Patient Insurance Cards - Scans Failing Email Notifications Received

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Patient Insurance Cards – Scans Failing Email Notifications Received

Purpose: Follow this procedure when a user reports that they are receiving an email regarding failed Patient Insurance Card Scanning, Text Extraction Failed.

Required Information to be documented in each Incident:

· Contact Name

· Contact Number

· Clinic / Facility Number

· Patient Name

· Patient MRN

· Clinic Prod

· Date(s) scans were attempted

· Detailed Description of the issue.

· Relevant Screenshots

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. If this issue is occurring for different patients and different cards

· Note the details of the issue

· Assign incident to DTI-EUX-HCL Desktop-L1

5. If this issue is occurring for a specific card/patient:

· Request user to re-scan the Insurance card.

· Failures can occur due to

· Poor quality card or scan

· Paper cards or photocopies of cards scanned

· Cards that are not recognized as Insurance Cards being scanned. Clinics should only be scanning Insurance Cards

· If user has made several attempts to re-scan but failure persists:

Assign ticket to: DTI-ADEX-ENT-SOP-RCM KOFAX-DI-EDM-L2

6. If user asks for escalation, please reach out to your leads/managers.

7. Follow the resolution process.

Classification Requirements

· Category

· Software & Applications

· Subcategory

· Clinical Applications

· Service

· OnBase, etc.

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

If user requests escalation on this, please contact your leads/managers

Assign the Incident to the Following Group

· Lead/Manager

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