MUNSON HEALTHCARE

eCare NEXT **EDUCATION**

eCare NEXT Pocket Reference

Audience: Clerical staff

Updated: March 18, 2024 (JAS)

eCare NEXT Patient Estimates – Easy Search Workflow

1	Submit eligibility through the NEXT Bar (for more information on eligibility submission, click here).
2	Verify insurance eligibility on the Coverage chevron. • If the patient is self-pay, coverage discovery will run. If coverage is found, enter the new information into Cerner Revenue Cycle and resubmit eligibility. If no coverage is found, continue to the next step. • If the patient is insured, verify coverage then continue to the next step.
3	Click the Estimate chevron.
4	Click the Launch button.
5	Select Easy Search (most commonly used) – uses information from the charge master. • Make sure the Search type is BOTH or CDM.
6	Enter a code or description into the Search box.
7	Click to select the appropriate code/description.
8	Enter the Professional Details – Physician, Physician Type, and Place of Service.
9	Click Add.
10	Search for and add any additional codes.
11	Click I'm Done to proceed to estimate.
12	Verify the Processed On and the Eligibility Transaction dates are the same or close to the same date.
13	Enter Account (internal) or Printed (printed on estimate) notes as needed. Click Update Notes to save.
14	For self-pay patients, enter a diagnosis code (not necessary for insured patients): • Click Change Diagnosis Code. • Enter an ICD Code or Description into the box. • Select the appropriate diagnosis. • Click Add Selected. • Enter additional diagnoses as needed. • Click Done.
15	Click Print Estimate.
16	Print the estimate using standard office procedures.
17	Read the Representative Script to the patient and give them the printed estimate.
18	Click Yes, I read this script to the patient.

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MUNSON HEALTHCARE

eCare NEXT **EDUCATION**

eCare NEXT Pocket Reference

Audience: Clerical staff

Updated: March 18, 2024 (JAS)

eCare NEXT Patient Estimates – Claims Search Workflow

1	Submit eligibility through the NEXT Bar (for more information on eligibility submission, click here).
2	Verify insurance eligibility on the Coverage chevron. • If the patient is self-pay, coverage discovery will run. If coverage is found, enter new information into Cerner Revenue Cycle and resubmit eligibility. If no coverage is found, continue to the next step. • If the patient is insured, verify coverage then continue to the next step.
3	Click the Estimate chevron.
4	Click the Launch button.

5	Select Claims Search – uses historical claims data. • For ambulatory services, select Professional in the Patient Type drop-down menu.
6	Enter a code or description into the Search box.
7	Click to select the appropriate code/description.
8	Enter additional codes or select restrictions as needed.
9	Click to select the appropriate code/description.
10	Enter the Professional Details by clicking the Select buttons under Place of Service, Type of Service, and Additional Info.
11	Click Select.
12	Click I'm Done to proceed to estimate.
13	Verify the Processed On and the Eligibility Transaction dates are the same or close to the same date.
14	Enter Account (internal) or Printed (printed on estimate) notes as needed. Click Update Notes to save.
15	For self-pay patients, enter a diagnosis code (not necessary for insured patients): • Click Change Diagnosis Code. • Enter an ICD Code or Description into the box. • Select the appropriate diagnosis. • Click Add Selected. • Enter additional diagnoses as needed. • Click Done.
16	Click Print Estimate.
17	Print the estimate using standard office procedures.
18	Read the Representative Script to the patient and give them the printed estimate.
19	Click Yes, I read this script to the patient.
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MUNSON HEALTHCARE

eCare NEXT **EDUCATION**

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Audience: Clerical staff

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eCare NEXT Patient Estimates – Create a New Patient Workflow

The Quick Launch Create a New Patient function is an eCare NEXT capability that allows users to manually add a patient who **has not been registered in Cerner**. This function allows users to run estimates for patients looking to compare out-of-pocket costs among different service providers, often called "Price Shoppers."

1	Within the eCare NEXT Work Queue, click Create a New Patient.
2	Enter the required minimum data of Date of Birth, Patient Last Name, and Patient First Name.
3	Enter any additional information as needed (i.e., insurance coverage information).
4	Click Submit New Patient.
5	Verify the information on the Coverage chevron. • If the insurance information was entered, eligibility will be submitted. • If no insurance was entered, the statement "No insurance information available for this patient" will display.
6	Click the Estimate chevron.
7	Click the Launch button.
8	Select Easy Search or Claims Search (see above for additional details).
9	Enter a code or description into the Search box.
10	Click to select the appropriate code/description.

11	Enter the Professional Details.
12	Click I'm Done to proceed to estimate.
13	Verify the Processed On and the Eligibility Transaction dates are the same or close to the same date.
14	Enter Account (internal) or Printed (printed on estimate) notes as needed. Click Update Notes to save.
15	For self-pay patients, enter a diagnosis code (not necessary for insured patients): • Click Change Diagnosis Code. • Enter an ICD Code or Description into the box. • Select the appropriate diagnosis. • Click Add Selected. • Enter additional diagnoses as needed. • Click Done.
16	Click Print Estimate.
17	Print the estimate using standard office procedures.
18	Read the Representative Script to the patient and give them the printed estimate.
19	Click Yes, I read this script to the patient.
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