eCare NEXT Work Queues for Clerical Staff

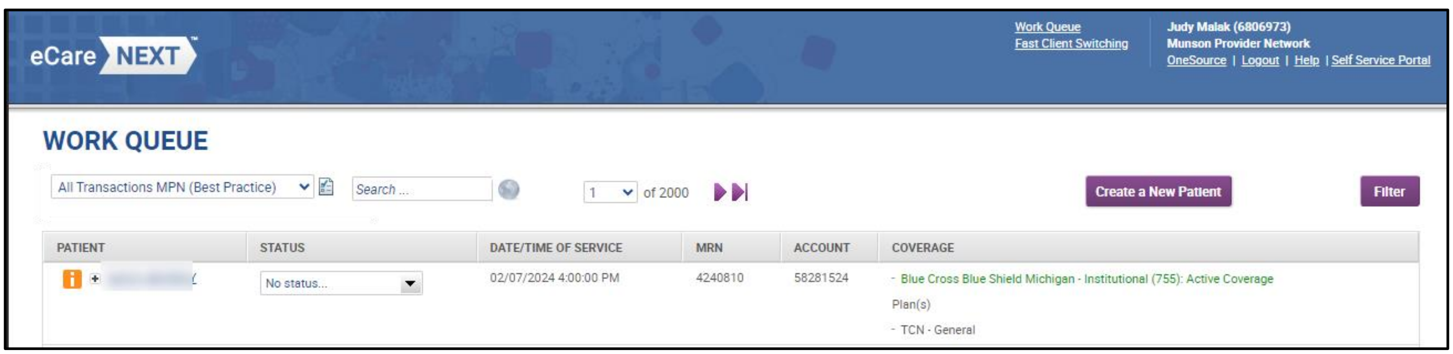
Registration Quality Assurance fires alerts if there is a discrepancy between what was submitted by Cerner and what was returned from the payer. It is best practice to immediately address those items, however, if a user is unable to immediately resolve the issue, it will fall to a Work Queue.

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.

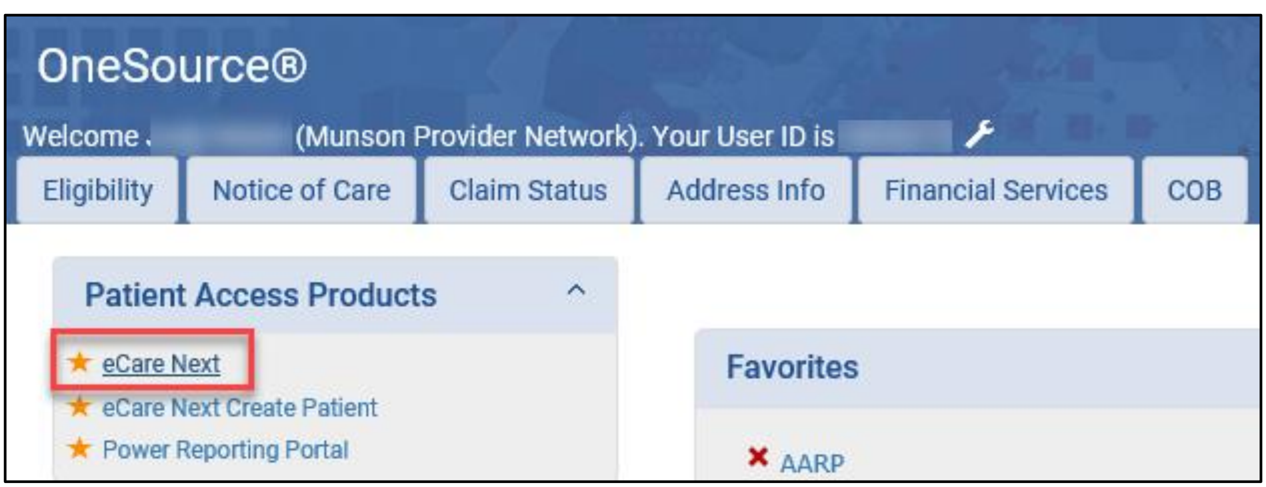
Work Queues

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.



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

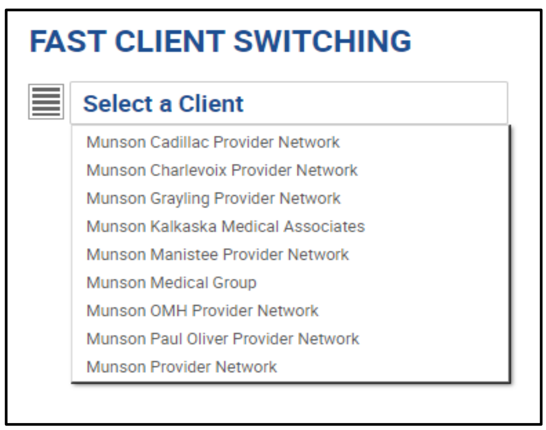


The top right corner of the work queue window displays the name of the logged-in user and their facility.
It also contains links to:

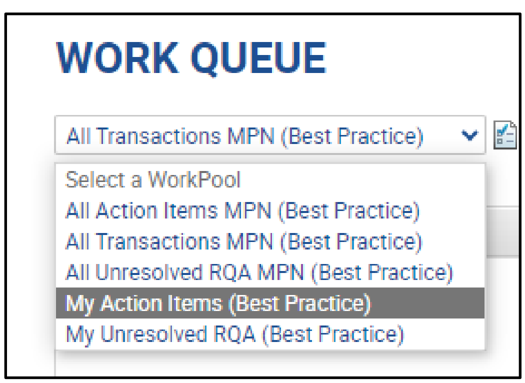
- **Work Queue –** Opens the default Work Queue.
- **Fast Client Switching –** Users who work at multiple locations may require access to multiple provider networks. Fast Client Switching allows the user to move between provider networks. Ex: A user who works at an OMH practice and works at a Grayling 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.

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.

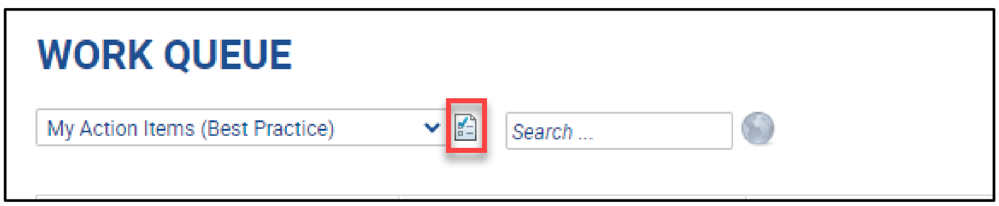


Available Queues are:

- **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.

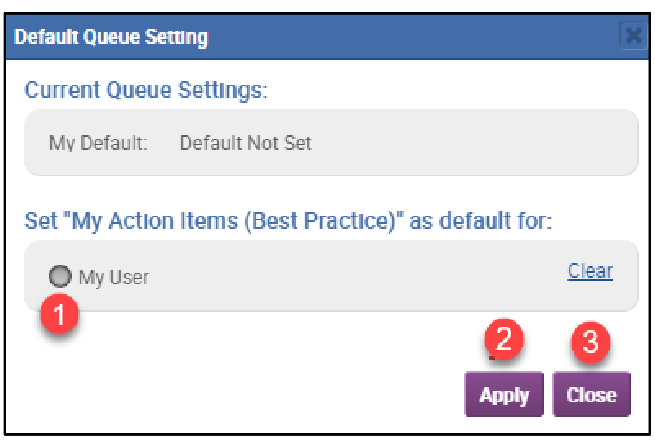
The "**My**" queues are the user's personalized Unresolved Alerts.

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



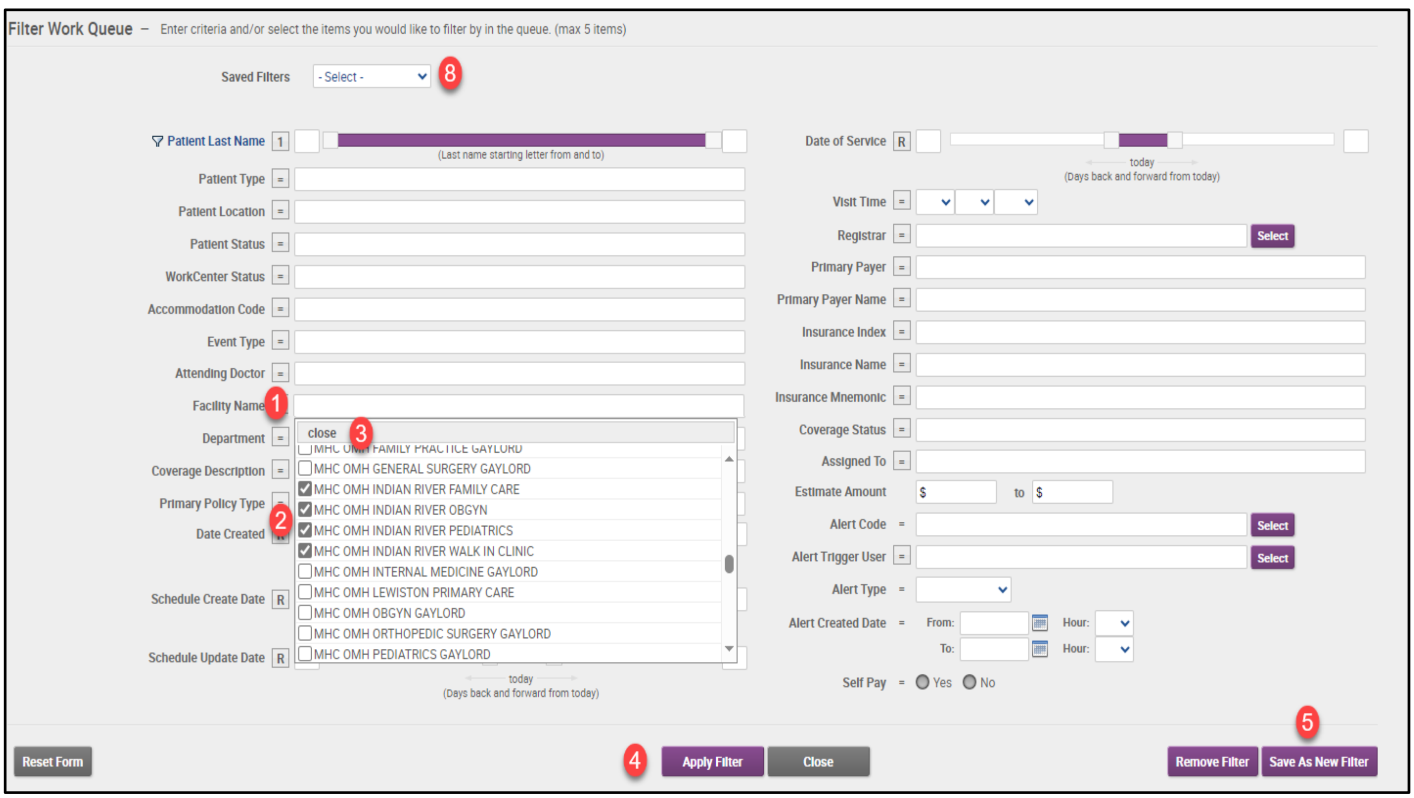
The Default Queue Setting window will open.

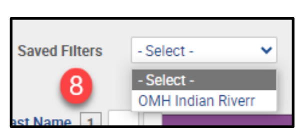
1. Click My User.
2. Click Apply.
3. Click Close.



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.

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.

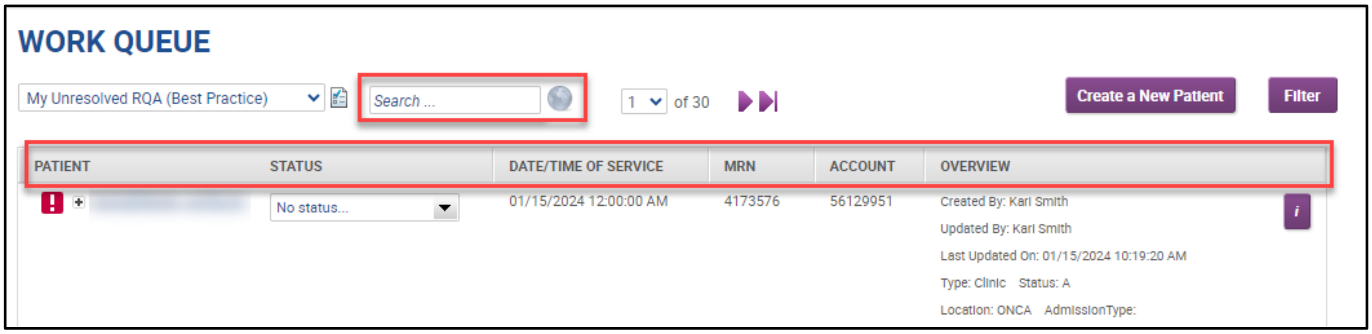




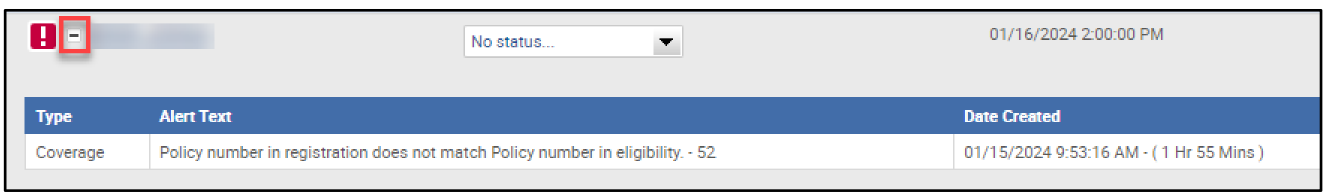
The Patient's Name, Date of Service (DOS), Medical Record Number (MRN), and Account Number will be displayed, along with Visit Overview information.

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

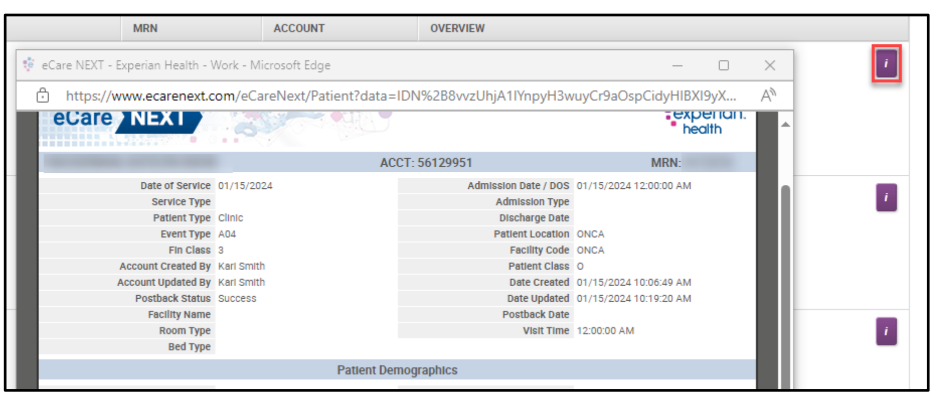
Clicking the gray globe icon indicates a global search and will search all work queues. Clicking it will turn it into a colored globe and search only the selected work queue.



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

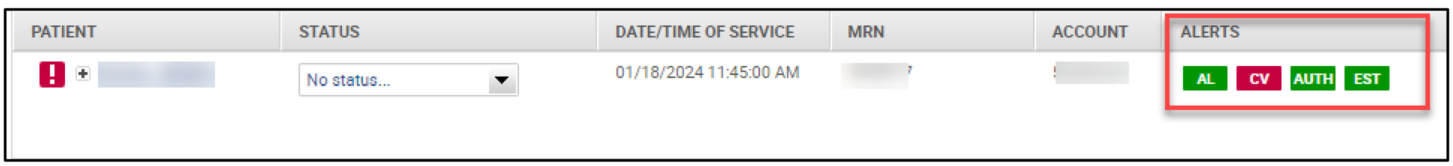


The information in the last column of the of Work Queue defaults to the **Overview** mode. It provides information on the user who processed the transaction, when it was last updated, and the location. Clicking the purple "i" on the right will open a patient face sheet containing Account/Visit Information,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

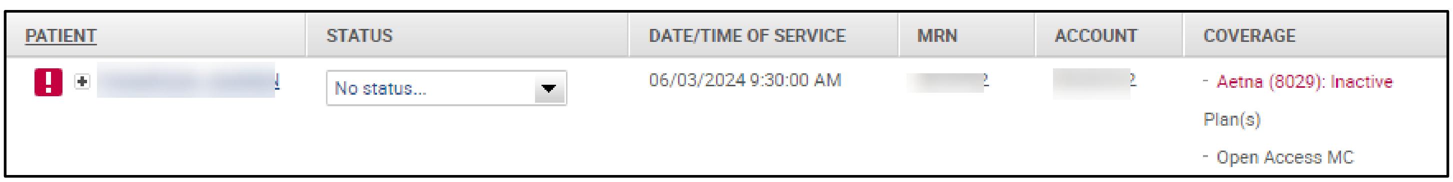


To display additional information, the mode can be changed by hovering over the **OVR** button in the bottom left corner and selecting another mode from the list.

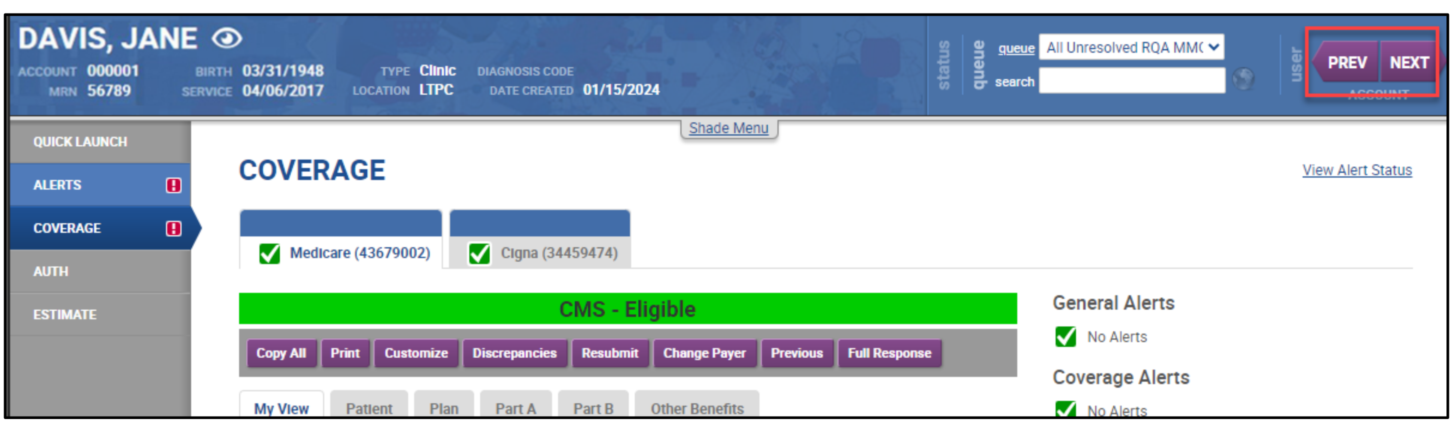
AL – Alerts will display the alert/function buttons. Clicking on a button will open that portion of the response for the patient.



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



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

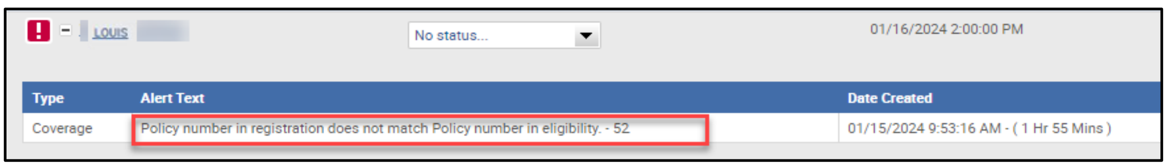


Resolving Alerts

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.

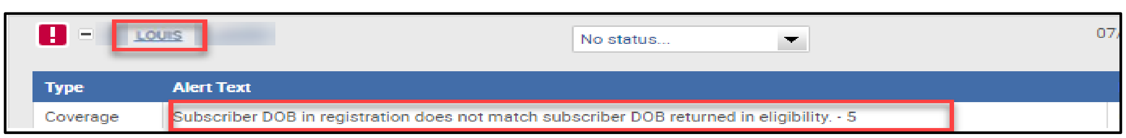
1. **Resolved by System** is the best and preferred way to resolve an alert.
   - In the example below, the alert states the patient's policy number in registration does not match the policy number returned by the payer.
   - Review the Coverage report and update the information in Revenue Cycle, so 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**.



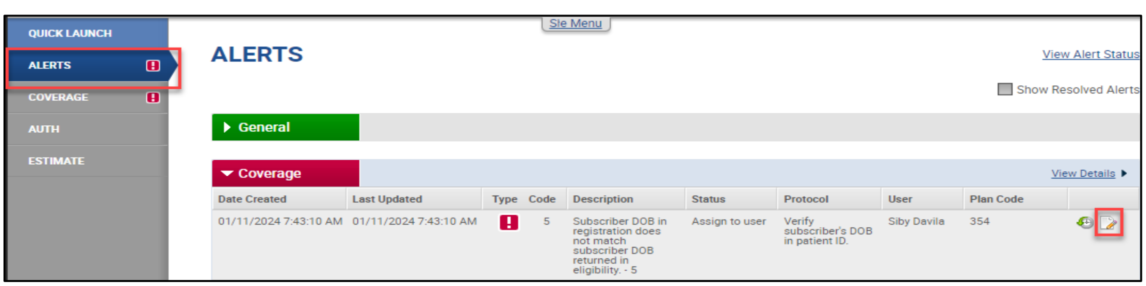
2. **Manual Resolves** should only be used if the alert can not be Resolved by System.
   - If an alert cannot be resolved in the registration system, the user may manually resolve it within eCare NEXT.
   - An example would be that the subscriber birth date is incorrect in the payer system, and it is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

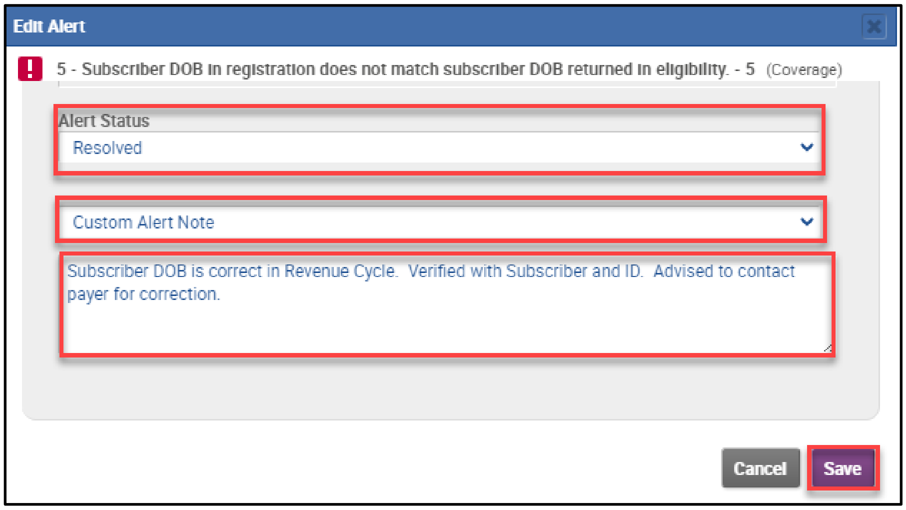
- Click on the patient's name from the Work Queue to open the response.



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



- 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.



- 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)]