

HoldTest

03/11/2020 15:32:41

User Is Navigated To Site : http://172.19.9.53/ICRARevamp/#/login

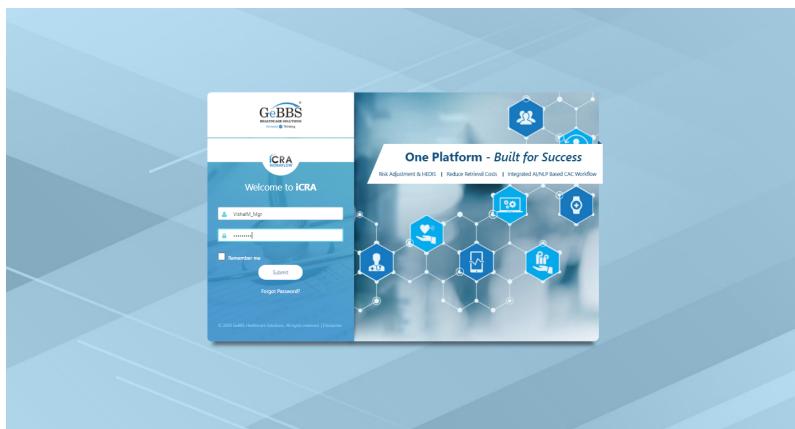


*****HoldTest is Started *****

Username is entered



Password is entered

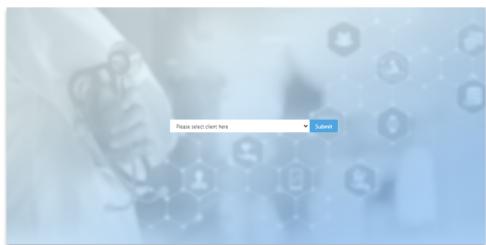


Submit button is clicked

Text of the element : Successfully logged in

Successfully logged in

Client dropdown button is clicked



Client dropdown button is clicked

Submit button is clicked

Main Page loaded



Scrolled successfully

Chart Retrieval is clicked

All submenus



Submenu in 1 is :Field Tech

Submenu in 2 is :FieldTech Area Assignment

Submenu in 3 is :Intake

Submenu in 4 is :RecordQA

Submenu in 5 is :RecordQA Approval

Scrolled successfully

RecordQA is clicked

RecordQA selected

The screenshot shows the G-BBS healthcare software interface. On the left, there is a navigation sidebar with various menu items like Admin, Call Center, Chart Retrieval, Field Tech, FeedTech Area Assignment, Imtai, RecordQA, RecordQA Approval, Coding Review, Quality Control, Quality Assurance, HRDS, Audit Trail, Chart Repository, Management Reports, and Operations Reports. The 'RecordQA' item is highlighted. The main content area is titled 'RecordQA - Document Routing' and shows a table with 256 items. The table columns include: Y Received Method, Y Date Received, Y Created, Y Number, Y Member Name, Y Provider Name, Y Number of Pages, Y Project Name, Y Project Type, Y Close Type, Y File Linked By, and Y Last Accessed By. The table contains several rows of data, such as 'Printed-Email', 'Printed-Email', 'Printed-Email', etc., with details like 'Smr.Che' and 'Yin.Dee'. At the top right of the main area, there is a 'Global Filter' button. The top right corner of the screen also displays 'R. Welcome M. Vohal' and the ICRA logo.

Scrolled successfully

Text of the element : 1000024

GolbalFilter is entered

This screenshot is identical to the one above, showing the G-BBS healthcare software interface. The main difference is the presence of a global filter at the top of the table, indicated by the text '1000024' in a box. The rest of the interface, including the sidebar and the table data, remains the same.

Text of the element : 4

chaseid is clicked

Scrolled successfully

Hold is clicked

Scrolled successfully

Close_HoldWin is clicked

Close button of hold window working

The screenshot shows a healthcare software interface. On the left is a vertical navigation menu with options like Admin, Call Center, Chart Retrieval, Field Tech, Feedback Area Assignment, Intake, RecordQA, RecordApproval, Coding Review, Quality Control, Quality Assurance, IEDRS, Audit Trail, Chart Repository, Management Reports, and Operations Reports. The main content area displays a patient's medical history and a 'Member Details' section. A 'Hold' window is open over the medical history section. The 'Hold' window has fields for 'Select Reason' (with dropdown options 'Select', 'Comments', and a text input field), and two buttons at the bottom: 'Hold' (highlighted in blue) and 'Close'. The rest of the interface is visible in the background.

Scrolled successfully

Hold is clicked

Reason_HoldWin is displayed

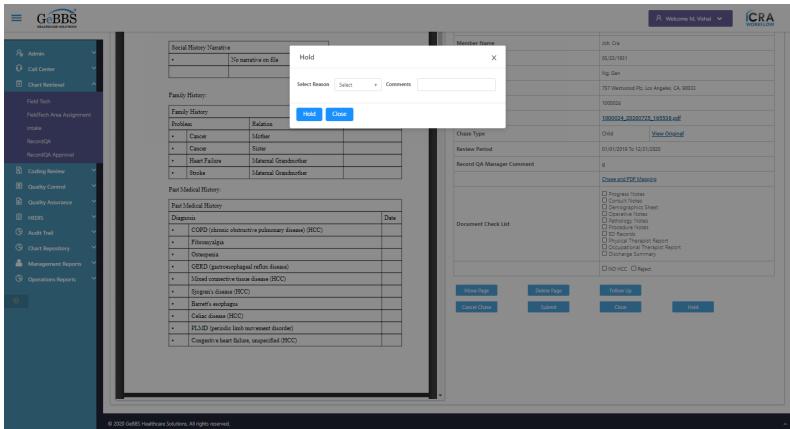
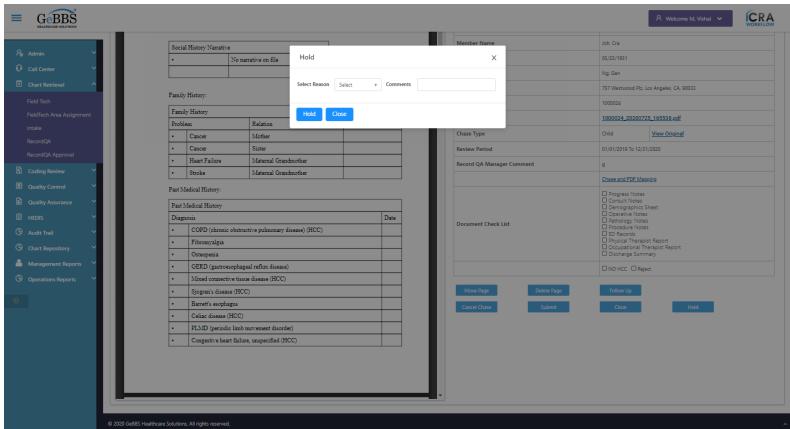
This screenshot is similar to the previous one, showing the same software interface and patient data. However, the 'Hold' window is now open and centered over the medical history section. It contains the same 'Select Reason' fields and 'Hold'/'Close' buttons. The background patient details and navigation menu are visible.

Comm_HoldWin is displayed

This screenshot shows the 'Hold' window open with a message box overlaid. The message box contains the text 'Hold' and 'Close'. The background patient data and software interface are visible.

MovePage is displayed

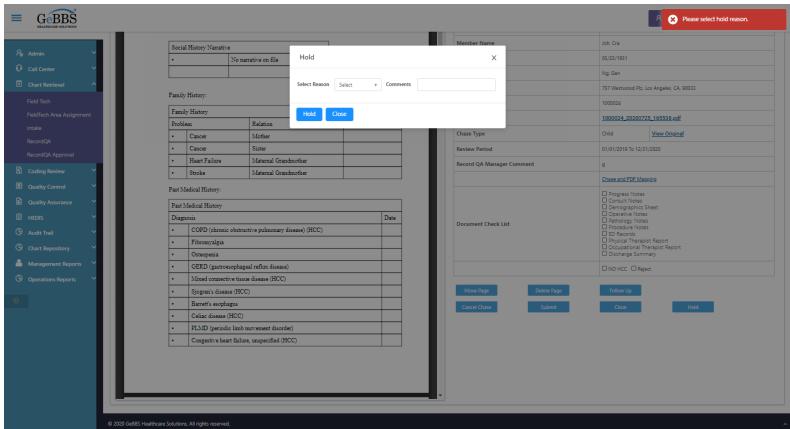
DeletePage is displayed



Scrolled successfully

Hold_HoldWin is clicked

HoldReasonalert is correct



Drop down option with visible text Hold Reason 2 is selected

Comm_HoldWin is entered

Scrolled successfully

Hold_HoldWin is clicked

HoldChaseSuccess msg correct

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Family History

Problem	Relation
Cancer	Mother
Fibrosingitis	Sister
Osteopetrosis	
GERD (gastroesophageal reflux disease)	
Mixed connective tissue disease (MCTD)	
Sjögren's syndrome (SSC)	
Breast's exophysis	
Celiac disease (CD)	
PLHD (pseudo lumbago-wrist disorder)	
Congestive heart failure, suspected (CHF)	

Past Medical History

Diagnosis	Date
COPD (chronic obstructive pulmonary disease) (COPD)	
Fibrosingitis	
Osteopetrosis	
GERD (gastroesophageal reflux disease)	
Mixed connective tissue disease (MCTD)	
Sjögren's syndrome (SSC)	
Breast's exophysis	
Celiac disease (CD)	
PLHD (pseudo lumbago-wrist disorder)	
Congestive heart failure, suspected (CHF)	

Member Details

John Doe
05/22/1931
Ng Oak
757 Westwood Rd, Los Angeles, CA, 90020
10000004
1000024-2000071-10000004.pdf

Review Type

Initial
View Original

Review Period

01/01/2019 to 12/31/2020

Record QA Manager Comment

Check off DMR Message

Progress Notes
 Consult Notes
 Emergency Room Visit
 Operative Notes
 Hospital Notes
 Procedure Notes
 Lab Results
 Physical Therapist Report
 Speech Therapist Report
 Discharge Summary
 No HCC

Document Check List

Action Buttons

- Move Page
- Delete Page
- Follow Up
- Close
- Print

Submit Buttons

- Save Close
- Submit

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Hold Queue

Hold Queue

Global Filter

Y Removed Method	T Date Received	T Created	T Member Name	T Member ID#	T Provider Name	T Number of Pages	T Project Name	T Project Type	T Close Type	T File Locked By	T Last Accessed By
Provider Update-Provider Portal	07/20/2020	53351	Sin Cha	03/18/1948	You, Gen	21	BrownAndCharRetinal	Medicare	Original	Dimire, Alach	Dimire, Alach
Provider Update-Provider Portal	07/20/2020	538718	My, John	06/28/1943	Ben, Fra	25	BrownAndCharRetinal	Medicare	Original	Dimire, Alach	N, Ngan
Provider Update-Provider Portal	07/24/2020	1000010	Yin, Doe	09/05/1944	Wn, Lan	19	BrownAndCharRetinal	Medicare	Child	M, Vinal	M, Vinal
Provider Update-Provider Portal	07/24/2020	54401	Will, Del	02/10/1927	Wn, Lan	19	BrownAndCharRetinal	Medicare	Original	Testing, Automation	Testing, Automation
Provider Update-Provider Portal	07/24/2020	542108	Tha, Wal	06/08/1950	Wn, Lan	21	BrownAndCharRetinal	Medicare	Original	Testing, Automation	Testing, Automation

Action Buttons

- Move Page
- Delete Page
- Follow Up
- Close
- Print

Submit Buttons

- Save Close
- Submit

Record count correct

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Hold Queue

Hold Queue

Global Filter

Y Removed Method	T Date Received	T Created	T Member Name	T Member ID#	T Provider Name	T Number of Pages	T Project Name	T Project Type	T Close Type	T File Locked By	T Last Accessed By
Provider Update-Provider Portal	07/20/2020	53351	Sin Cha	03/18/1948	You, Gen	21	BrownAndCharRetinal	Medicare	Original	Dimire, Alach	Dimire, Alach
Provider Update-Provider Portal	07/20/2020	538718	My, John	06/28/1943	Ben, Fra	25	BrownAndCharRetinal	Medicare	Original	Dimire, Alach	N, Ngan
Provider Update-Provider Portal	07/24/2020	1000010	Yin, Doe	09/05/1944	Wn, Lan	19	BrownAndCharRetinal	Medicare	Child	M, Vinal	M, Vinal
Provider Update-Provider Portal	07/24/2020	54401	Will, Del	02/10/1927	Wn, Lan	19	BrownAndCharRetinal	Medicare	Original	Testing, Automation	Testing, Automation
Provider Update-Provider Portal	07/24/2020	542108	Tha, Wal	06/08/1950	Wn, Lan	21	BrownAndCharRetinal	Medicare	Original	Testing, Automation	Testing, Automation

Action Buttons

- Move Page
- Delete Page
- Follow Up
- Close
- Print

Submit Buttons

- Save Close
- Submit

RecordQA screen is displayed

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Hold Queue

Hold Queue

Global Filter

Y Removed Method	T Date Received	T Created	T Member Name	T Member ID#	T Provider Name	T Number of Pages	T Project Name	T Project Type	T Close Type	T File Locked By	T Last Accessed By
Provider Update-Provider Portal	07/20/2020	53351	Sin Cha	03/18/1948	You, Gen	21	BrownAndCharRetinal	Medicare	Original	Dimire, Alach	Dimire, Alach
Provider Update-Provider Portal	07/20/2020	538718	My, John	06/28/1943	Ben, Fra	25	BrownAndCharRetinal	Medicare	Original	Dimire, Alach	N, Ngan
Provider Update-Provider Portal	07/24/2020	1000010	Yin, Doe	09/05/1944	Wn, Lan	19	BrownAndCharRetinal	Medicare	Child	M, Vinal	M, Vinal
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Provider Update-Provider Portal	07/24/2020	542108	Tha, Wal	06/08/1950	Wn, Lan	21	BrownAndCharRetinal	Medicare	Original	Testing, Automation	Testing, Automation

Action Buttons

- Move Page
- Delete Page
- Follow Up
- Close
- Print

Submit Buttons

- Save Close
- Submit

HoldQueueBucket is clicked

GolbalFilter is entered

RQA Queue													Hold Queue		
V Hold Reason	V Date Entered	V ClassId	V Member Name	V Member ID	V Provider Name	V Provider NPI	V Number of Pages	V Project Name	V Project Type	V Date Last Modified	V Is Locked By	V Hold BY	V Hold Date	V Hold Reason	V Last Accessed By
Provider Bulk Upload - Portal	07/07/2020	014334	Pri. Inc.	10/10/1932	Chz. Sust	1750073441	3	BrownAndBrandChenical	Medicare	Original		RQA, Divra	08/21/2020	Hold Reason 1	STHg
Provider Bulk Upload - Portal	07/16/2020	011282	Mtr. Tel	11/25/1947	Cho. fss	1089713444	2	BrownAndBrandCoding	Medicare	Original	M. Vohal	08/04/2020	Hold Reason 2	Ok	M. Vohal
Provider Bulk Upload - Portal	07/16/2020	011283	Cho. Un	5/6/191923	Won. Cr	1071713444	10	BrownAndBrandCoding	Medicare	Original	M. Vohal	08/04/2020	Hold Reason 2	Ok	M. Vohal
Provider Bulk Upload - Portal	07/23/2020	016445	Ser. SI	07/06/1945	Hov. Chr	1160373444	25	BrownAndBrandChenical	Medicare	Original	M. Vohal	08/23/2020	Hold Reason 2	Ok	M. Vohal
Provider Bulk Upload - Portal	07/23/2020	016446	Ser. SI	07/06/1945	Hov. Chr	1160373444	24	BrownAndBrandChenical	Medicare	Original	M. Vohal	08/23/2020	Hold Reason 2	Ok	M. Vohal
Provider Bulk Upload - Portal	07/23/2020	016447	Ser. SI	07/06/1945	Hov. Chr	1160373444	25	BrownAndBrandChenical	Medicare	Original	M. Vohal	08/23/2020	Hold Reason 2	Ok	M. Vohal

Retrieval Method is displayed

G	GEBBS	Medical Services	R. Welcome M. Vohal	ICRA																																													
NOTE: 14:12																																																	
Admin Call Center Chart Removal																																																	
Field Tech FieldTech Area Assignment Intake RecruiterA																																																	
RecruiterB Approval																																																	
Coding Review Quality Control Quality Assurance																																																	
HEDIS Audit Trail																																																	
Chart Repository																																																	
Management Reports																																																	
Operations Reports																																																	
Logout																																																	
RQA Queue Hold Queue																																																	
<table border="1"> <thead> <tr> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>10</th> <th>11</th> <th>12</th> <th>13</th> <th>14</th> <th>15</th> </tr> </thead> <tbody> <tr> <td>RQA Number</td> <td>Date Received</td> <td>Received By</td> <td>Member Name</td> <td>DOB</td> <td>Provider ID</td> <td>Number of Pages</td> <td>Project Name</td> <td>Project Type</td> <td>Case Type</td> <td>Last Used By</td> <td>Hold Reason</td> <td>Hold Status</td> <td>Hold Comment</td> <td>Entered By</td> </tr> <tr> <td>100001</td> <td>01/01/2020</td> <td>John Doe</td> <td>05/23/1987</td> <td>1234567890123456789</td> <td>A</td> <td>1</td> <td>BrownAndYellowHemorrhoid</td> <td>Medicare</td> <td>Child</td> <td>M. Vohal</td> <td>11/02/2022</td> <td>hold Reason 2</td> <td>On</td> <td>M. Vohal</td> </tr> </tbody> </table>					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	RQA Number	Date Received	Received By	Member Name	DOB	Provider ID	Number of Pages	Project Name	Project Type	Case Type	Last Used By	Hold Reason	Hold Status	Hold Comment	Entered By	100001	01/01/2020	John Doe	05/23/1987	1234567890123456789	A	1	BrownAndYellowHemorrhoid	Medicare	Child	M. Vohal	11/02/2022	hold Reason 2	On	M. Vohal
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15																																			
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100001	01/01/2020	John Doe	05/23/1987	1234567890123456789	A	1	BrownAndYellowHemorrhoid	Medicare	Child	M. Vohal	11/02/2022	hold Reason 2	On	M. Vohal																																			
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text is correct

The screenshot shows the G4BBS Healthcare Solutions software interface. The top navigation bar includes the company logo, a user welcome message for R. Welcome M. Vohal, and the ICRA logo. The main content area displays a ticket queue titled "RQA Queue" with 10234 tickets. The queue table has columns for ID, Referred Date, Received Date, Channel, Member Name, DOB, Provider Name, Provider NPI, Number of Pages, Project Name, Project Type, Case Type, Last Updated By, Hold Status, Hold Date, Hold Comments, and Approved By. A single ticket is selected, showing details: ID 100034, Referred Date 01/25/2020, Received Date 01/25/2020, Channel Job, DOB 05/23/1921, Member Name Ig. Gen, Provider Name Brown And Tan Differential, Provider NPI 1522634644, Number of Pages 4, Project Name Medicare, Project Type Child, Last Updated By M. Vohal, Hold Status Hold Reason 0, Hold Date 11/02/2022, Hold Comments No, and Approved By M. Vohal. On the left, a navigation menu lists various modules: Admin, Call Center, Chart Retrieval, Field Tech, Field Tech Area Assignment, Initiate, Record/RQA, Non-ICRA Approval, Coding Review, Quality Control, Quality Assurance, HEDIS, Audit Trail, Chart Repository, Management Reports, and Operations Reports.

1 th filter is displayed

1 th sorting is displayed

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Y Received Method	V Date Received	V Checklist	V Encoder Name	V Member ID#	V Provider Name	V Number of Pages	V Project Name	V Project Type	V Case Type	V File Number	V Hold By	V Hold Date	V Hold Reason	V Hold Customer	V Last Updated By	
Brownie's Batched- DRAFTED- INTERNSHIP	27/02/2020	1000024	John Doe	05/23/1921	Ng. Gen	15555555555	4	Brownie'sDRAFTED-INTERNSHIP	Medicare	Child		M. Vohal	11/02/2020	Hold Reason 2	On	M. Vohal

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Y Received Method	V Date Received	V Checklist	V Encoder Name	V Member ID#	V Provider Name	V Number of Pages	V Project Name	V Project Type	V Case Type	V File Number	V Hold By	V Hold Date	V Hold Reason	V Hold Customer	V Last Updated By	
Brownie's Batched- DRAFTED- INTERNSHIP	27/02/2020	1000024	John Doe	05/23/1921	Ng. Gen	15555555555	4	Brownie'sDRAFTED-INTERNSHIP	Medicare	Child		M. Vohal	11/02/2020	Hold Reason 2	On	M. Vohal

Sort is clicked

1 th Asc-sorting is displayed

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Y Received Method	V Date Received	V Checklist	V Encoder Name	V Member ID#	V Provider Name	V Number of Pages	V Project Name	V Project Type	V Case Type	V File Number	V Hold By	V Hold Date	V Hold Reason	V Hold Customer	V Last Updated By	
Brownie's Batched- DRAFTED- INTERNSHIP	27/02/2020	1000024	John Doe	05/23/1921	Ng. Gen	15555555555	4	Brownie'sDRAFTED-INTERNSHIP	Medicare	Child		M. Vohal	11/02/2020	Hold Reason 2	On	M. Vohal

Sort is clicked

1 th dsc-sorting is displayed

Date Received is displayed

G:BBS Healthcare Solutions

R. Welcome M. Vohal

ICRA

RQA Queue Hold Queue

V_RefNumber	V_DateReceived	V_ChoiceId	V_RecorderName	V_MemberID	V_ProviderName	V_NumberOfPages	V_ProjectName	V_ProjectType	V_CaseType	V_LockedBy	V_HoldBy	V_HoldDate	V_HoldComment	V_LastApprovedBy		
BulkUpload-DraftCharInternal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharInternal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

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G:BBS Healthcare Solutions

R. Welcome M. Vohal

ICRA

RQA Queue Hold Queue

V_RefNumber	V_DateReceived	V_ChoiceId	V_RecorderName	V_MemberID	V_ProviderName	V_NumberOfPages	V_ProjectName	V_ProjectType	V_CaseType	V_LockedBy	V_HoldBy	V_HoldDate	V_HoldComment	V_LastApprovedBy		
BulkUpload-DraftCharInternal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharInternal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

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text is correct

G:BBS Healthcare Solutions

R. Welcome M. Vohal

ICRA

RQA Queue Hold Queue

V_RefNumber	V_DateReceived	V_ChoiceId	V_RecorderName	V_MemberID	V_ProviderName	V_NumberOfPages	V_ProjectName	V_ProjectType	V_CaseType	V_LockedBy	V_HoldBy	V_HoldDate	V_HoldComment	V_LastApprovedBy		
BulkUpload-DraftCharInternal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharInternal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

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2 th filter is displayed

G:BBS Healthcare Solutions

R. Welcome M. Vohal

ICRA

RQA Queue Hold Queue

V_RefNumber	V_DateReceived	V_ChoiceId	V_RecorderName	V_MemberID	V_ProviderName	V_NumberOfPages	V_ProjectName	V_ProjectType	V_CaseType	V_LockedBy	V_HoldBy	V_HoldDate	V_HoldComment	V_LastApprovedBy		
BulkUpload-DraftCharInternal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharInternal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

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2 th sorting is displayed

The screenshot shows the G-BBS software interface with the 'RQA Queue' tab selected. The main area displays a table with the following columns: T Reference Number, T Date Entered, T ChaseId, T Member Name, T Member NPI, T Provider Name, T Provider NPI, T Number of Pages, T Project Name, T Project Type, T Chase Type, T Locked By, T Hold ID, T Hold Date, T Hold Reason, T Hold Status, T Hold Comment, and T Last Accessed By. The data in the table is sorted by 'T Date Entered' in ascending order and 'T ChaseId' in ascending order. One row is visible, corresponding to the reference number 1000024.

Sort is clicked

2 th Asc-sorting is displayed

The screenshot shows the G-BBS software interface with the 'RQA Queue' tab selected. The main area displays a table with the following columns: T Reference Number, T Date Entered, T ChaseId, T Member Name, T Member NPI, T Provider Name, T Provider NPI, T Number of Pages, T Project Name, T Project Type, T Chase Type, T Locked By, T Hold ID, T Hold Date, T Hold Reason, T Hold Status, T Hold Comment, and T Last Accessed By. The data in the table is sorted by 'T Date Entered' in ascending order and 'T ChaseId' in ascending order. One row is visible, corresponding to the reference number 1000024.

Sort is clicked

2 th dsc-sorting is displayed

The screenshot shows the G-BBS software interface with the 'RQA Queue' tab selected. The main area displays a table with the following columns: T Reference Number, T Date Entered, T ChaseId, T Member Name, T Member NPI, T Provider Name, T Provider NPI, T Number of Pages, T Project Name, T Project Type, T Chase Type, T Locked By, T Hold ID, T Hold Date, T Hold Reason, T Hold Status, T Hold Comment, and T Last Accessed By. The data in the table is sorted by 'T Date Entered' in descending order and 'T ChaseId' in descending order. One row is visible, corresponding to the reference number 1000024.

ChaseId is displayed

text is correct

RQA Queue											
Hold Queue											
1000024											
#	Backend ID	#	Y Date Entered	#	Y Queue	#	Y Member Name	#	Y Member ID#	#	Y Provider Name
	Provider-Healthcare-Delta Inc-Internal		07/25/2020		1000024		Joh. Crx		25/12/1951		Ng. Get
											1322856644
											4
											BrownAndDianeOtherRetail
											Medicare
											Child
											M. Valhal
											11/01/2020
											Open/Reopen
											2
											Ok
											M. Valhal
											Y Date Accessed By

3 th filter is displayed

3 th sorting is displayed



ICRA

Healthcare Quality & Risk Management

HOME | HELP

Welcome, M. Vimal ✓

ROA Queue Hold Queue

1000024	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Y Standard Method	Y Date Received	Y Checked	Y Member Name	Y Member ID#	Y Provider Name	Y Member NPI	Y Number of Pages	Y Project Name	Y Project Type	Y Case Type	Y ELN Entered By	Y Hold	Y Hold Date	Y Hold Reason	Y Audit Comment	Y Last Accessed By	Y Last Accessed Date		
Order Reimbursement - Once Web Internal	07/05/2020	1000024	John Cox	00121931	Ng, Gen	1038656444	4	BrownAndBlueCharterSchool	Medicare	Child	M. Vimal	10/01/2023	4204 - Reason 2	Ok	M. Vimal				

Coding Review

Quality Control

Quality Assurance

HEDIS

Audit Trail

Chart Repository

Management Reports

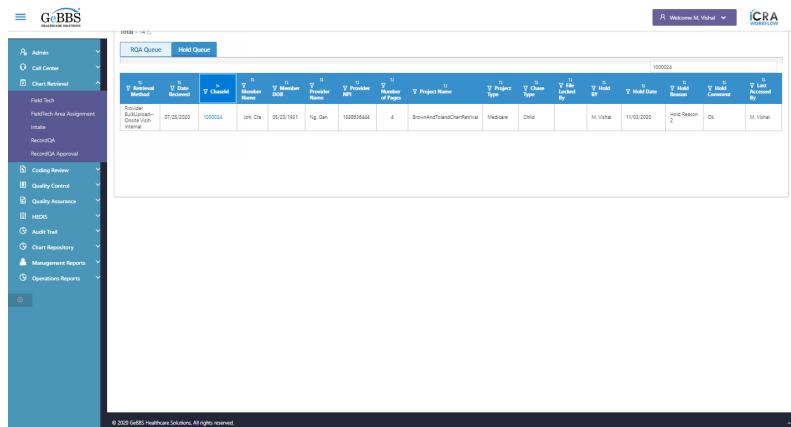
Operations Reports

Help

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Sort is clicked

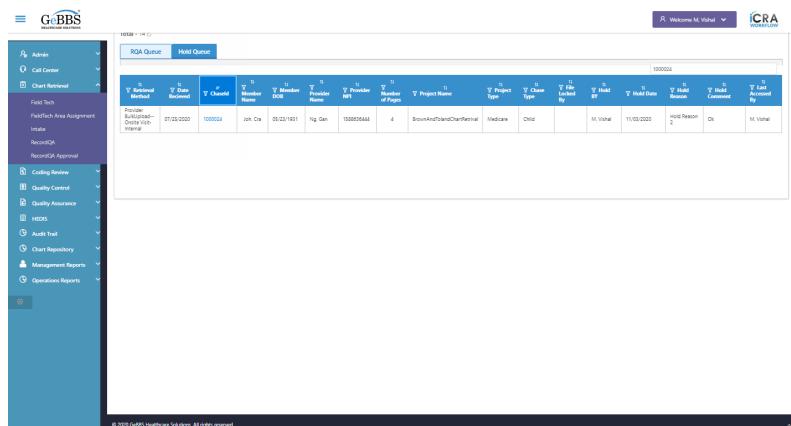
3 th Asc-sorting is displayed



The screenshot shows the G-BBS software interface with the 'Hold Queue' tab selected. The main area displays a table with the following columns: ID, Received Date, Due Date, Channel, Member Name, Member ID, Provider Name, Provider ID, Number of Pages, Project Name, Project Type, Class Type, Last Read By, Hold Date, Hold Reason, Hold Status, and Last Accessed By. The 'Member Name' column is highlighted as the 3rd column. The table contains one row with the following values: 1000024, 07/23/2020, 07/23/2020, Internal, John Doe, 05/23/1931, Ng_Gen, 1000056444, 4, BrownAndBoardCharPernal, Medicare, Child, M. Vohal, 11/03/2020, Hold Reason 0, On, M. Vohal.

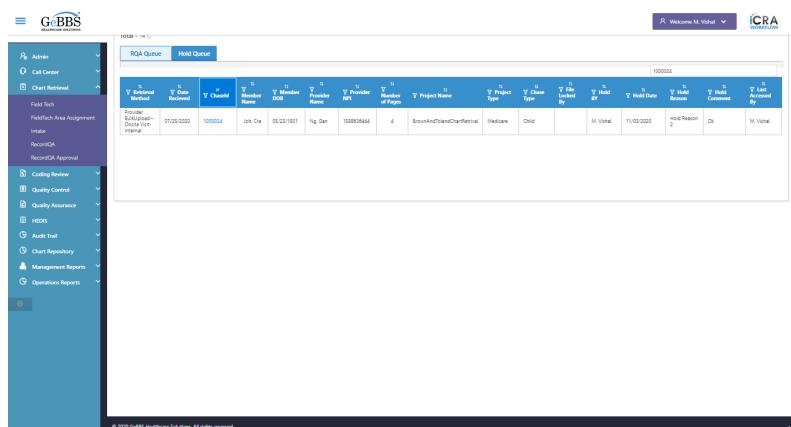
Sort is clicked

3 th dsc-sorting is displayed



This screenshot is identical to the previous one, showing the G-BBS software interface with the 'Hold Queue' tab selected. The table structure and data are the same, with 'Member Name' as the 3rd column header. The row displayed is: 1000024, 07/23/2020, 07/23/2020, Internal, John Doe, 05/23/1931, Ng_Gen, 1000056444, 4, BrownAndBoardCharPernal, Medicare, Child, M. Vohal, 11/03/2020, Hold Reason 0, On, M. Vohal.

Member Name is displayed



This screenshot is identical to the previous ones, showing the G-BBS software interface with the 'Hold Queue' tab selected. The table structure and data are the same, with 'Member Name' as the 3rd column header. The row displayed is: 1000024, 07/23/2020, 07/23/2020, Internal, John Doe, 05/23/1931, Ng_Gen, 1000056444, 4, BrownAndBoardCharPernal, Medicare, Child, M. Vohal, 11/03/2020, Hold Reason 0, On, M. Vohal.

text is correct

4 th filter is displayed

4 th sorting is displayed

Sort is clicked

4 th Asc-sorting is displayed

Sort is clicked

4 th dsc-sorting is displayed

RQA Queue											
Hold Queue											
1000024											
Y	Method	Y	Task Received	Y	Checklist	Y	Member Name	Y	Member DOB	Y	Provider Name
Y	Provider ID	Y	Task Received Date	Y	Checklist ID	Y	Provider NPI	Y	Provider DOB	Y	Project Name
Y	Provider Name	Y	Provider DOB	Y	Provider NPI	Y	Provider Status	Y	Provider DOB	Y	Project Type
Y	Provider Address	Y	Provider City	Y	Provider State	Y	Provider Zip	Y	Provider City	Y	Project End Date
Y	Provider Phone	Y	Provider Fax	Y	Provider Email	Y	Provider Status	Y	Provider Zip	Y	Project Hold Date
Y	Provider City	Y	Provider State	Y	Provider Zip	Y	Provider Status	Y	Provider Zip	Y	Project Comment
Y	Provider Zip	Y	Provider City	Y	Provider State	Y	Provider Zip	Y	Provider City	Y	Last Accessed By
	Provide Documentation Create Visit Initial		01/25/2020		1000024		John Doe	05/23/1951		Ng, Gen	15555555555
											4
							BrownAndDashedOrifferential			Medicare	Child
										M. Vinal	11/05/2023
										Other Reason	2
										Ok	M. Vinal

Member DOB is displayed

RQA Queue											
Hold Queue											
100024											
Y-Number Method	Y- Date Received	Y- Channel	Y- Member Name	Y- ID#	Y- Provider Name	Y- NPI	Y- Number of Pages	Y- Project Name	Y- Project Type	Y- Case Type	Y- Hold By
Provider Entered Directly into CRIS System	07/26/2020	100024	Joh. Ora	05/23/1951	Hg. Gen	1020015644	4	BrownAndBoardCertified	Medicare	Child	M. Vohal
Y- Hold Date	Y- Hold Reason	Y- Hold Comment	Y- Last Accessed By	Y- Last Accessed Date	Y- Last Accessed Time	Y- Last Accessed IP	Y- Last Accessed Device	Y- Last Accessed Browser	Y- Last Accessed OS	Y- Last Accessed App	Y- Last Accessed User
11/02/2020	Initial Review	2	M. Vohal	11/02/2020	10:45:00 AM	10.0.0.1	Microsoft Edge	Windows 10	Windows 10	Ok	M. Vohal

text is correct

RQA Queue													
Hold Queue													
100024													
Y-Number Method	Y- Date Received	Y- Channel	Y- Member Name	Y- ID#	Y- Provider Name	Y- Project Name	Y- Project Type	Y- Case Type	Y- Last Edt By	Y- Hold Date	Y- Hold Reason	Y- Hold Comment	Y- Last Accessed By
Provider Method: Create Hold Internal	07/23/2020	100024	Joh Doe	05/23/1971	Hg Gen	BrownAndDriedCherries	Medicare	Child	M. Vohal	11/02/2020	Non-Recon	Ok	M. Vohal

5 th filter is displayed

5 th sorting is displayed

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Y Related Method	V Date Received	V CheckId	V Provider Name	V Member ID#	V Provider NPI	V Number of Pages	V Project Name	V Project Type	V Case Type	V File Number	V Hold Status	V Hold Reason	V Hold Customer	V Last Updated By		
Brownie Doctor - Default View	27/02/2020	1000024	John Doe	05/23/1921	Ng. Gen	1555556666	A	BrownieDoctorCharMental	Medicare	Child		M. Vohal	11/02/2020	Hold Reason 2	On	M. Vohal

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Y Related Method	V Date Received	V CheckId	V Provider Name	V Member ID#	V Provider NPI	V Number of Pages	V Project Name	V Project Type	V Case Type	V File Number	V Hold Status	V Hold Reason	V Hold Customer	V Last Updated By		
Brownie Doctor - Default View	27/02/2020	1000024	John Doe	05/23/1921	Ng. Gen	1555556666	A	BrownieDoctorCharMental	Medicare	Child		M. Vohal	11/02/2020	Hold Reason 2	On	M. Vohal

Sort is clicked

5 th Asc-sorting is displayed

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Y Related Method	V Date Received	V CheckId	V Provider Name	V Member ID#	V Provider NPI	V Number of Pages	V Project Name	V Project Type	V Case Type	V File Number	V Hold Status	V Hold Reason	V Hold Customer	V Last Updated By		
Brownie Doctor - Default View	27/02/2020	1000024	John Doe	05/23/1921	Ng. Gen	1555556666	A	BrownieDoctorCharMental	Medicare	Child		M. Vohal	11/02/2020	Hold Reason 2	On	M. Vohal

Sort is clicked

5 th dsc-sorting is displayed

Provider Name is displayed

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R. Welcome M. Vohal

ICRA

RQQA Queue Hold Queue

V_Referral_RefId	V_Referral_Status	V_Referral_Reason	V_Referral_CreatedBy	V_Referral_CreatedOn	V_Referral_HoldId	V_Referral_MemberID	V_Referral_ProviderID	V_Referral_ProviderName	V_Referral_NumberOfPages	V_Referral_ProjectName	V_Referral_ProjectType	V_Referral_ChaseType	V_Referral_LockedBy	V_Referral_HoldStatus	V_Referral_HoldReason	V_Referral_HoldComments	V_Referral_AccruedBy
1000024	BulkEntered-Draft	Internal	John Doe	05/23/1931	Ng_Gen	1000056644	4	BrownAndBoardCharRemain	Medicare	Child		M. Vohal	11/03/2023	Hold Reason 2	Ok	M. Vohal	

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ICRA

RQQA Queue Hold Queue

V_Referral_RefId	V_Referral_Status	V_Referral_Reason	V_Referral_CreatedBy	V_Referral_CreatedOn	V_Referral_HoldId	V_Referral_MemberID	V_Referral_ProviderID	V_Referral_ProviderName	V_Referral_NumberOfPages	V_Referral_ProjectName	V_Referral_ProjectType	V_Referral_ChaseType	V_Referral_LockedBy	V_Referral_HoldStatus	V_Referral_HoldReason	V_Referral_HoldComments	V_Referral_AccruedBy
1000024	BulkEntered-Draft	Internal	John Doe	05/23/1931	Ng_Gen	1000056644	4	BrownAndBoardCharRemain	Medicare	Child		M. Vohal	11/03/2023	Hold Reason 2	Ok	M. Vohal	

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text is correct

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RQQA Queue Hold Queue

V_Referral_RefId	V_Referral_Status	V_Referral_Reason	V_Referral_CreatedBy	V_Referral_CreatedOn	V_Referral_HoldId	V_Referral_MemberID	V_Referral_ProviderID	V_Referral_ProviderName	V_Referral_NumberOfPages	V_Referral_ProjectName	V_Referral_ProjectType	V_Referral_ChaseType	V_Referral_LockedBy	V_Referral_HoldStatus	V_Referral_HoldReason	V_Referral_HoldComments	V_Referral_AccruedBy
1000024	BulkEntered-Draft	Internal	John Doe	05/23/1931	Ng_Gen	1000056644	4	BrownAndBoardCharRemain	Medicare	Child		M. Vohal	11/03/2023	Hold Reason 2	Ok	M. Vohal	

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6 th filter is displayed

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RQQA Queue Hold Queue

V_Referral_RefId	V_Referral_Status	V_Referral_Reason	V_Referral_CreatedBy	V_Referral_CreatedOn	V_Referral_HoldId	V_Referral_MemberID	V_Referral_ProviderID	V_Referral_ProviderName	V_Referral_NumberOfPages	V_Referral_ProjectName	V_Referral_ProjectType	V_Referral_ChaseType	V_Referral_LockedBy	V_Referral_HoldStatus	V_Referral_HoldReason	V_Referral_HoldComments	V_Referral_AccruedBy
1000024	BulkEntered-Draft	Internal	John Doe	05/23/1931	Ng_Gen	1000056644	4	BrownAndBoardCharRemain	Medicare	Child		M. Vohal	11/03/2023	Hold Reason 2	Ok	M. Vohal	

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6 th sorting is displayed

The screenshot shows the G-BBS software interface with the 'RQA Queue' tab selected. The table has 15 columns with the following headers:
1. T Provider Ref
2. T Provider Name
3. T Number of Pages
4. T Project Name
5. T Project Type
6. T Provider NPI
7. T Member Name
8. T Member ID
9. T Date Entered
10. T Date Accessed
11. T Hold Reason
12. T Hold By
13. T Hold Date
14. T Hold Status
15. T Last Accessed By

A single row of data is visible:

1000024	BrownAndYellowChemical	4	Medicare	Child	M. Vohal	11/03/2020	Hold Reason	Ok	M. Vohal	05/23/1931	John Doe	05/23/2020	07/23/2020	1000024
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Sort is clicked

6 th Asc-sorting is displayed

The screenshot shows the G-BBS software interface with the 'RQA Queue' tab selected. The table has 15 columns with the following headers:
1. T Provider Ref
2. T Provider Name
3. T Number of Pages
4. T Project Name
5. T Project Type
6. T Provider NPI
7. T Member Name
8. T Member ID
9. T Date Entered
10. T Date Accessed
11. T Hold Reason
12. T Hold By
13. T Hold Date
14. T Hold Status
15. T Last Accessed By

A single row of data is visible:

1000024	BrownAndYellowChemical	4	Medicare	Child	M. Vohal	11/03/2020	Hold Reason	Ok	M. Vohal	05/23/1931	John Doe	05/23/2020	07/23/2020	1000024
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Sort is clicked

6 th dsc-sorting is displayed

The screenshot shows the G-BBS software interface with the 'RQA Queue' tab selected. The table has 15 columns with the following headers:
1. T Provider Ref
2. T Provider Name
3. T Number of Pages
4. T Project Name
5. T Project Type
6. T Provider NPI
7. T Member Name
8. T Member ID
9. T Date Entered
10. T Date Accessed
11. T Hold Reason
12. T Hold By
13. T Hold Date
14. T Hold Status
15. T Last Accessed By

A single row of data is visible:

1000024	BrownAndYellowChemical	4	Medicare	Child	M. Vohal	11/03/2020	Hold Reason	Ok	M. Vohal	05/23/1931	John Doe	05/23/2020	07/23/2020	1000024
---------	------------------------	---	----------	-------	----------	------------	-------------	----	----------	------------	----------	------------	------------	---------

Provider NPI is displayed

text is correct



Welcome, M. Valdez

HOME | MY QC

R QA Queue Hold Queue

Y Renewal Method	Y Date Received	Y Checklist	Y Member Name	Y Member ID#	Y Provider ID#	Y Number of Pages	Y Project Name	Y Project Type	Y File Change Type	Y Last Modified By	Y Hold Date	Y Hold Reason	Y Hold Comment	Y Last Accessed By	
Provider Renewal - Data Valid- ation	07/02/2023	1000024	Joh. Cox	05/22/1981	Ng. Gen	1000020044	4	Administrative/General/Referral	Healthcare	Other	M. Valdez	11/02/2023	HHR Person Z	Ok	M. Valdez

Coding Review
Quality Control
Quality Assurance
HEDIS
Audit Trail
Chart Repository
Management Reports
Operations Reports

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7 th filter is displayed

7 th sorting is displayed



ICRA

Healthcare Quality & Risk Management

HOME | HELP

Welcome M. Vimala

ROA Queue Hold Queue

% Standard Method	% Yester Week	% Checked	% Monitor Name	% Monitor DOB	% Provider Name	% Provider NPI	% Number of Pages	% Project Name	% Project Type	% Client Type	% Client ID	% Hold By	% Hold Date	% Hold Reason	% Hold Comment	% Last Accessed By	
Order Reopened - Delete Hold Interval	01/02/2020	1000024	Ch. Dr.	05/01/1981	Ng. Gen	103856644	4	EnviroMedStandOutSerial	Medcare	Child		M. Vimala	11/01/2020	42487	2	Ok	M. Vimala

Coding Review

Quality Control

Quality Assurance

HDRS

Audit Trail

Chart Repository

Management Reports

Operations Reports

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Sort is clicked

7 th Asc-sorting is displayed

RQH Queue										
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Sort is clicked

7 th dsc-sorting is displayed

ICRA WORKFLOW

R. Welcome M. Vashal

REPORTS

Admin

Call Center

Chart Retention

Field Tech

FieldTech Area Assignment

Initiate

Records

Records Approval

Coding Review

Quality Control

Quality Assurance

HEDIS

Audit Trail

Chart Repository

Management Reports

Operations Reports

REPORTS

RQQA Queue Hold Queue

1000024

V Reference Method	V Date Received	V Entered By	V Customer Name	V Member ID#	V Customer First Name	V Provider NPI	V Total Number of Pages	V Project Name	V Project Type	V Case Type	V File No	V Hold Reason	V Hold Date	V Hold Status	V Last Comment	V Last Comment By
Automated - Substantiation Internal	01/25/2020	1000024	Jon.Da	05/23/1921	Ig.Dan	1552056444	4	BrownAndRootDifferential	Medicare	Child	M.Vashal	Hold Reason 2	11/05/2020	Hold Reason 0	M.Vashal	

Number of Pages is displayed



R. Welcome M. Vashal 

NOTICE - 14/12

RQA Queue **Hold Queue**

ID	Y Refund ID	Y Date Received	Y Channel	Y Member Name	Y OEM	Y Province Name	Y Provider ID	Y Number of Pages	Y Project Name	Y Project Type	Y Case Type	Y Last Used by	Y Hold ID	Y Hold Reason	Y Hold Comment	Y Last Used by
1000024		01/01/2020	1000024	Joh Doe	05/23/1921	Hg Gen	1520536444	4	BrownAndBlueDifferential	Medicare	Child	M. Vashal	11/02/2022	hold Reason 2	Di	M. Vashal

Chart Removal

- Field Tech
- FieldTech Area Assignment
- Intake
- RecorumRA
- RecorumRA Approval
- Coding Review
- Quality Control
- Quality Assurance
- HEOS
- Audit Trail
- Chart Repository
- Management Reports
- Operations Reports

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text is correct

8 th filter is displayed

Screenshot of the G-BBS Healthcare Solutions software interface showing the RQA Queue page. The left sidebar contains navigation links for Admin, Call Center, Chart Review, Field Tech, FeedTech Area Assignment, Intake, RecordQA, RecordQA Approval, Coding Review, Quality Control, Quality Assurance, HEDIS, Audit Trail, Chart Repository, Management Reports, and Operations Reports.

The main content area displays the RQA Queue table with the following data:

Row ID	Submitted Date	Date Received	Case ID	Requester Name	Member ID	Provider Name	Number of Pages	Project Name	Project Type	Class Type	Locked By	Hold Status	Hold Date	Hold Reason	Last Accessed By		
1000024	07/23/2020		1000024	John Doe	05/23/1991	Ng. Gen	1000056644	4	BrownAndBoardCharRemal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

Screenshot of the G-BBS Healthcare Solutions software interface showing the RQA Queue page. The left sidebar contains navigation links for Admin, Call Center, Chart Review, Field Tech, FeedTech Area Assignment, Intake, RecordQA, RecordQA Approval, Coding Review, Quality Control, Quality Assurance, HEDIS, Audit Trail, Chart Repository, Management Reports, and Operations Reports.

The main content area displays the RQA Queue table with the following data:

Row ID	Submitted Date	Date Received	Case ID	Requester Name	Member ID	Provider Name	Number of Pages	Project Name	Project Type	Class Type	Locked By	Hold Status	Hold Date	Hold Reason	Last Accessed By		
1000024	07/23/2020		1000024	John Doe	05/23/1991	Ng. Gen	1000056644	4	BrownAndBoardCharRemal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

8 th sorting is displayed

Screenshot of the G-BBS Healthcare Solutions software interface showing the RQA Queue page. The left sidebar contains navigation links for Admin, Call Center, Chart Review, Field Tech, FeedTech Area Assignment, Intake, RecordQA, RecordQA Approval, Coding Review, Quality Control, Quality Assurance, HEDIS, Audit Trail, Chart Repository, Management Reports, and Operations Reports.

The main content area displays the RQA Queue table with the following data:

Row ID	Submitted Date	Date Received	Case ID	Requester Name	Member ID	Provider Name	Number of Pages	Project Name	Project Type	Class Type	Locked By	Hold Status	Hold Date	Hold Reason	Last Accessed By		
1000024	07/23/2020		1000024	John Doe	05/23/1991	Ng. Gen	1000056644	4	BrownAndBoardCharRemal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

Sort is clicked

8 th Asc-sorting is displayed

Screenshot of the G-BBS Healthcare Solutions software interface showing the RQA Queue page. The left sidebar contains navigation links for Admin, Call Center, Chart Review, Field Tech, FeedTech Area Assignment, Intake, RecordQA, RecordQA Approval, Coding Review, Quality Control, Quality Assurance, HEDIS, Audit Trail, Chart Repository, Management Reports, and Operations Reports.

The main content area displays the RQA Queue table with the following data:

Row ID	Submitted Date	Date Received	Case ID	Requester Name	Member ID	Provider Name	Number of Pages	Project Name	Project Type	Class Type	Locked By	Hold Status	Hold Date	Hold Reason	Last Accessed By		
1000024	07/23/2020		1000024	John Doe	05/23/1991	Ng. Gen	1000056644	4	BrownAndBoardCharRemal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

Sort is clicked

8 th dsc-sorting is displayed

The screenshot shows the GoBBS healthcare software interface. On the left, there is a navigation sidebar with various menu items such as Admin, Chart Review, Coding Review, Quality Assurance, HEDIS, Audit Trail, Chart Repository, Management Reports, and Operations Reports. The main area displays a table titled "Hold Queue". The columns are: T Hold Method, T Date Received, T Hold ID, T Member Name, T Member ID, T Provider Name, T Number of Pages, T Project Name, T Project Type, T Class Type, T Last Entered By, T Hold By, T Hold Date, T Hold Reason, T Hold Comment, and T Last Entered By. A single row is visible in the table, corresponding to the data in the table below.

T Hold Method	T Date Received	T Hold ID	T Member Name	T Member ID	T Provider Name	T Number of Pages	T Project Name	T Project Type	T Class Type	T Last Entered By	T Hold By	T Hold Date	T Hold Reason	T Hold Comment	T Last Entered By
Bulk-Created-From-ICRA-Intake	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000006644	A	BrownAndOrangeTerminal	Medicare	Child	M. Vohal	11/02/2020	Hold Reason 2	Ok	M. Vohal

Project Name is displayed

The screenshot shows the GoBBS healthcare software interface. The layout is identical to the previous one, with the same navigation sidebar and table structure. The data in the table is identical to the previous screenshot, showing a single row with the project name "BrownAndOrangeTerminal".

T Hold Method	T Date Received	T Hold ID	T Member Name	T Member ID	T Provider Name	T Number of Pages	T Project Name	T Project Type	T Class Type	T Last Entered By	T Hold By	T Hold Date	T Hold Reason	T Hold Comment	T Last Entered By
Bulk-Created-From-ICRA-Intake	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000006644	A	BrownAndOrangeTerminal	Medicare	Child	M. Vohal	11/02/2020	Hold Reason 2	Ok	M. Vohal

text is correct

The screenshot shows the GoBBS healthcare software interface. The layout is identical to the previous ones. The data in the table is identical to the previous screenshots, showing a single row with the project name "BrownAndOrangeTerminal".

T Hold Method	T Date Received	T Hold ID	T Member Name	T Member ID	T Provider Name	T Number of Pages	T Project Name	T Project Type	T Class Type	T Last Entered By	T Hold By	T Hold Date	T Hold Reason	T Hold Comment	T Last Entered By
Bulk-Created-From-ICRA-Intake	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000006644	A	BrownAndOrangeTerminal	Medicare	Child	M. Vohal	11/02/2020	Hold Reason 2	Ok	M. Vohal

9 th filter is displayed

9 th sorting is displayed

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Y Related Method	V Date Received	V Checklist	V Provider Name	V Member ID#	V Provider NPI	V Number of Pages	T Project Name	T Project Type	T Case Type	T File Number	V Hold Status	V Hold Reason	V Hold Customer	V Last Entered By		
Brownie Bulldog Duke's VSM etc etc	27/02/2020	1000024	John Doe	05/23/1921	Ng. Gen	15555555555	A	BrownieAndDukeCharmella	Medicare	Child		M. Vohal	11/02/2020	Hold Reason 2	On	M. Vohal

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Y Related Method	V Date Received	V Checklist	V Provider Name	V Member ID#	V Provider NPI	V Number of Pages	T Project Name	T Project Type	T Case Type	T File Number	V Hold Status	V Hold Reason	V Hold Customer	V Last Entered By
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Sort is clicked

9 th Asc-sorting is displayed

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Y Related Method	V Date Received	V Checklist	V Provider Name	V Member ID#	V Provider NPI	V Number of Pages	T Project Name	T Project Type	T Case Type	T File Number	V Hold Status	V Hold Reason	V Hold Customer	V Last Entered By		
Brownie Bulldog Duke's VSM etc etc	27/02/2020	1000024	John Doe	05/23/1921	Ng. Gen	15555555555	A	BrownieAndDukeCharmella	Medicare	Child		M. Vohal	11/02/2020	Hold Reason 2	On	M. Vohal

Sort is clicked

9 th dsc-sorting is displayed

Project Type is displayed

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R. Welcome M. Vohal

ICRA

RQQA Queue Hold Queue

Y_Referral_RefId	Y_Referral_Status	T_Created	T_CreatedBy	T_Member_ID	T_Member_Name	T_Provider_ID	T_Provider_Name	T_Number_of_Pages	T_Project_Name	T_Project_Type	T_Close_Type	T_Locked_By	T_Hold_By	T_Hold_Date	T_Hold_Status	T_Last_Concerned	T_Last_Accessed_By
1000024	BulkUpload-DraftCharInternal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharPerm	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

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G:BBS Healthcare Solutions

R. Welcome M. Vohal

ICRA

RQQA Queue Hold Queue

Y_Referral_RefId	Y_Referral_Status	T_Created	T_CreatedBy	T_Member_ID	T_Member_Name	T_Provider_ID	T_Provider_Name	T_Number_of_Pages	T_Project_Name	T_Project_Type	T_Close_Type	T_Locked_By	T_Hold_By	T_Hold_Date	T_Hold_Status	T_Last_Concerned	T_Last_Accessed_By
1000024	BulkUpload-DraftCharInternal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharPerm	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

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text is correct

G:BBS Healthcare Solutions

R. Welcome M. Vohal

ICRA

RQQA Queue Hold Queue

Y_Referral_RefId	Y_Referral_Status	T_Created	T_CreatedBy	T_Member_ID	T_Member_Name	T_Provider_ID	T_Provider_Name	T_Number_of_Pages	T_Project_Name	T_Project_Type	T_Close_Type	T_Locked_By	T_Hold_By	T_Hold_Date	T_Hold_Status	T_Last_Concerned	T_Last_Accessed_By
1000024	BulkUpload-DraftCharInternal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharPerm	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

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10 th filter is displayed

G:BBS Healthcare Solutions

R. Welcome M. Vohal

ICRA

RQQA Queue Hold Queue

Y_Referral_RefId	Y_Referral_Status	T_Created	T_CreatedBy	T_Member_ID	T_Member_Name	T_Provider_ID	T_Provider_Name	T_Number_of_Pages	T_Project_Name	T_Project_Type	T_Close_Type	T_Locked_By	T_Hold_By	T_Hold_Date	T_Hold_Status	T_Last_Concerned	T_Last_Accessed_By
1000024	BulkUpload-DraftCharInternal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharPerm	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

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10 th sorting is displayed

Sort is clicked

10 th Asc-sorting is displayed

The screenshot shows the GoBBS software interface with the following details:

Header: Welcome M. Vishal, ICRA

Left Sidebar:

- Admin
- Call Center
- Chart Retrieval
- Field Tech
- FieldTech Area Assignment
- Imate
- Records
- Records QA Approval
- Coding Review
- Quality Control
- Quality Assurance
- HEDIS
- Audit Trail
- Chart Repository
- Management Reports
- Operations Reports

Top Bar Buttons: RQA Queue, Hold Queue, 1000023, 1000024

Table Headers:

R QA Serial Number	R Date Received	R Created By	R Customer Name	R Member ID#	R Provider Name	R NPI	R Number of Pages	R Project Name	R Project Type	R Case Type	R File Number	R Hold ID	R Hold Reason	R Last Accessed By
--------------------	-----------------	--------------	-----------------	--------------	-----------------	-------	-------------------	----------------	----------------	-------------	---------------	-----------	---------------	--------------------

Table Data:

1000023	07/23/2020	1000024	John Doe	05/23/1921	Ng. Gen	1234567890	4	BrownAndBoardChairFerral	Medicare	Child	M. Vishal	11/03/2020	Hold Reason 2	Ok	M. Vishal
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Sort is clicked

10 th dsc-sorting is displayed

Chase Type is displayed

text is correct

11 th filter is displayed



Welcome, M. Vishal

ROA Queue Hold Queue

Y_Holder_Method	Y_Due_Balance	Y_Created	Y_Member_Status	Y_Member_SOB	Y_Provider_Fname	Y_Provider_Lname	Y_Number_of_Pages	Y_Project_Name	Y_Project_Type	Y_Held_By	Y_Held_By_Type	Y_Hold_Status	Y_Hold_Date	Y_Holder_Status	Y_Holder_Accredited	
Provider Method - Default Method - Date In - Internal	27/05/2020	1000024	ch. Cx	05/01/1931	Ng. Gen	102856444	4	BrownAndDancerGent	Medicare	Child		M. Vishal	11/05/2020	Hold Status	Ok	M. Vishal

HSR# : 141

Admin

Call Center

Chart Retained

Field Tech

Healthcare Risk Assessment

Internal

RecordsQA Approval

RecordsQA Approval

Coding Review

Quality Control

Quality Assurance

HRMS

Audit Trail

Chart Repository

Management Reports

Operations Reports

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11 th sorting is displayed

RQA Queue												Hold Queue																	
															1000004														
T	RQA Queue ID	T	Date Received	T	Queue	T	Member Name	T	Member ID#	T	Provider Name	T	Number of Pages	T	Project Name	T	Project Type	T	Change Type	T	Hold Reason	T	Hold Date	T	Hold Status	T	Hold Comment	T	Hold Accessed By
Provider Information - Delta Health Internal	07/25/2020	1000004	Joh. Crx	05/21/1951	Ng. Gen	1520056644	4	BrownAndDaneOralSensit	Medicare	Child		M. Visher	11/01/2022	Child	Ok	M. Visher	Ok	M. Visher	Ok	M. Visher	Ok	M. Visher							

Sort is clicked

11 th Asc-sorting is displayed

Y Selected Method	Y Date Received	Y Checklist	Y Member Name	Y Member ID	Y Provider Name	Y Provider ID	Y Number of Pages	Y Project Name	Y Project Type	Y Close Type	Y Last Edited By	Y Hold Reason	Y Hold Status	Y Hold Date	Y Hold Comment	Y Last Accessed By
BlockPrinted- BulkPrinted- Internal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056444	4	BrownAndBoardCharPemal	Medicare	Child	M. Vohal	11/03/2020	Hold Reason	On	M. Vohal	

Sort is clicked

11 th dsc-sorting is displayed

Y Selected Method	Y Date Received	Y Checklist	Y Member Name	Y Member ID	Y Provider Name	Y Provider ID	Y Number of Pages	Y Project Name	Y Project Type	Y Close Type	Y Last Edited By	Y Hold Reason	Y Hold Status	Y Hold Date	Y Hold Comment	Y Last Accessed By
BlockPrinted- BulkPrinted- Internal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056444	4	BrownAndBoardCharPemal	Medicare	Child	M. Vohal	11/03/2020	Hold Reason	On	M. Vohal	

File Locked By is displayed

Y Selected Method	Y Date Received	Y Checklist	Y Member Name	Y Member ID	Y Provider Name	Y Provider ID	Y Number of Pages	Y Project Name	Y Project Type	Y Close Type	Y Last Edited By	Y Hold Reason	Y Hold Status	Y Hold Date	Y Hold Comment	Y Last Accessed By
BlockPrinted- BulkPrinted- Internal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056444	4	BrownAndBoardCharPemal	Medicare	Child	M. Vohal	11/03/2020	Hold Reason	On	M. Vohal	

text is correct

12 th filter is displayed

12 th sorting is displayed

Sort is clicked

12 th Asc-sorting is displayed

Sort is clicked

12 th dsc-sorting is displayed

GeBBS

ICRA

100101 - 14:12

RQA Queue Hold Queue

1000022	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
Assigned Method	Date Received	Case Number	Channel	Member Name	DOB	Provider Name	Provider NPI	Number of Pages	Project Name	Project Type	Value Type	Value	Entered By	Entered Date	Hold Reason	No. Reasons	Comments	Last Accessed By		
Provider Onboard - Create Visit History	01-05-2020	1000022	John Doe	05/25/1981	11550166444	4	BrownAndBoardCertified	Medicare	Child		M. Vohal	11/05/2023	Other Reason	2	Ok	M. Vohal				

Admin

Call Center

Chart Retrieval

Field Tech

FieldTech Area Assignment

Intake

Records QA

Records QA Approval

Coding Review

Quality Control

Quality Assurance

HEDIS

Audit Trail

Chart Repository

Management Reports

Operations Reports

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Hold BY is displayed

text is correct

13 th filter is displayed

13 th sorting is displayed

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Y Related Method	V Date Received	V Checklist	V Vendor Name	V Member ID#	V Provider NPI	V Number of Pages	V Project Name	V Project Type	V Case Type	V File Handled By	V Hold ID	V Hold Date	V Hold Reason	V Hold Customer	V Last Assigned By	
Brownie's Dental VSM Initial Visit	27/02/2020	1000024	John Doe	05/23/1921	Ng. Gen	15555555555	4	Brownie's Dental & Chiropractic	Medicare	Child		M. Vohal	11/02/2020	Hold Reason 2	On	M. Vohal

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Y Related Method	V Date Received	V Checklist	V Vendor Name	V Member ID#	V Provider NPI	V Number of Pages	V Project Name	V Project Type	V Case Type	V File Handled By	V Hold ID	V Hold Date	V Hold Reason	V Hold Customer	V Last Assigned By
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Sort is clicked

13 th Asc-sorting is displayed

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Y Related Method	V Date Received	V Checklist	V Vendor Name	V Member ID#	V Provider NPI	V Number of Pages	V Project Name	V Project Type	V Case Type	V File Handled By	V Hold ID	V Hold Date	V Hold Reason	V Hold Customer	V Last Assigned By	
Brownie's Dental VSM Initial Visit	27/02/2020	1000024	John Doe	05/23/1921	Ng. Gen	15555555555	4	Brownie's Dental & Chiropractic	Medicare	Child		M. Vohal	11/02/2020	Hold Reason 2	On	M. Vohal

Sort is clicked

13 th dsc-sorting is displayed

Hold Date is displayed

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Y_Referral_External	Y_Referral_Internal	T_ChoiceID	T_Referrer_Nome	T_Referrer_IDN	T_Provider_Nome	T_Provider_IDN	T_Number_of_Pages	T_Project_Name	T_Project_Type	T_Case_Type	T_Locked_By	T_Hold_By	T_Hold_Date	T_Hold_Status	T_Hold_Comment	T_Last_Accesed_By
Reproductive Health - Internal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharRemal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

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Y_Referral_External	Y_Referral_Internal	T_ChoiceID	T_Referrer_Nome	T_Referrer_IDN	T_Provider_Nome	T_Provider_IDN	T_Number_of_Pages	T_Project_Name	T_Project_Type	T_Case_Type	T_Locked_By	T_Hold_By	T_Hold_Date	T_Hold_Status	T_Hold_Comment	T_Last_Accesed_By
Reproductive Health - Internal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharRemal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

text is correct

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Y_Referral_External	Y_Referral_Internal	T_ChoiceID	T_Referrer_Nome	T_Referrer_IDN	T_Provider_Nome	T_Provider_IDN	T_Number_of_Pages	T_Project_Name	T_Project_Type	T_Case_Type	T_Locked_By	T_Hold_By	T_Hold_Date	T_Hold_Status	T_Hold_Comment	T_Last_Accesed_By
Reproductive Health - Internal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharRemal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

14 th filter is displayed

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Y_Referral_External	Y_Referral_Internal	T_ChoiceID	T_Referrer_Nome	T_Referrer_IDN	T_Provider_Nome	T_Provider_IDN	T_Number_of_Pages	T_Project_Name	T_Project_Type	T_Case_Type	T_Locked_By	T_Hold_By	T_Hold_Date	T_Hold_Status	T_Hold_Comment	T_Last_Accesed_By
Reproductive Health - Internal	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndBoardCharRemal	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal

14 th sorting is displayed

RQA Queue											
Hold Queue											
Historical Data											
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Sort is clicked

14 th Asc-sorting is displayed

Sort is clicked

14 th dsc-sorting is displayed

RGA Queue																													
Hold Queue																													
100024																													
100024																													
#	RGA Number	#	Date Received	#	Client	#	Member Name	#	Member ID#	#	Provider Name	#	Number of Pages	#	Project Name	#	Project Type	#	Class Type	#	Labeled By	#	Hold Date	#	Hold Reason	#	Hold Comment	#	Entered By
1	Provider Subsidized- Individual Internal	01/23/2020	100024	Job One	05/23/1921	Ng Gen	1550036444	4	BrownAndDriedCherryHorn	Medicare	Child			M. Vohal	11/03/2022	Hold Reason 2	Dis		M. Vohal										

Hold Reason is displayed

text is correct

OSB - 141

R: Welcome M. Vohal ICRA

RQA Queue														Hold Queue			
<u>T_Ranked</u>	<u>T_Rate_Business</u>	<u>T_Choice</u>	<u>T_Member_N</u>	<u>T_Member_ID</u>	<u>T_Provider_N</u>	<u>T_Provider_ID</u>	<u>T_Number_Pages</u>	<u>T_Project_N</u>	<u>T_Project_T</u>	<u>T_Case_T</u>	<u>T_Lock_By</u>	<u>T_Hold_D</u>	<u>T_Hold_R</u>	<u>T_Hold_C</u>	<u>T_Last_Acces</u>	<u>T_Last_Acces</u>	
1000024	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndTealCharPernia	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal	

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OSB - 141

R: Welcome M. Vohal ICRA

RQA Queue														Hold Queue			
<u>T_Ranked</u>	<u>T_Rate_Business</u>	<u>T_Choice</u>	<u>T_Member_N</u>	<u>T_Member_ID</u>	<u>T_Provider_N</u>	<u>T_Provider_ID</u>	<u>T_Number_Pages</u>	<u>T_Project_N</u>	<u>T_Project_T</u>	<u>T_Case_T</u>	<u>T_Lock_By</u>	<u>T_Hold_D</u>	<u>T_Hold_R</u>	<u>T_Hold_C</u>	<u>T_Last_Acces</u>	<u>T_Last_Acces</u>	
1000024	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndTealCharPernia	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal	

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15 th filter is displayed

OSB - 141

R: Welcome M. Vohal ICRA

RQA Queue														Hold Queue			
<u>T_Ranked</u>	<u>T_Rate_Business</u>	<u>T_Choice</u>	<u>T_Member_N</u>	<u>T_Member_ID</u>	<u>T_Provider_N</u>	<u>T_Provider_ID</u>	<u>T_Number_Pages</u>	<u>T_Project_N</u>	<u>T_Project_T</u>	<u>T_Case_T</u>	<u>T_Lock_By</u>	<u>T_Hold_D</u>	<u>T_Hold_R</u>	<u>T_Hold_C</u>	<u>T_Last_Acces</u>	<u>T_Last_Acces</u>	
1000024	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndTealCharPernia	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal	

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Scrolled successfully

15 th sorting is displayed

OSB - 141

R: Welcome M. Vohal ICRA

RQA Queue														Hold Queue			
<u>T_Ranked</u>	<u>T_Rate_Business</u>	<u>T_Choice</u>	<u>T_Member_N</u>	<u>T_Member_ID</u>	<u>T_Provider_N</u>	<u>T_Provider_ID</u>	<u>T_Number_Pages</u>	<u>T_Project_N</u>	<u>T_Project_T</u>	<u>T_Case_T</u>	<u>T_Lock_By</u>	<u>T_Hold_D</u>	<u>T_Hold_R</u>	<u>T_Hold_C</u>	<u>T_Last_Acces</u>	<u>T_Last_Acces</u>	
1000024	07/23/2020	1000024	John Doe	05/23/1931	Ng. Gen.	1000056644	4	BrownAndTealCharPernia	Medicare	Child		M. Vohal	11/03/2020	Hold Reason 2	Ok	M. Vohal	

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Sort is clicked

15 th Asc-sorting is displayed

The screenshot shows the 'Hold Queue' screen in the GoBBS software. The table has 15 columns. The data in the first column is '1000024'. The data in the last column is 'M. Vohal'.

Sort is clicked

15 th dsc-sorting is displayed

The screenshot shows the 'Hold Queue' screen in the GoBBS software. The table has 15 columns. The data in the first column is '1000024'. The data in the last column is 'M. Vohal'.

Hold Comment is displayed

The screenshot shows the 'Hold Queue' screen in the GoBBS software. The table has 15 columns. The data in the first column is '1000024'. The data in the last column is 'M. Vohal'.

text is correct

16 th filter is displayed

Scrolled successfully

16 th sorting is displayed

RQA Method	Date Received	Date Entered	Checklist	Member Name	Member ID	Provider Name	Provider ID	Number of Pages	Project Name	Project Type	Close Type	Locked By	Hold	Hold Date	Hold Reason	Hold Comment	Last Accessed By
Provider Lockdown-Drill Visit-Reporting	07/29/2020	1000024	Jon Cix	05/21/1931	Ng_Gen	100002444	A	1	BrownAndDolanCharRemain	Medicare	Child	M. Vohal	11/05/2020	2	Gold Reason	Ok	M. Vohal

Sort is clicked

16 th Asc-sorting is displayed

RQA Method	Date Received	Date Entered	Checklist	Member Name	Member ID	Provider Name	Provider ID	Number of Pages	Project Name	Project Type	Close Type	Locked By	Hold	Hold Date	Hold Reason	Hold Comment	Last Accessed By
Provider Lockdown-Drill Visit-Reporting	07/29/2020	1000024	Jon Cix	05/21/1931	Ng_Gen	100002444	A	1	BrownAndDolanCharRemain	Medicare	Child	M. Vohal	11/05/2020	2	Gold Reason	Ok	M. Vohal

Scrolled successfully

16 th sorting is displayed

Sort is clicked

16 th Asc-sorting is displayed

RQA Method	Date Received	Date Entered	Checklist	Member Name	Member ID	Provider Name	Provider ID	Number of Pages	Project Name	Project Type	Close Type	Locked By	Hold	Hold Date	Hold Reason	Hold Comment	Last Accessed By
Provider Lockdown-Drill Visit-Reporting	07/29/2020	1000024	Jon Cix	05/21/1931	Ng_Gen	100002444	A	1	BrownAndDolanCharRemain	Medicare	Child	M. Vohal	11/05/2020	2	Gold Reason	Ok	M. Vohal

Sort is clicked

16 th Asc-sorting is displayed

Sort is clicked

16 th dsc-sorting is displayed

Screenshot of the G-BBS Healthcare Solutions software interface showing the 'RQA Queue' tab selected. The table displays a single row of data:

T_RQA_Method	T_RQA_Business	T_RQA_Chold	T_RQA_Member_Nome	T_RQA_Member_IDB	T_RQA_Provider_FNP	T_RQA_Provider_Name	T_RQA_Number_of_Pages	T_RQA_Project_Name	T_RQA_Project_Type	T_RQA_Case_Type	T_RQA_Held_By	T_RQA_Hold_Status	T_RQA_Hold_Date	T_RQA_Hold_Reason	T_RQA_Hold_Comment	T_RQA_Last_Accesed_By
Reviewer Submitted- Drafter-Visit- Report	07/05/2020	1000024	Jon Cea	05/23/1921	Ng, Gen	1000004444	4	BrownAndCrandCharRetinal	Medicare	Other	M. Vohal	On Hold	11/02/2020	Hold Reason Z	Ok	M. Vohal

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Screenshot of the G-BBS Healthcare Solutions software interface showing the 'RQA Queue' tab selected. The table displays a single row of data:

T_RQA_Method	T_RQA_Business	T_RQA_Chold	T_RQA_Member_Nome	T_RQA_Member_IDB	T_RQA_Provider_FNP	T_RQA_Provider_Name	T_RQA_Number_of_Pages	T_RQA_Project_Name	T_RQA_Project_Type	T_RQA_Case_Type	T_RQA_Held_By	T_RQA_Hold_Status	T_RQA_Hold_Date	T_RQA_Hold_Reason	T_RQA_Hold_Comment	T_RQA_Last_Accesed_By
Reviewer Submitted- Drafter-Visit- Report	07/05/2020	1000024	Jon Cea	05/23/1921	Ng, Gen	1000004444	4	BrownAndCrandCharRetinal	Medicare	Other	M. Vohal	On Hold	11/02/2020	Hold Reason Z	Ok	M. Vohal

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Last Accessed By is displayed

Screenshot of the G-BBS Healthcare Solutions software interface showing the 'RQA Queue' tab selected. The table displays a single row of data:

T_RQA_Method	T_RQA_Business	T_RQA_Chold	T_RQA_Member_Nome	T_RQA_Member_IDB	T_RQA_Provider_FNP	T_RQA_Provider_Name	T_RQA_Number_of_Pages	T_RQA_Project_Name	T_RQA_Project_Type	T_RQA_Case_Type	T_RQA_Held_By	T_RQA_Hold_Status	T_RQA_Hold_Date	T_RQA_Hold_Reason	T_RQA_Hold_Comment	T_RQA_Last_Accesed_By
Review Submitted- Drafter-Visit- Report	07/05/2020	1000024	Jon Cea	05/23/1921	Ng, Gen	1000004444	4	BrownAndCrandCharRetinal	Medicare	Other	M. Vohal	On Hold	11/02/2020	Hold Reason Z	Ok	M. Vohal

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text is correct

Screenshot of the G-BBS Healthcare Solutions software interface showing the 'RQA Queue' tab selected. The table displays a single row of data:

T_RQA_Method	T_RQA_Business	T_RQA_Chold	T_RQA_Member_Nome	T_RQA_Member_IDB	T_RQA_Provider_FNP	T_RQA_Provider_Name	T_RQA_Number_of_Pages	T_RQA_Project_Name	T_RQA_Project_Type	T_RQA_Case_Type	T_RQA_Held_By	T_RQA_Hold_Status	T_RQA_Hold_Date	T_RQA_Hold_Reason	T_RQA_Hold_Comment	T_RQA_Last_Accesed_By
Review Submitted- Drafter-Visit- Report	07/05/2020	1000024	Jon Cea	05/23/1921	Ng, Gen	1000004444	4	BrownAndCrandCharRetinal	Medicare	Other	M. Vohal	On Hold	11/02/2020	Hold Reason Z	Ok	M. Vohal

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17 th filter is displayed

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Scrolled successfully

17 th sorting is displayed

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Sort is clicked

17 th Asc-sorting is displayed

© 2020 G-BBS Healthcare Solutions. All rights reserved.

Sort is clicked

17 th dsc-sorting is displayed

Chase, Hold Comment and Hold Reasonr is correct in Hold Bucket

Hold Test																		
RQA Queue		Hold Queue																
Y Hold Method	Y Date Received	Y Checklist	Y Member Name	Y Member ID#	Y Provider Name	Y Provider NPI	Y Number of Pages	Y Project Name	Y Project Type	Y Case Type	Y Hold By	Y Hold Date	Y Hold Reason	Y Hold Comment	Y Last Account By			
Requester Submitted - Direct Visit Request	03/09/2020	1000024	Jeri Cok	00201491	Ng, Gen	100002422	2	UnivAndCarCharMem	Vaccine	Other	Orl	03/10/2020	Orl visit	2	2020-03-10 08:45:00	Or	M. Vohal	
© 2020 G4BBS Healthcare Solutions. All rights reserved.																		

Hold Test																		
RQA Queue		Hold Queue																
Y Hold Method	Y Date Received	Y Checklist	Y Member Name	Y Member ID#	Y Provider Name	Y Provider NPI	Y Number of Pages	Y Project Name	Y Project Type	Y Case Type	Y Hold By	Y Hold Date	Y Hold Reason	Y Hold Comment	Y Last Account By			
Requester Submitted - Direct Visit Request	03/09/2020	1000024	Jeri Cok	00201491	Ng, Gen	100002422	2	UnivAndCarCharMem	Vaccine	Other	Orl	03/10/2020	Orl visit	2	2020-03-10 08:45:00	Or	M. Vohal	
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*****HoldTest is Ended *****

03/11/2020 15:36:24