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.

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Revised: 06/24/2014

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Revised: 06/24/2014

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Account Workqueue	?
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Revised: 06/24/2014