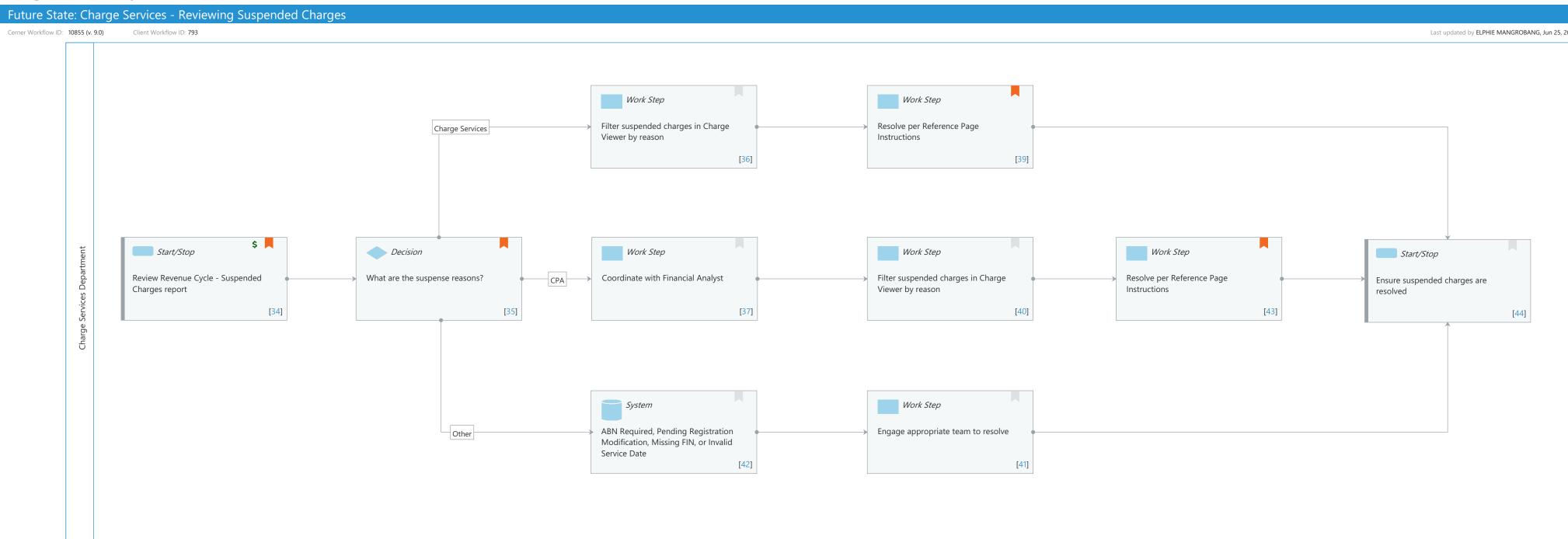
Niagara Health System





Last updated by ELPHIE MANGROBANG, Jun 25, 2024 12:31pm (UTC -4 hours)

Future State: Charge Services - Reviewing Suspended Charges

Cerner Workflow ID: 10855 (v. 9.0) Client Workflow ID: 793

Oct 16, 2024

Workflow Details:

Workflow Name: Charge Services - Reviewing Suspended Charges Workflow State: Future State Workstream: Post-Discharge/Post-Visit Venue: Acute Care 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): Cerner Workflow ID: 10855 (v. 9.0) Client Workflow ID: 793 Workflow Notes: This workflow is for reviewing suspended charges. There are three

avenues to approach resolving identified charges based on the suspense reasons.

Application Experience

The Charge Report can be accessed through the reporting portal. There are three avenues for resolution, which can all be handled by reviewing the report. More information on the report can be found <u>here</u>.

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 Security Position(s): Charge Services - IT



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Work Step [36]

Description: Filter suspended charges in Charge Viewer by reason

Work Step [39]

Description:	Resolve per Reference Page Instructions
Comments:	https://wiki.ucern.com/display/reference/Charge+Services+Charge+
	Services+Suspense+Reasons

Start/Stop [34]

Description:	Review Revenue Cycle - Suspended Charges report
Step Impact:	Financial
Comments:	Refer to accompanying Best Practice Guide for additional information:
	https://wiki.cerner.com/display/cernerstandardreportsHP/Understand+
	Best+Practice%3A+Reviewing+Suspended+Charges

Decision [35]

Description:	What are the suspense reasons?
Comments:	https://wiki.ucern.com/display/public/reference/Resolving+Suspended+
	Charges

Work Step [37]

Description: Coordinate with Financial Analyst

Work Step [40]

Description: Filter suspended charges in Charge Viewer by reason

Work Step [43]

Description:	Resolve per Reference Page Instructions
Comments:	https://wiki.ucern.com/display/reference/Charge+Services+Patient+
	Accounting+Suspense+Reasons

Start/Stop [44]

Description: Ensure suspended charges are resolved

System [42]

Description: ABN Required, Pending Registration Modification, Missing FIN, or Invalid Service Date



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Work Step [41]

Description: Engage appropriate team to resolve

