

Relay Assurance Plus Missing Claims

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Relay Assurance Plus Missing Claims

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

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Employee ID FMCNA eMail address Job Role Job Location SRN example CPID Payer ID Were claims going to Renal Assurance Plus prior to now? # of claims missing Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in the ticket.
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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