

Experian eCare NEXT EDUCATION

Registration Quality Assurance fires alerts if there is a discrepancy between what was submitted by Cerner and what was returned from the payer. It is best practice to immediately address those items, however, if a user is unable to immediately resolve the issue, it will fall to a Work Queue.

Work Queues are lists of transactions allowing users to streamline workflow and resolve Action Items and Unresolved RQA items. Users should work items on their Work Queue transactions throughout the day and ensure they are resolved at the end of each day.

Work Queues

Users can review their transactions at any time by clicking the work queue button located on the right side of the NEXT Bar.



The Work Queue will open in a web browser.

eCare NEXT					<u>Work Queue</u> Fast Client Switching	Judy Malak (6806973) Munson Provider Network <u>OneSource Logout Help Self Service Portal</u>
WORK QUEUE	Practice) 🗸 🚰 Search	1 ∨ of 2	2000		Create a N	iew Pattent Filter
PATIENT	STATUS	DATE/TIME OF SERVICE	MRN	ACCOUNT	COVERAGE	
1 • (No status 💌	02/07/2024 4:00:00 PM	4240810	58281524	- Blue Cross Blue Shield Michigan - Institutional (7 Plan(s) - TCN - General	755): Active Coverage

The Work Queue may also be accessed by clicking the eCare NEXT link in OneSource.

OneSo	OneSource®								
Welcome .	(Munson I	Provider Network	. Your User ID is	- F - B					
Eligibility	Notice of Care	Claim Status	Address Info	Financial Services	COB				
Patient	t Access Product	is ^							
	<u>Vext</u>		Favorites	3					
* Power I	Reporting Portal		× AARP						



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The top right corner of the work queue window displays the name of the logged-in user and their facility. It also contains links to:

- Work Queue Opens the default Work Queue.
- **Fast Client Switching** Users who work at multiple locations may require access to multiple provider networks. Fast Client Switching allows the user to move between provider networks. Ex: A user who works at an OMH practice and works at a Grayling practice will switch the client to the appropriate network location.
- **OneSource** Opens the OneSource web page.
- Log Out Logs the user out.

Client admins will also see links to the Queue Manager and Self-Service Portal. The Self-Service Portal is for use by the Ambulatory Informatics staff if they are unable to assist a user.

<u>Work Queue</u> <u>Fast Client Switching</u>	Judy Malak (6806973) Munson Provider Network <u>OneSource</u> <u>Logout</u> <u>Help</u> <u>Self Service Portal</u>
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Fast Client Switching – To change the network, click on Fast Client Switching and select the appropriate network.



The user's **Default Work Queue** is displayed in the top left of the Work Queue page. The queue can be changed by clicking on the drop-down and selecting another queue.





Available Queues are:

- All Action Items All encounters/transactions that require user follow-up. This includes all delayed responses, self-pay active coverage, and Coverage Discovery for the past 7 days. Includes incomplete Action items within the selected network for all users.
- All Transactions All Transactions from Cerner into eCN for the selected network by all users within a provider network. These will remain for 90 days from the date of service.
- All Unresolved RQA All unresolved actionable alerts with an alert create date within the last 7 days. This will include all facilities within the selected network for all users.
- **My Action Items** Includes all encounters/transactions that the user is required to follow-up on. This includes all delayed responses, self-pay active coverage, and Coverage Discovery for the past 7 days.
- My Unresolved RQA This queue includes unresolved Registration Quality Alerts with an alert creation date within the last 3 days for the user.

The "My" queues are the user's personalized Unresolved Alerts.

To change the **default** Work Queue, select the Queue and then click the page icon.

WORK QUEUE		
My Action Items (Best Practice)	Search	

The Default Queue Setting window will open.

- 1. Click My User.
- 2. Click Apply.
- 3. Click Close.





The "All" queues allow managers to monitor and ensure items for their practice(s) are being completed. The Filter option on the right side of the header will open another window for filtering options.

WORK QUEUE					
All Unresolved RQA MMG (Best Practice) 💙 📓 Search]	1 🗸 of 30		Create a New Patient	Filter

- 1. Click in the blank field of the desired filter.
- 2. Check the boxes or enter the wanted values.
- 3. Close the values box.
- 4. Click Apply Filter.
- 5. Click Save As New Filter for it to appear in the Saved Filters field.
- 6. Name the saved filter.
- 7. Click Save.
- 8. The filter will appear as a Saved Filter. Multiple Saved Filters can be created.

	· · · · · · · · · · · · · · · · · · ·		
Patient Last Name		Date of Service R	
Patient Type	(Last name starting letter from and to)		(Days back and forward from today)
T abent Type		Visit Time =	
Patient Location	=		
Patient Status	-	Registrar [=	Select
WorkCenter Status	=	Primary Payer =	
Accommodation Code		Primary Payer Name =	
		Insurance Index =	
Event Type		Insurance Name =	
Attending Doctor			
Facility Name	0	Insurance Mnemonic =	
Department	= close 3	Coverage Status =	
Coverage Description		Assigned To =	
corerage bescription	MHC OMH INDIAN RIVER FAMILY CARE	Estimate Amount	S to S
Primary Policy Type	2 MHC OMH INDIAN RIVER OBGYN	Alert Code -	
Date Created	MHC OMH INDIAN RIVER PEDIATRICS	Alert Code -	Select
		Alert Trigger User	Select
Schedule Create Date	MHC OMH LEWISTON PRIMARY CARE	Alert Type =	•
Solidade ordate bate	MHC OMH OBGYN GAYLORD	Alert Created Date =	From: Hour:
	MHC OMH ORTHOPEDIC SURGERY GAYLORD		To: Hour:
Schedule Update Date			
	(Days back and forward from today)	Self Pay =	G Yes O No
m	4 Apply Fi	ter Close	Remove Filter Save As Ne
	Save this Filter as	×	
	Name OMH Indian Riverd		
		Saved F	Ilters - Select -
		Javeur	



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The Patient's Name, Date of Service (DOS), Medical Record Number (MRN), and Account Number will be displayed, along with Visit Overview information.

The **Search** field can be used to locate a specific patient. The user may search by Patient Name, Account Number, or Medical Record Number.

Clicking the gray globe with indicates a global search and will search all work queues. Clicking it will turn it into a colored globe and search only the selected work queue.

WORK QUEUE	Practice) 🗸 🖺 Search	● 1 v of 30			Create a New Patient Filter
PATIENT	STATUS	DATE/TIME OF SERVICE	MRN	ACCOUNT	OVERVIEW
	No status	01/15/2024 12:00:00 AM	4173576	56129951	Created By: Karl Smith Updated By: Karl Smith Last Updated On: 01/15/2024 10:19:20 AM Type: Clinic Status: A Location: ONCA_AdmissionType:

Alert information can be displayed or collapsed by hovering over the "+ or -" between the patient's name and exclamation point.

Type Alert Text Date Created Countered Date created on the set of	80	No status	01/16/2024 2:00:00 PM
Courses Deline surplus is consistentian does not match Deline surplus in all shifting 50 01/15/0024.0(59:16.A.M. (1.U.S.S.M.M.)	Туре	Alert Text	Date Created
Coverage Policy number in registration does not match Policy number in eligibility, - 52 01/15/2024 9.53.16 AM - (1 H 55 Mins)	Coverage	Policy number in registration does not match Policy number in eligibility 52	01/15/2024 9:53:16 AM - (1 Hr 55 Mins)

The information in the last column of the of Work Queue defaults to the **Overview** mode. It provides information on the user who processed the transaction, when it was last updated, and the location. Clicking the purple "i" on the right will open a patient face sheet containing Account/Visit Information, Demographics, and Coverage Status. The purple "i" icon is only available in OVR mode.

	MRN	ACCOUNT	OVERVIEW			
10	eCare NEXT - Experian Health - V	- 0	×	i		
	https://www.ecarenext.c	vuy Cr9a Osp Cidy HIBXI9 y X	A			
	ecare NEXI	- C		experior. health		
		ACC	T: 56129951	MRN:		
	Date of Service	01/15/2024	Admission Date / DOS	01/15/2024 12:00:00 AM		
-	Service Type		Admission Type			i
-	Patient Type	Clinic	Discharge Date			
	Event Type	A04	Patient Location	ONCA		
	Fin Class	3	Facility Code	ONCA		
	Account Created By	Karl Smith	Patient Class	0		
	Account Updated By	Karl Smith	Date Created	01/15/2024 10:06:49 AM		
	Postback Status	Success	Date Updated	01/15/2024 10:19:20 AM		
	Facility Name		Postback Date			_
	Room Type		Visit Time	12:00:00 AM		1
	Bed Type					_
		Patient Dem	iographics			



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To display additional information, the mode can be changed by hovering over the **OVR** button in the bottom left corner and selecting another mode from the list.



AL – Alerts will display the alert/function buttons. Clicking on a button will open that portion of the response for the patient.

PATIENT	STATUS	DATE/TIME OF SERVICE	MRN	ACCOUNT	ALERTS
	No status	01/18/2024 11:45:00 AM	7	1	AL CV AUTH EST

COV – Coverage will display the coverage response for the patient's insurance. Clicking anywhere in the Coverage box will open the Coverage response.

PATIENT	STATUS	DATE/TIME OF SERVICE	MRN	ACCOUNT	COVERAGE
	No status 💌	06/03/2024 9:30:00 AM	2	2	- Aetna (8029): Inactive Plan(s)
					- Open Access MC

The **PREVIOUS** and **NEXT** account buttons move to the previous or next account listed in that queue.

DAVIS, JA ACCOUNT 000001 MRN 56789	NE SEI	BIRTH 03/31/1948 TYPE Clinic Diagnosis code ERVICE 04/06/2017 LOCATION LTPC DATE CREATED 01/15/2024	
QUICK LAUNCH		Shade Menu	
ALERTS	8	COVERAGE	View Alert Status
COVERAGE	Ð		
AUTH		Medicare (43679002) Cigna (34459474)	
ESTIMATE		CMS - Eligible Ger	neral Alerts
		Copy All Print Customize Discrepancies Resubmit Change Payer Previous Full Response	No Alerts
			verage Alerts
		My View Patient Plan Part A Part B Other Benefits	No Alerts



Resolving Alerts

The **My Unresolved RQA Alerts** allow users to easily track accounts so that any errors can be quickly identified and resolved. All accounts with alerts that have been assigned to the user will be displayed in this queue.

There are two different ways to resolve an alert.

- 1. Resolved by System is the best and preferred way to resolve an alert.
 - In the example below, the alert states the patient's policy number in registration does not match the policy number returned by the payer.
 - Review the Coverage report and update the information in Revenue Cycle, so that it matches what the payer has on file.
 - Once corrected, the registration system sends eCare NEXT an updated message and the alert will resolve itself in the Work Queue.
 - This type of alert resolution is referred to as a **Resolved by System**.

- <u>LOUIS</u>		No status	01/16/2024 2:00:00 PM			
Туре	Alert Text		Date Created			
Coverage	Policy number in registration does not	match Policy number in eligibility 52	01/15/2024 9:53:16 AM - (1 Hr 55 Mins)			

- 2. Manual Resolves should only be used if the alert can not be Resolved by System.
 - If an alert cannot be resolved in the registration system, the user may manually resolve it within eCare NEXT.
 - An example would be that the subscriber birth date is incorrect in the payer system, and it is entered correctly in Revenue Cycle.
 - After the user has verified it is correct in Revenue Cycle, the Alert can be manually resolved.

To manually resolve the alert:

• Click on the patient's name from the Work Queue to open the response.

0 - 🗖	OUIS No status	07/
Туре	Alert Text	
Coverage	Subscriber DOB in registration does not match subscriber DOB returned in eligibility 5	

- Click on the Alerts chevron on the left.
- Click the paper and pencil icon on the right of the Alert to be resolved.

OUICK LAUNCH				Ste	e Menu					
									V	iew Alert Status
ALERTS 🚹										
COVERAGE	-								Show	Resolved Alerts
AUTH	► General									
ESTIMATE										
	Coverage									View Details
	Date Created	Last Updated	Туре	Code	Description	Status	Protocol	User	Plan Code	
	01/11/2024 7:43:10 AM	01/11/2024 7:43:10 AM		5	Subscriber DOB in registration does not match subscriber DOB returned in eligibility 5	Assign to user	Verify subscriber's DOB in patient ID.	Siby Davila	354	Ð



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- Select Resolved from the Alert Status drop down.
- Choose Custom Alert Note.
- Enter detailed information as to why the alert is being manually resolved.
- Click the Save button.

dıt Alert 🔀
5 - Subscriber DOB in registration does not match subscriber DOB returned in eligibility 5 (Coverage)
Alert Status
Resolved
Custom Alert Note
Subscriber DOB is correct in Revenue Cycle. Verified with Subscriber and ID. Advised to contact
payer for correction.
Cancel Save

• Advise the patient/subscriber to notify the insurance company to have corrected.

IMPORTANT NOTE:

Manual Resolves should only be utilized when the alert cannot be resolved by making a change in the registration system.

Payer Specific Education

For payer-specific education, visit the Regional PAS site at the link below. The first time accessing the site, you may need to request permission. Requests will be addressed Monday-Friday 8 am-4:30 pm.

PAS Site - Cerner Experian Education (mhc.net)