Relay Assurance Plus Missing Remits

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Purpose: Follow this procedure when a user reports issue with Relay Assurance Plus Missing Remits

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberEmployee IDFMCNA eMail addressJob RoleJob LocationNPITax IDCheck DateCheck AmountCheck NumberPayer NameDetailed Description of the issue.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.

3. Please attach any referenced knowledge articles to the incident.

4. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Relay Health Assurance Plus

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

Billing Verification COE

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