



Future State: Charge Services - Reviewing Held Charges

Cerner Workflow ID: 427 (v. 11.0) Client Workflow ID: 790

Last updated by ELPHIE MANGROBANG, Jun 25, 2024 11:32am (UTC -4 hours)

Workflow Details:

Workflow Name: Charge Services - Reviewing Held Charges

Workflow State: Future State

Workstream: Other

Venue: Acute Care

Post Acute

Ambulatory

Client Owner: MANGROBANG, ELPHIE

Cerner Owner: Craig, Terri D

Standard: Yes

Related Workflow(s):

Tags:

Workflow Summary:

Service Line:

Related Solution(s): Charge Services

Project Name: Niagara Health System:OPT-0297674:NIAG_CD Niagara HIS RFP

TestBuilder Script(s):

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Workflow Notes: This workflow allows an end user to review and subsequently post/clean up held charges.

Application Experience

Reference build would have to allow encounters to qualify for holding charges.

Process Alignment

Clients should define a process for reviewing held charges.

Outcomes Excellence

Not following this workflow could result in late charges and delayed claims.

Introduced By: WS 1

Validated By: WS 8

Swim Lane:

Role(s): Charge Services Department

Department(s): Patient Accounting

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Security Position(s): Charge Services - IT

Start/Stop [14895]

Description: Right-click on the charge and credit

Start/Stop [14877]

Description: Filter charges in CS Charge Viewer to view charges in a held status

Step Impact: Financial

Decision [14878]

Description: Do any of these charges require modifications or need to be credited?

Decision [14889]

Description: Are charges being credited?

Work Step [14879]

Description: Make necessary modifications

Work Step [14880]

Description: Right click on charges and open Release Charge Window

Start/Stop [14881]

Description: Release Charges