the Billing Group representative go to Provider Accounting Home Page (from eCF Home Page).

Select Patient Financial Overview (by Encounter) look up patientLocate the DOS associated to the duplicate charge and then click on the dollar amount charged for that day, that brings them to the next screen with all the charges listed for that day...it they have a duplicate charge for Epo, for ex.Click on the line of the duplicate charge to View Charge Information - scroll down and under the bold heading "Posting" they will see the External Charge Interface #. For duplicate charges, then hit the "back" button and select the other dupe charge and click on that link...and they will see another External Chg Interface #. Both #'s need to be put in tickets. to cancel out of eCF when finished

7. 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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