

Payer Auto Assigned Outreach Letter Workflow for Quality Incentive Coordinators

Cerner PowerChart Ambulatory EDUCATION

Summary: When patients are automatically assigned to a provider by a payer source, quality incentive coordinators are tasked to reach out to the patient and encourage them to establish with the clinic. The method of outreach and number of attempts is dictated by the payer source.

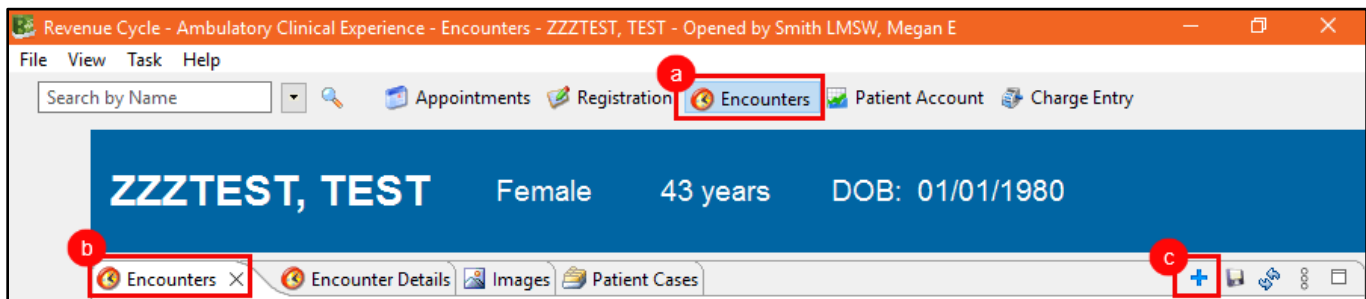
When: Effective immediately

Why the change: This process will eliminate the need to manually scan outreach letters into PowerChart.

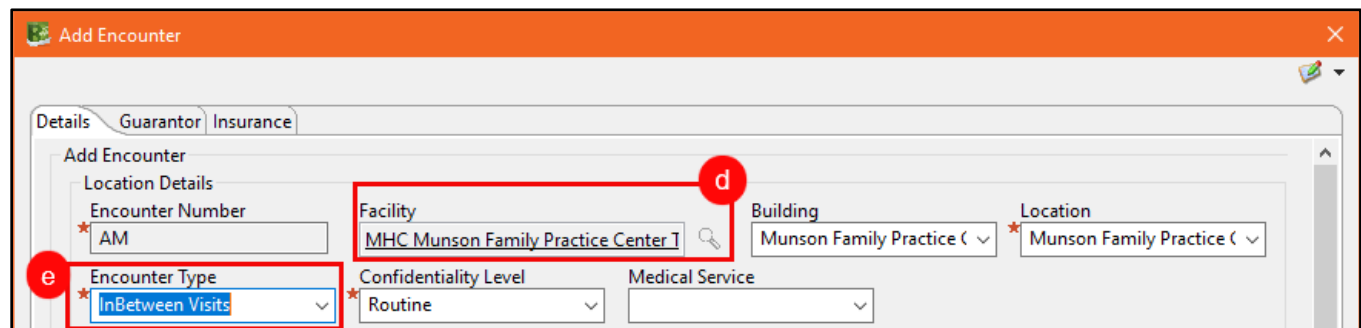
Support: Ambulatory Informatics at 231-392-0229.

Steps in Revenue Cycle

1. Search for the Patient:
 - a. If the patient is found open the chart.
 - b. If the patient is not found, click the + to add the patient. *For further instruction on how to add a new patient please navigate to the **Clinical EHR Education website**, select the **Ambulatory header** on the top middle of the screen, select **Clerical tab**, select **Front Office Processes tab**, look for the **Registration header** and open the **Patient Registration job aid**.*
2. Add a new InBetween encounter:



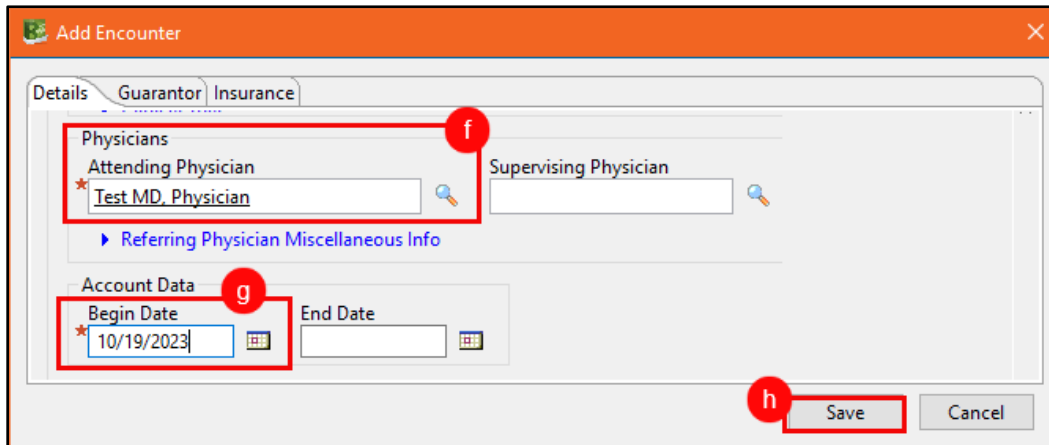
- a. Click on the Encounters icon on the perspective toolbar.
- b. Click the Encounters tab.
- c. Click the + to add a new encounter.



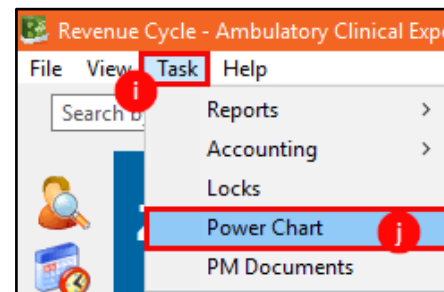
- d. Ensure that the correct facility has been selected.
- e. Select an InBetween Visit.

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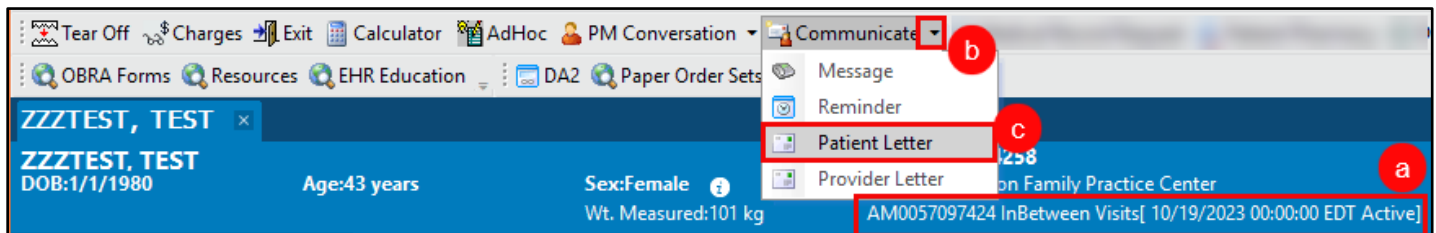


- f. Enter the assigned provider’s name.
- g. Enter T for today in the Begin Date field.
- h. Click Save.
- i. Click Task.
- j. Click PowerChart.



Steps in PowerChart

1. Create a Patient Letter.



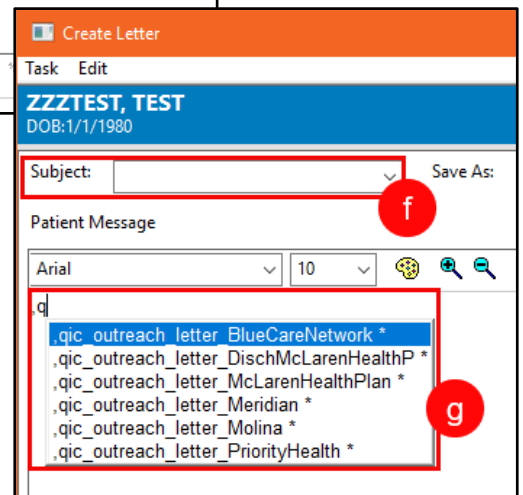
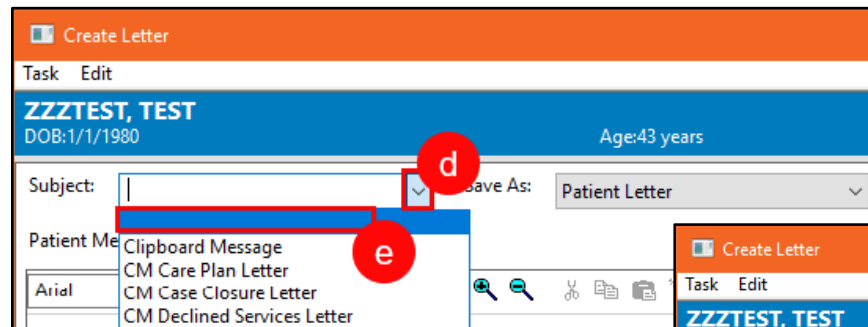
- a. Ensure that the correct encounter is selected.
- b. Click on the down arrow beside Communicate.
- c. Select Patient Letter.

NOTE:

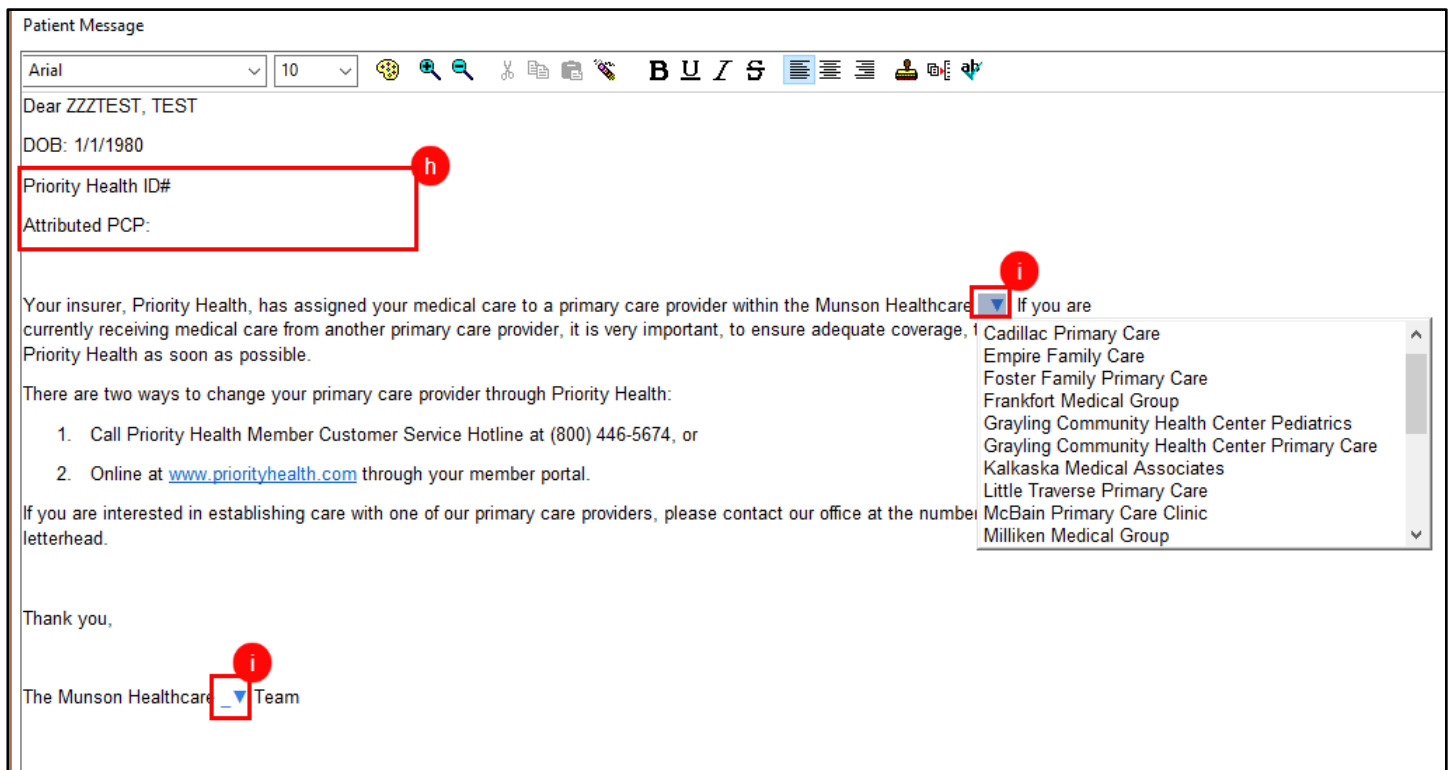
The second and third reach out letters can be created on the same InBetween Visit encounter. The current date will be pulled in each time.

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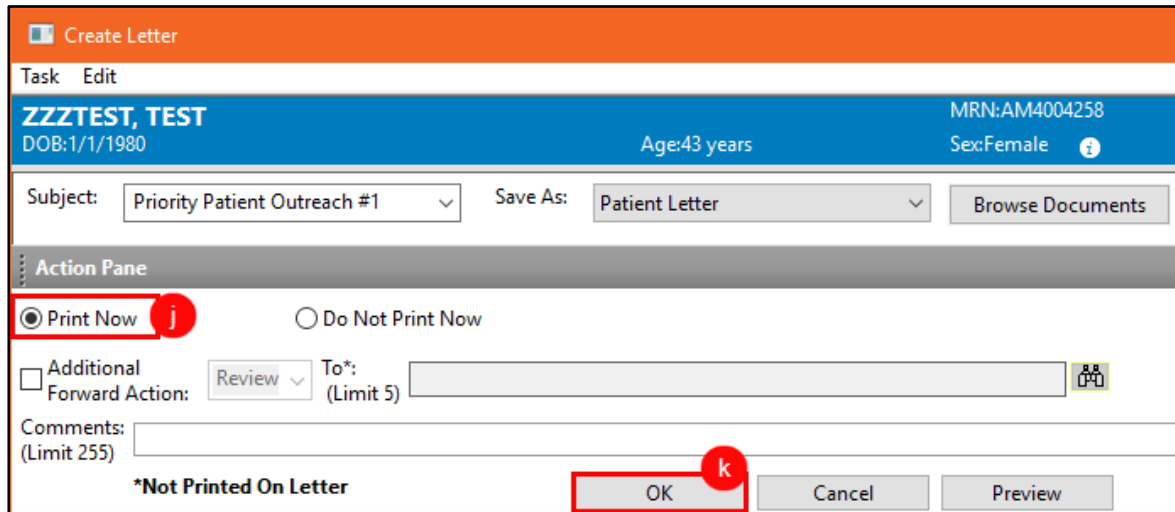
- d. Click on the down arrow beside the Subject field.
- e. Select the blank letter.
- f. In the Subject field free text “payer name patient outreach #”, ex. Priority Patient Outreach #1.
- g. In the body of the letter type ,qic and then double-click on the correct payer type.



- h. Insert the correct Insurance ID# and Attributed PCP.
- i. Click the down arrow and select the appropriate clinic name from the drop-down list.

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- j. Click the Print Now radial button.
- k. Click OK, to print.

NOTE:
To view or reprint the Patient Outreach Letter, navigate to the Documentation section in the dark blue PowerChart Menu.