

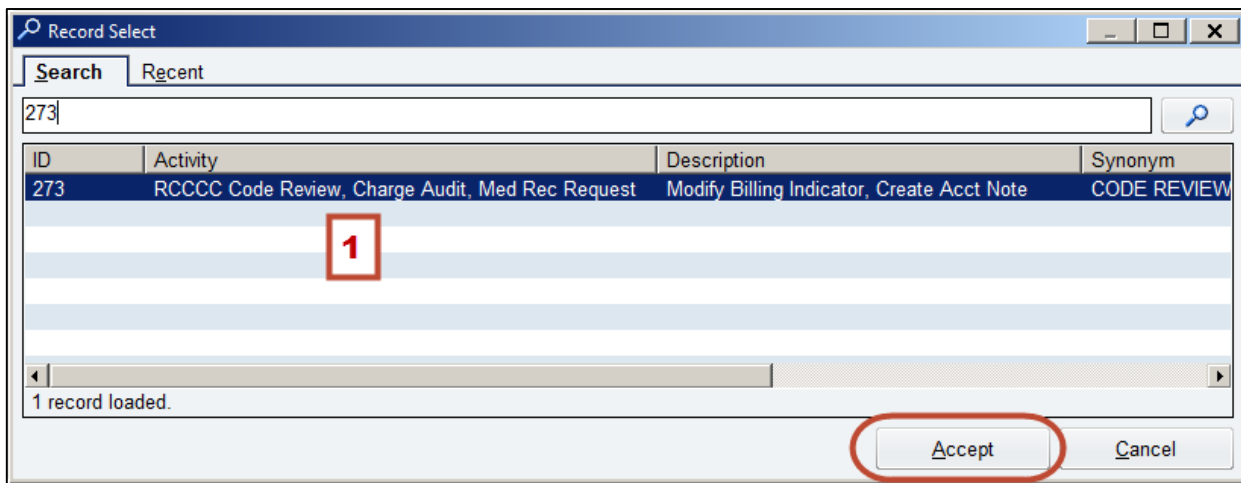
Charge Audit, Medical Record Review, Code Review

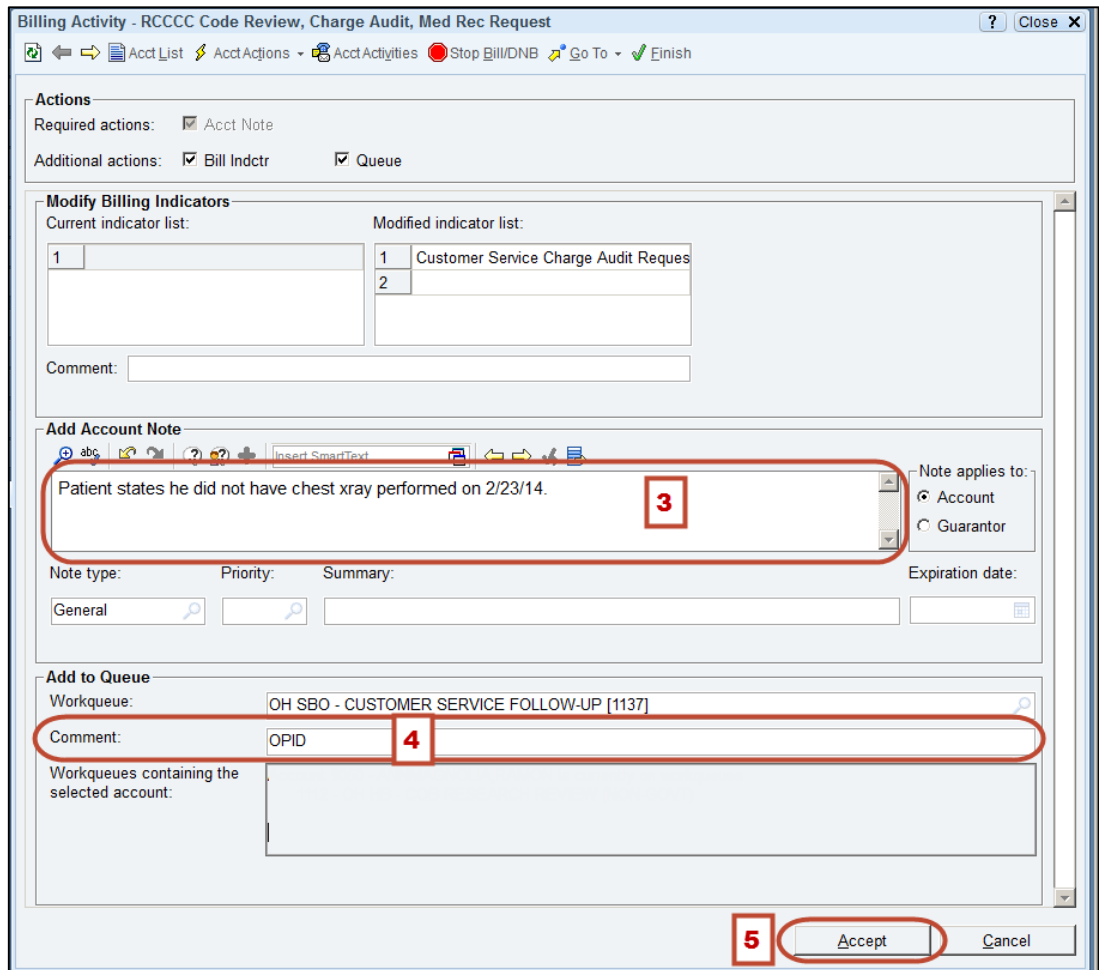
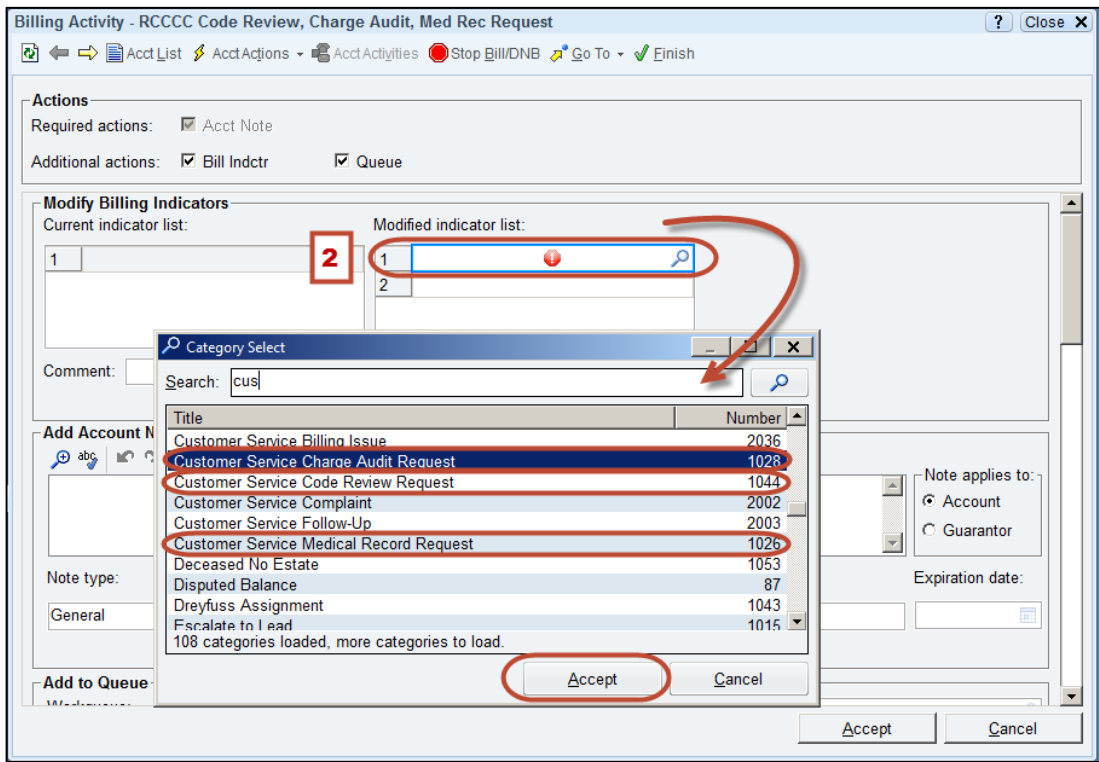
When a request is received for a charge audit, medical record review, or code review, follow the steps outlined in this document.

Try It Out

1. Add Acct Activity 273, "RCCCC Code Review, Charge Audit, Med Rec Request".
2. Add one of these billing indicators in the **Modified indicator list**:
 - Customer Service Charge Audit Request
 - Customer Service Medical Record Request
 - Customer Service Code Review Request
3. Add the details of the request in the Add Account Note field.
4. This activity is set up to automatically send the account to the OH SBO – Customer Service Follow-Up workqueue. Be sure to add your OPID to the Comment field.
5. Click Accept.
 - This will send the account to a workqueue for a designated user to review, as well as to the follow-up workqueue for you to review.
6. Go to the OH SBO - Customer Service Follow-Up workqueue and find your account.
7. Select your account and click WQ Actions and select Set Tickler.
8. Set a tickler per your department's policy. Be sure to add your OPID in the comment field

Once a designated user has reviewed the account and determined further review is needed, he/she will use Account Activity 273, remove the Customer Service billing indicator, and apply the Coding Review Needed, Charge Audit Needed, or Medical Records Request billing indicators that will route the account to the appropriate workqueue for other departments to review/work.





Hospital Billing Workqueue List

Refresh New Enter Queue Workqueue Settings Filter Report

Account Adjustment Review Patient

ID	Name	Service Area	Active	Active Cnt	Tick ...	Total Cnt	Last Accesse
208	OH SBO - BANKRUPTCY ACCOUNTS	10 - OHSA	NO	0	0	0	SBOSP-SBO
830	OH SBO - CATASTROPHIC CHARITY	10 - OHSA	YES	2	0	2	SBOCS-SBO
777	OH SBO - CODE REVIEW, CHARGE AUDIT, MED REC REQUEST	10 - OHSA	YES	0	0	0	KNS017-SOL
1137	OH SBO - CUSTOMER SERVICE FOLLOW-UP	10 - OHSA	YES	2	0	2	SBOCS-SBO
863	OH SBO - DELINQUENT PAYMENT PLAN	10 - OHSA	NO	0	0	0	JTH597-HOO
837	OH SBO - DREYFUSS ASSIGNMENT	10 - OHSA	YES	0	0	0	KXB004-POW

ANNMAGNOLIA, RA... Patient MRN: 310003243 Discharge Dept: None Admit: 02/23/2014 Disch: 2/23/2014 Guar Type: P/F
 Male, 33 years, 10/14/1980 HAR: 9050 Class: Outpatient IP Admit: None LOS (Days): 1 Resp: CIGNA
 Fin. Class: Managed Care Status: BILLED Service: None First Claim Date: None Balance: None

Account Workqueue

Refresh WQ Filter Acct Actions WQ Actions Acct Activities Complete Acct Stop Bill/DNB Go To

Active (2) Tickler/Completed (0)

Transfer/Copy to Queue
 Complete Accounts
 Set Tickler
 Load All Accounts
 Select All Accounts
 Select all matching...

T	Account	Acct Class	Acct Status	Account Name	Disch Date	Acct Bal	Message
	9050	Outpatient	Billed	ANNMAGNOLIA, RAM...	02/23/2014		Manually added
	21140280001	Inpatient	Discharged		02/12/2014	120,816.68	Tickler due 5/2

Account Workqueue

Refresh WQ Filter Acct Actions WQ Actions Acct Activities Complete Acct Stop Bill/DNB Go To

Active (2) Tickler/Completed (0) 2 Accounts (All Accounts Loaded) Print / Export

T	Account	Acct Class	Acct Status	Account Name	Disch Date	Acct Bal	Message
	9050	Outpatient	Billed	ANNMAGNOLIA, RAM...	02/23/2014		Manually added
	21140280001	Inpatient	Discharged		02/12/2014	120,816.68	Tickler due 5/2

Set Account Tickler

Specify why and when you want to be reminded:

Reason:

On date: And time:

Or in: Days Hours Minutes

Comment:

Accept Cancel

Status of A
 Entered queue on date/time: 06/24/2014 3:19 PM
 Other queues containing account: 1112-OLUP - COR RESEARCH REVIEW (NON-COIT)

Revised: 06/24/2014