

eCC reports - Insurance Card Scan - Patient Listed as Not Having A Scan Completed

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'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

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Category: {'link':

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eCC reports - Insurance Card Scan Statistical Summary by Clinic Missing Data

Purpose: Follow this procedure when a user reports an issue with incorrect information in the Insurance Card Scan Statistical Summary by Clinic. Card was scanned during the month; however, the REPORT lists the patient as Not having a card scanned for the month. Note: Training and FAQ can be found at <https://content.intranet.fmcna.com/onbase-admissions/training/>. Users can also email Insurancecardscanning@fmc-na.com for non-technical questions.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Patient Name MRN Month concerned Date Card scanned Report Run Date Detailed Description of the issue. Screen shot of Reports/DocMgr, etc.

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. Ask when the card was scanned. This report updates nightly. Advise user they will have to check report 24 hours after the card was scanned.
5. If it has been over 24 hours advise the user to review the scanning process to ensure the card was scanned correctly.

Insurance Cards have to be scanned via Patient Administration Toolkit (PAT)

Cards HAVE to be SCANNED using "Scan Insurance Card" option (see screenshot), using the Acuant desktop scanner

Cards "scanned" using the "Upload Document" function in PAT are NOT included in this report. Cards scanned at the Lexmark Printer are NOT included in this report. With regards to scanning a "paper copy" direct user to the FAQ. Report takes 24 hours to update. Direct ticket to DTI-ADEX-ENT-SOP-RCM KOFAX-DI-EDM-L2. If there is an issue with the scanner or computer drivers, please direct to DTI-EUX-HCL Desktop-L1

6. Follow the resolution process.

7. If the user has additional questions Training and FAQ can be found at <https://content.intranet.fmcna.com/onbase-admissions/training/>. For all other issues including, incorrect

data or general queries, please direct user to email Insurancecardscanning@fmc-na.com for assistance.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals Reporting

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

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