

eCF – Enrollment Claims and or Remits

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eCube® Financials – Enrollment Claims / Remits

Purpose: Follow this procedure when a user reports issue with eCube® Financials – Enrollment Claims / Remits. This is always found in the ticket summary. These are always submitted by Billing Group user. There is no info per se to collect as the BG user knows what they need to put in for an ERA request.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Clinic Prod (Prod A, Prod B, Prod C, etc.) Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

A sample Note in the ticket might look like:

SET UP EFT/ERA FOR AETNA BETTER HEALTH OF IL - 7134 - TAX ID: 203424989

OR

4392 Arrowhead Maume Buckeye My Care PHMO - SRN 38176716. ERA request so that payments can be auto posted. Bank letter attached.

Tax ID# 341938916

NPI 1295840056

CPID 1962.

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 Tabs and provide customer with the ticket number for their reference prior to escalating.

Assign The Ticket to the Following Group

Billing Verification COE

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