



Future State: Charge Services - Reviewing Suspended Charges

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

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

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):

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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 [here](#).

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