

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:

👺 Revenue Cycle - Ambulatory Clinical Experience - Encounters - ZZZTEST, TEST - Opened by Smith LMSW, Megan E		٥	×
File View Task Help			
Search by Name 🤄 🔍 🧊 Appointments 🧭 Registration 🕜 Encounters 🐷 Patient Account 🐉 Charge Entry			
ZZZTEST, TEST Female 43 years DOB: 01/01/1980			
🕜 Encounters 🗙 🕜 Encounter Details) 🗟 Images 🎒 Patient Cases	°+	B 🖑	∞ □

- 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.

👺 Revenue Cycle - Ambulatory Clinical Expe					
File View	Task	Help			
Search p		Reports	>		
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Steps in PowerChart

1. Create a Patient Letter.

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🛛 🕄 OBRA Forms 🔍 Resour	ces 🕄 EHR Education 🖕	🗔 DA2 🔍 Paper Order Sets	Ø	Message			
ZZZTEST, TEST 🗵			0	Reminder			
777TEST TEST				Patient Let	tter	12-8	
DOB:1/1/1980	Age:43 years	Sex:Female 💡		Provider L	etter	on Family Practice Center	a
		Wt. Measured:101 kg		AM0	05709742	4 InBetween Visits[10/19/2023 00:00:	00 EDT Active]

- 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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Create Letter	
Task Edit	
ZZZTEST, TEST DOB:1/1/1980 Age:43 year	rs
Subject: As: Patient Letter	~
Patient Me Clipboard Message CM Care Plan Letter	Create Letter
Arial CM Case Closure Letter 🔍 🔍 🔍 🗎 💼 🕇	ask Edit
	DOB:1/1/1980
d. Click on the down arrow beside the Subject field.	Subject: Save As:
e. Select the blank letter.	Detient Married
f. In the Subject field free text "payer name patient outreach #",	
ex. Priority Patient Outreach #1.	Arial 🗸 10 🗸 🍪 🔍 🔍
g. In the body of the letter type <i>,qic</i> and then double-click on the	q gic_outreach_letter_BlueCareNetwork *
correct payer type.	,qic_outreach_letter_DischMcLarenHealthP *
	,qic_outreach_letter_Meridian *
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Arial Image:	atr If you are I Codillos Drimon Coro
Arial Image:	If you are Cadillac Primary Care Empire Family Care
Arial Image:	I Cadillac Primary Care Foster Family Primary Care Frankfort Medical Group
Arial Dear ZZZTEST, TEST DOB: 1/1/1980 Priority Health ID# Attributed PCP: Your insurer, Priority Health, has assigned your medical care to a primary care provider within the Munson Healthcarr currently receiving medical care from another primary care provider, it is very important, to ensure adequate coverage. Priority Health as soon as possible. There are two ways to change your primary care provider through Priority Health: 1. Call Priority Health Member Customer Service Hotline at (800) 446-5674, or	If you are Cadillac Primary Care Empire Family Care Foster Family Primary Care Frankfort Medical Group Grayling Community Health Center Pediatrics Grayling Community Health Center Primary Care
Arial Dear ZZZTEST, TEST DOB: 1/1/1980 Priority Health ID# Attributed PCP: Your insurer, Priority Health, has assigned your medical care to a primary care provider within the Munson Healthcare currently receiving medical care from another primary care provider, it is very important, to ensure adequate coverage. Priority Health as soon as possible. There are two ways to change your primary care provider through Priority Health: 1. Call Priority Health Member Customer Service Hotline at (800) 446-5674, or 2. Online at www.priorityhealth.com through your member portal.	Cadillac Primary Care Empire Family Primary Care Frankfort Medical Group Grayling Community Health Center Pediatrics Grayling Community Health Center Primary Care Kalkaska Medical Associates Little Tenurate Dramary Care Kalkaska Medical Associates
Arial Dear ZZZTEST, TEST DOB: 1/1/1980 Priority Health ID# Attributed PCP: Your insurer, Priority Health, has assigned your medical care to a primary care provider within the Munson Healthcarr currently receiving medical care from another primary care provider, it is very important, to ensure adequate coverage, Priority Health as soon as possible. There are two ways to change your primary care provider through Priority Health: 1. Call Priority Health Member Customer Service Hotline at (800) 446-5674, or 2. Online at www.priorityhealth.com through your member portal. If you are interested in establishing care with one of our primary care providers, please contact our office at the numb letterhead.	If you are Cadillac Primary Care Empire Family Care Foster Family Primary Care Frankfort Medical Group Grayling Community Health Center Pediatrics Grayling Community Health Center Primary Care Kalkaska Medical Associates Little Traverse Primary Care McBain Primary Care Clinic Milliken Medical Group
Arial 10 10 10 10 10 10 10 10 10 10 10 10 10	Cadillac Primary Care Empire Family Care Foster Family Primary Care Frankfort Medical Group Grayling Community Health Center Pediatrics Grayling Community Health Center Primary Care Kalkaska Medical Associates Little Traverse Primary Care en McBain Primary Care Clinic Milliken Medical Group

- 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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Create Letter		
Task Edit		
ZZZTEST, TEST DOB:1/1/1980	Age:43 years	MRN:AM4004258 Sex:Female
Subject: Priority Patient Outreach #1 v Save As:	Patient Letter ~	Browse Documents
Action Pane		
Print Now O Do Not Print Now		
Additional To*: Forward Action:		Å
Comments: (Limit 255)		
*Not Printed On Letter	OK Cancel	Preview

- 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.