



Future State: Charge Services - Reviewing Missing Charges

Cerner Workflow ID: 61 (v. 12.0) Client Workflow ID: 792

Last updated by ELPHIE MANGROBANG, Jul 09, 2024 9:37am (UTC -4 hours)

Workflow Details:

Workflow Name: Charge Services - Reviewing Missing 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:

Introduced By: WS 1

Validated By: WS 8

Swim Lane:

Role(s): Charge Entry

Charge Services Department

Department(s): Patient Accounting

Security Position(s): Charge Services - IT

Start/Stop [30606]

Description: No further investigation required

Start/Stop [30592]

Description: Review clinical documentation for completeness

Step Impact: Financial

Work Step [30594]

Description: Complete any necessary clinical documentation

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Work Step [30596]

Description: Review expected charge volume vs. actual charge volume using the CDM Statistics report

Decision [30598]

Description: Are there missing charges?

Work Step [30601]

Description: Review detail volume reports or specific encounters

Work Step [30603]

Description: Determine specific item that is the problem

Swim Lane:

Role(s): Charge Services Department

Department(s): Patient Accounting

Security Position(s): Charge Services - IT
CDM Manager

Work Step [1905]

Description: Verify build in CS Pricing Tool is correct

Decision [1913]

Description: Is the charge reference build correct?

Work Step [1919]

Description: Build missing reference data in the pricing tool and cycle servers

Work Step [1918]

Description: In charge recovery run charge events with no charge search for patient account

Work Step [1917]

Description: Select charge event for missing charge and reprocess

Decision [1915]

Description: Was a charge created

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Start/Stop [1924]

Description: Workflow complete

Work Step [1945]

Description: Find bill item and build charge processing on correct schedule

Work Step [1954]

Description: No Charge Point found for bill item

Decision [1944]

Description: Is clinical event linked to correct bill item in pricing tool?

Work Step [1920]

Description: Cycle servers 320 and 322

Work Step [1947]

Description: Run AFC Master Utility

Work Step [1942]

Description: Find correct bill item and move charge build from incorrect item

Work Step [1948]

Description: Determine reason why charge did not generate

Work Step [1941]

Description: Correct charge event not received

Decision [1933]

Description: Was all necessary documentation completed?

Work Step [1939]

Description: In CS Charge Recovery search for charge event using charge events not received based on event type and date

Work Step [1938]

Description: Reprocess charge event

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Decision [1935]

Description: Was charge created?

Work Step [1932]

Description: Start process over from beginning

Work Step [1930]

Description: No tier found for organization

Decision [1927]

Description: Should organization create charges?

Work Step [1925]

Description: Associate org to correct tier in CSMiscSetup.exe

Work Step [1928]

Description: Contact Registration

Swim Lane:

Role(s): Registration Clerk

Department(s): Patient Access

Security Position(s): Registration - Clerk

Work Step [1961]

Description: Re-register patient encounter to correct organization