



June 20, 2018

Insurance Verification Questions

How will we do insurance verification?

The system will automatically perform an eligibility verification 2 days prior to the appointment. Any eligibility that fails verification is put into the “Eligibility” work queue that is then accessed by the person designated from your practice to review, fix, and re-verify. A job aid for insurance verification is also available.

Who will verify the insurance for each patient, monitor the work queue and run eligibility reports?

As described above, there is an automatic process and a manual process for verifications.

Eligibility can also be verified at check-in, within the check-in flow or by clicking on the “Eligibility” hyperlink within the patient’s appointment details on patient tracking. Responsibility for the “Eligibility” work queue and manually verifying eligibility will be determined by each practice.

We are currently working on reporting and will share more reporting details as they are available. For now, practices will utilize the “Eligibility” work queue.

How will VA authorizations be handled?

There will not be an alert for VA authorizations in Cerner. VA Authorizations will be handled like any other authorization in CPM. Information for these authorizations should be documented under the “Insurance” tab located within the patient’s chart in CPM. If there is a need for an alert related to authorizations, the patient comments section under the “Demographics” tab within the patient’s chart should be utilized.

Transcription via Dragon

MHC leadership, including clinicians, has committed to **Dragon voice recognition as a replacement for transcription when we go live with Cerner Ambulatory**. Dragon is a medically-oriented voice recognition solution that allows providers to create notes in real time. MHC clinical and informatics leadership recommend that all providers become proficient in Dragon.

Cerner Ambulatory provides 4 options for provider documentation entry:

- Dragon Voice recognition
- Typing
- Autotext (dot phrases)
- Tagging

Cerner Ambulatory

PHASE I



Team Updates continued

Why has MHC decided to implement Dragon for the Cerner Ambulatory project?

- Cerner Ambulatory is designed to work seamlessly with Dragon, a leader in voice recognition solutions
- Dragon is highly accurate and efficient
- Dragon provides the capability to easily insert favorites, canned text, or Autotext with a voice command
- MMC has a long history of effectively using Dragon and it has a proven track record in many other health care organizations

After go-live, what options will we have for entering information into Cerner?

With the transition to Cerner, the options for entering information into the EMR will be Dragon, auto text, tagging or typing.

How will providers be trained on Dragon and how long does it take?

Providers attended the foundational Dragon training during the Cerner education sessions and set up their profiles. Providers also need a 20 – 30 minute one-on-one session in the office to refine their skills. This will ensure that they have all of the tools they need to use the program successfully.

Practice Managers can set up on-site training by contacting Jim Whall (JWHALL@mhc.net) or Lisa Biehl (LBIEHL@mhc.net).

Will there be support for Dragon after the training?

Yes, remote support is available for Dragon from Jim Whall and Lisa Biehl.

Payment Processing

How will we process checks and credit cards?

We will use OnPlan, Munson Healthcare's third-party payment solution to process credit cards. We reviewed the OnPlan workflow in the June 19th Practice Readiness session.

For more Practice Readiness resources including past Team Updates and Practice Readiness meeting minutes, visit www.munsonhealthcare.org/cerner-ambulatory.

Comments or questions?

Please submit them to the Cerner Project Leadership Team (CPLT) at CPLT@mhc.net