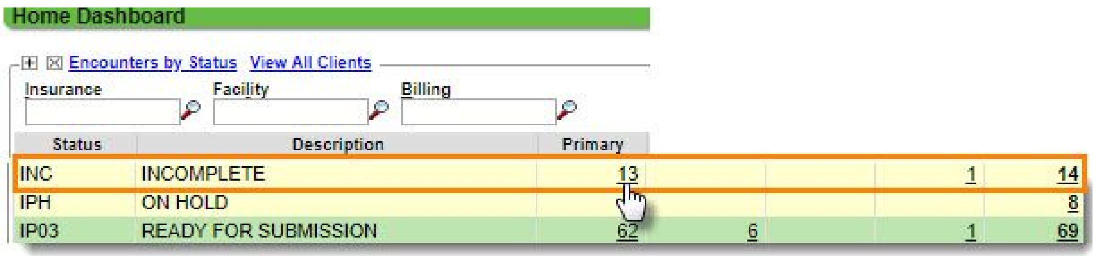
Introduction

Incomplete Charge Review is a review process for new charges. Users evaluate and ‘Complete’ individual or multiple Encounters, which updates the Incomplete Status to ‘Ready for Submission’. A prominent feature of this screen is the ability to Merge Encounters, and mark as ‘Complete’ in one step. Drill-down capabilities provide easy access to the Encounter and Patient Dashboards as part of this process.

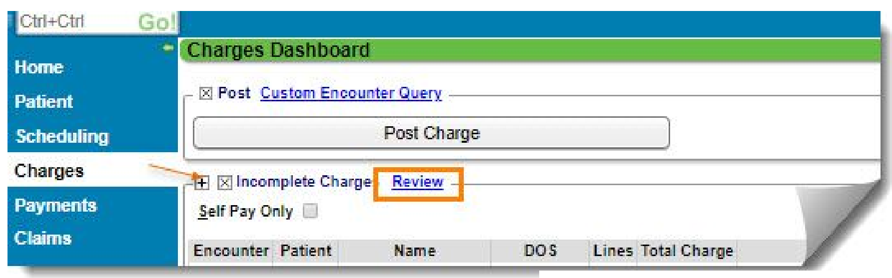
Where to Access

Incomplete Charge Review can be accessed in two areas:

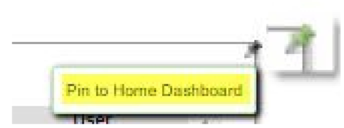
1. From the Encounters by Status section, click the hyperlink to Incomplete Encounters



2. From the Charges Dashboard, in the Incomplete Charges section, click ‘Review’



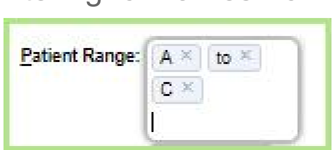
We recommend you ‘pin’ your preferred section, to your Home Dashboard



Filtering

Filters allow you to review a specific subset of visits, and include:

- DOS
- Admit/Discharge Dates
- Patient Name Range - In our example filtering for names from A-C



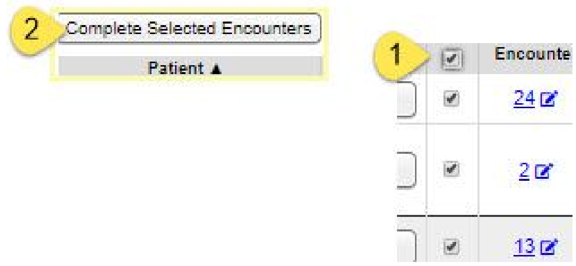
- Insurances
- Various Reporting Groups
- Duplicates
- and many more

How to Complete Charges

To complete an individual charge for billing, check the box next to the Encounter and click [Complete]. A validation will prompt you to confirm, or a validation error will occur if there is a Charge Management Rule that needs to be resolved.

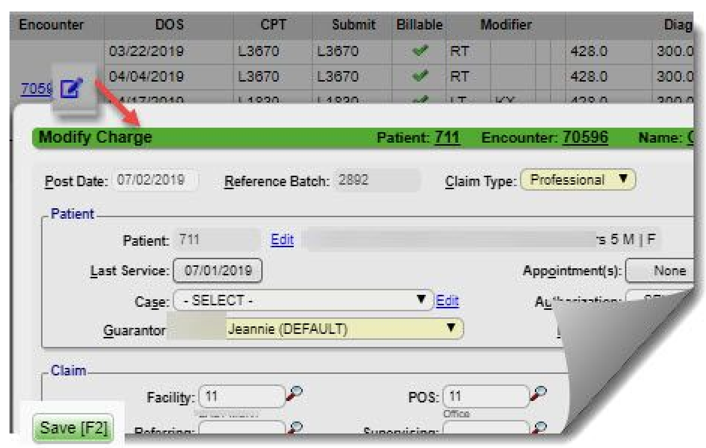
To complete multiple Encounters:

1. Select individual Encounters or use the Select-All checkbox at the top
2. Click [Complete Selected Encounters]



Other Features

- Hover-over descriptions for Claim and Line level information such as Insurances, Rendering Provider, Billing Provider, Facility, CPT, Diagnoses, etc.
- To Modify an Encounter click the pen icon. This opens a 'Modify Charge' popup > make needed changes > [Save]
- To open a new tab for the 'Encounter Dashboard', click the Encounter ID
- You may Modify, Delete, Split or Add to Worklist from the Encounter Dashboard



- Similarly, to open a new tab for the 'Patient Dashboard' click the Patient ID

How do Charge Management rules appear?

In our example we attempted to complete 5 Encounters. The popup 'Validation Warning' lets us know only 4 Encounters will save as completed upon clicking [Save & Continue]. The issue identified by the Charge Management Rule will need to be resolved to complete the remaining encounter.