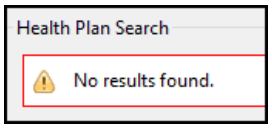
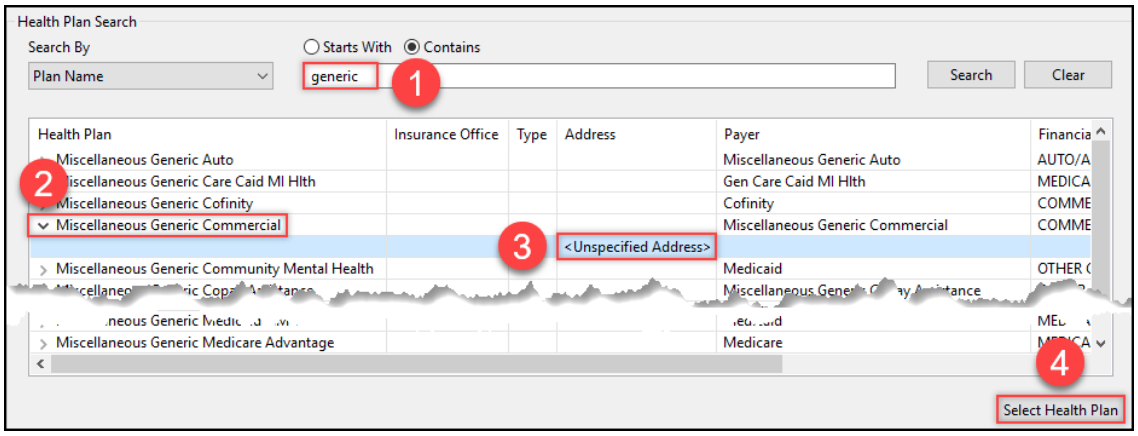
Health Plan or Health Plan Address Not Found for Clerical Staff

Cerner Revenue Cycle Ambulatory **EDUCATION**

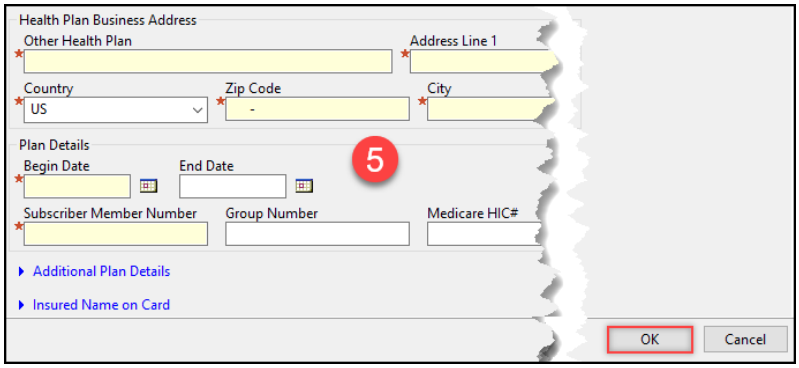
Health Plan Not Found



1. If "No results found." is returned during a Health Plan Search, search for **generic**.
2. Double click on the appropriate Miscellaneous Generic Health Plan.
3. Select **<Unspecified Address>**.
4. Click on **Select Health Plan**.



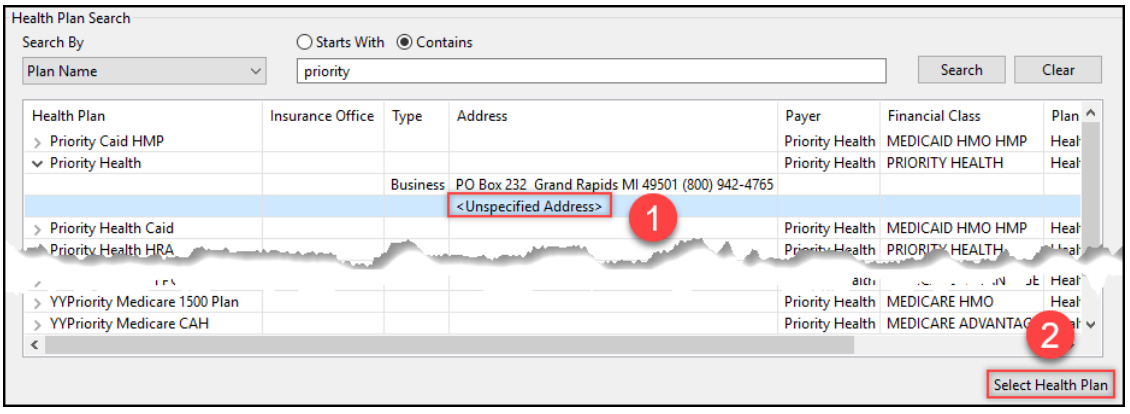
5. Complete the required fields and click **OK**.
   a. All fields with a yellow highlight and red asterisk are required.



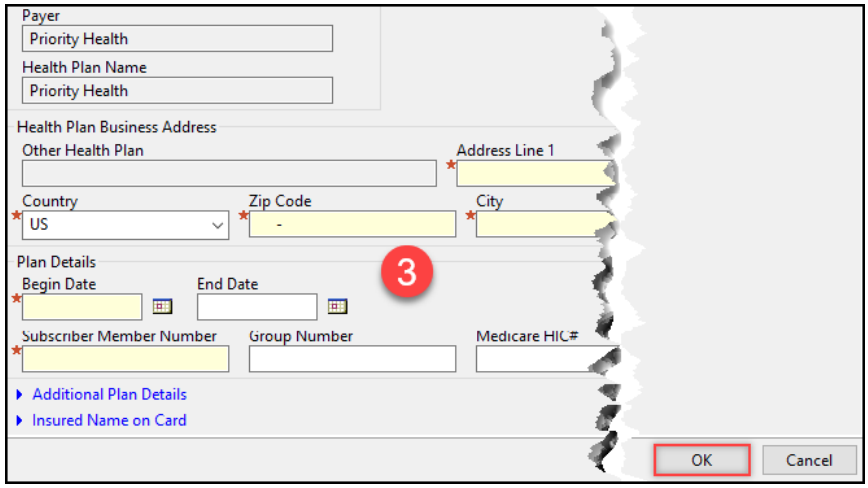
Note: The Begin Date needs to be at least one day prior to the encounter/appointment date to bill out correctly.

Health Plan Address Not Found

1. If the address on the patient's insurance card is not listed in the Health Plan Search box, select **<Unspecified Address>**.
2. Click on **Select Health Plan**.



3. Complete the required fields and click **OK**.
    a. All fields with a yellow highlight and red asterisk are required.



Note: The Begin Date needs to be at least one day prior to the encounter/appointment date to bill out correctly.