

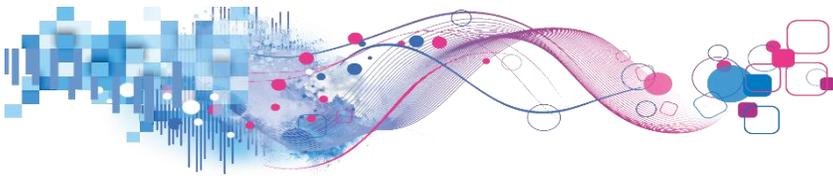


User Guide

Power Reporting

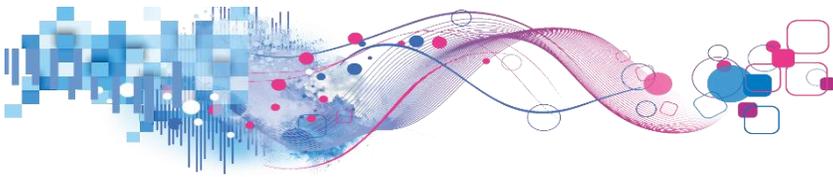
Version 1.0



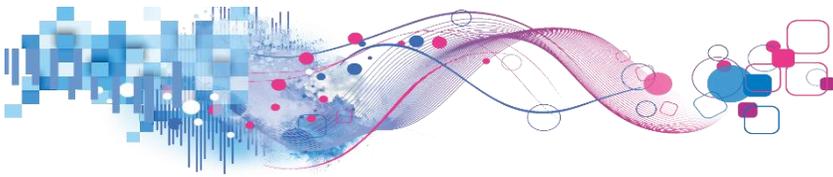


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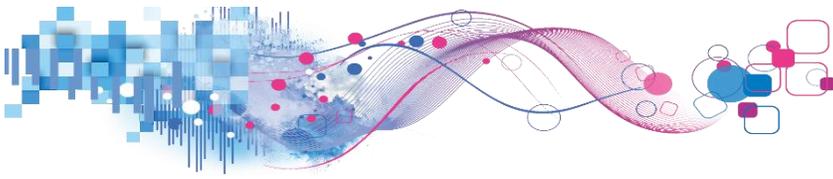
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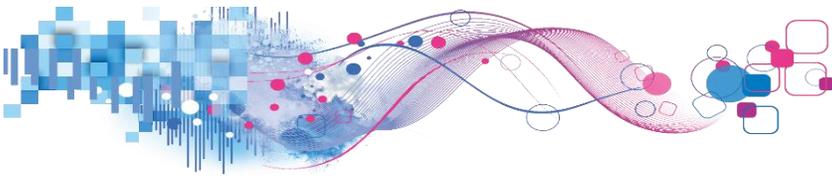
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User Guide Power Reporting

The Power Reporting Portal is a platform that allows users to access reports for multiple Experian Health products on-demand in an easy-to-read, user-friendly format. Reports may be accessed at any time, except for during our scheduled system maintenance window.

The following user guide will cover the standard reports available in the reporting platform.

Please keep in mind that the reports accessible on an individual user basis will vary according to the products implemented at an individual facility. Custom reports will also be accessible via the Power Reporting Portal.

What is Power Reporting Portal?



Is a platform that allows users to access reports for multiple Experian Health products on-demand in an easy-to-read, user-friendly format.

Who can access this portal?

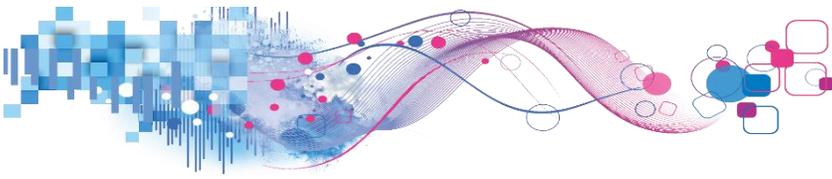


The reports accessible on an individual user basis will vary according to the products implemented at an individual facility. Custom reports will also be accessible via the Power Reporting Portal.

When can I access the portal?



Reports may be accessed at any time, with the exception of during our scheduled system maintenance window from 10:00 PM-11:00 PM Central Standard Time (CST).



Power Reporting Navigation

Filtering Options

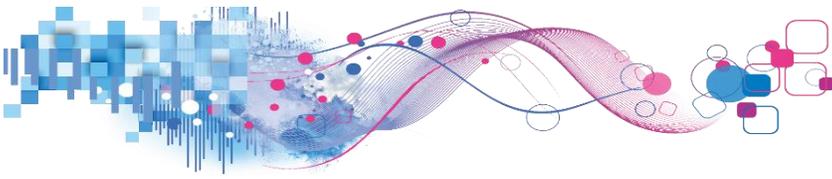
Navigation is intuitive and user friendly. There are different options you may use to filter the dashboard/reports. The criteria that can be filtered depends on which dashboard or report is being viewed.

- Using the filter criteria box
- Hovering over a section of a graph

Filter Criteria Box – this may be displayed on the left-hand side or along the top of the report.

Transaction Date 10/29/2019 1/29/2020 <input type="text"/>	Trending Date Interval Week <input type="text"/>
Client (All) <input type="text"/>	Date Range 10/29/2019 1/29/2020 <input type="text"/>
Dept Name (All) <input type="text"/>	Client Name (All) <input type="text"/>
User Name (All) <input type="text"/>	Facility Name (All) <input type="text"/>
Hospital Service <input type="text"/>	User Name (All) <input type="text"/>
Patient Class 0 <input type="text"/>	Payer Name (All) <input type="text"/>
Patient Type <input type="text"/>	Work Flow Status (All) <input type="text"/>
Physician (All) <input type="text"/>	Auth Status (All) <input type="text"/>
Primary Insurance (All) <input type="text"/>	Ordering Physician (All) <input type="text"/>
Grouping Selection Department <input type="text"/>	
Select Comparison MCN Screened <input type="text"/>	

Use the different drop-down menus, sliders and free text fields to select specific criteria that you would like to view in your report.



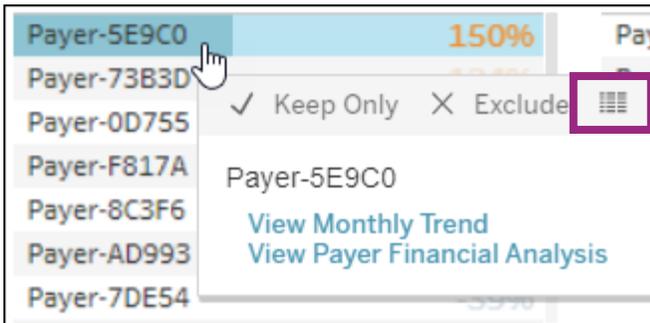
Sorting Columns

Columns can be sorted in ascending or descending order by using the sort icons.

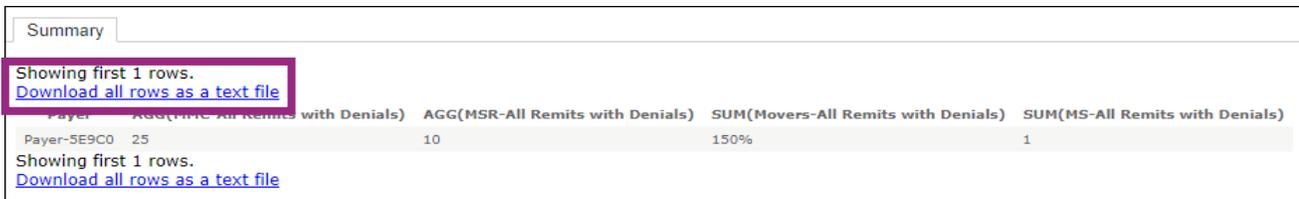


Exporting Data

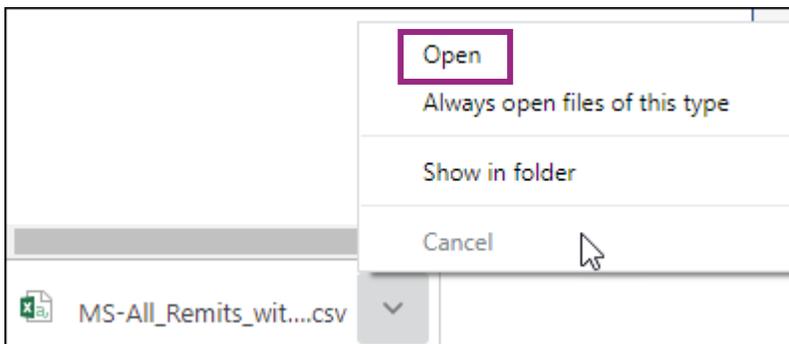
Most data fields within the dashboards can be exported using the **View Data** icon.



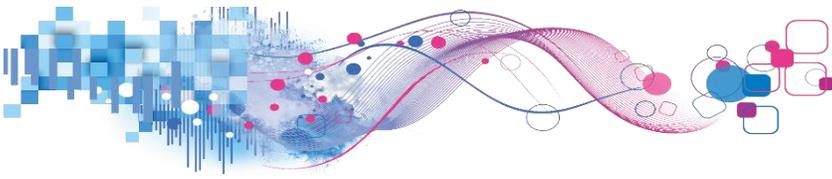
Click the **Download all rows as a text file** link.



The excel spreadsheet is created and can be opened by clicking on **Open**.

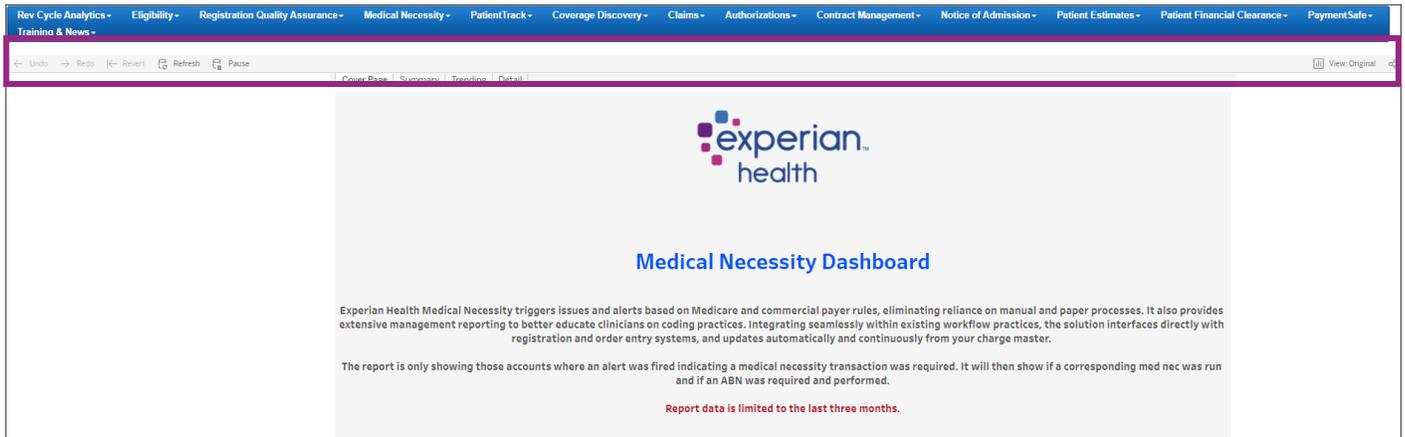


A	B	C	D	E	F	G
Payer	MMC-All F	MSR-All R	Movers-A	MS-All Remits with Denials		
Payer-5E9	25	10	150%	1		

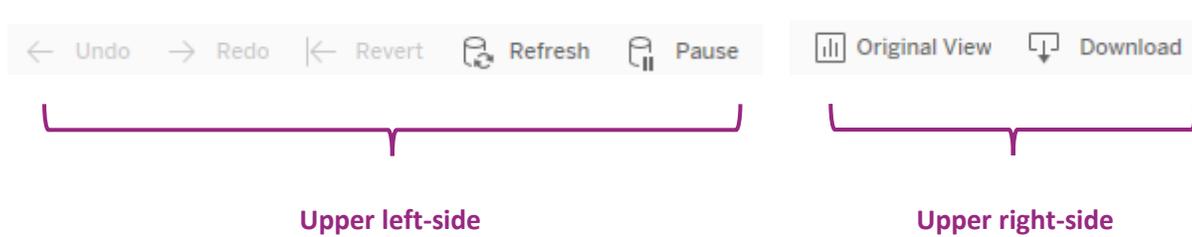


Options

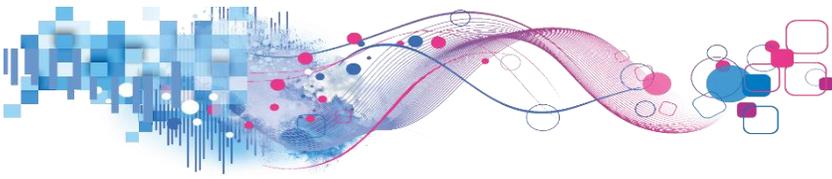
Users have multiple options across the top of each report to help them work with the report data. These options can be found at the top of all reports across the Power Reporting Portal.



At the top of each dashboard, there are some icons that can be used to revert, print or save.



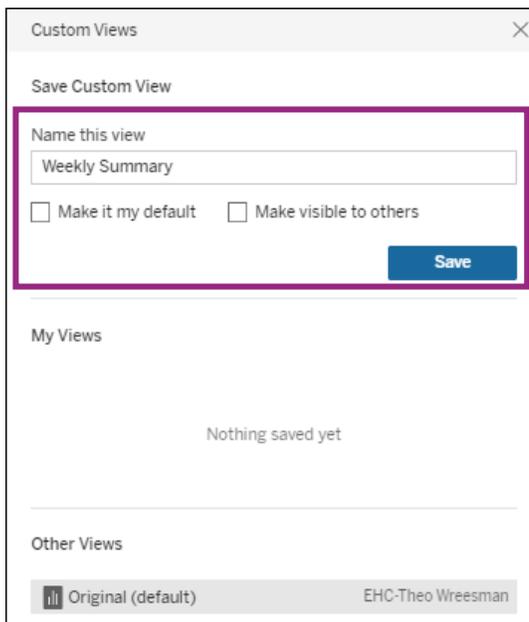
Icon	Definition
Undo	Reverses the most recent action in the workbook. You can undo an unlimited number of times, back to the last time you opened the workbook, even after you have saved.
Redo	Repeats the last action you reversed with the Undo button. You can redo an unlimited number of times.
Revert	Reverts the dashboard back to its original view.
Pause	Controls whether the reporting platform updates the view when changes are made.
View Icon	Either displays the 'Original' view or a saved view.
Download	Dashboards can be saved in various formats.



Saving a Custom View

Save a view with your groupings and filters set so that you can view it again, in this format, in the future. These can be set for any monthly or weekly reports that may need viewed.

Click on the **View** icon and a pop-up box appears.



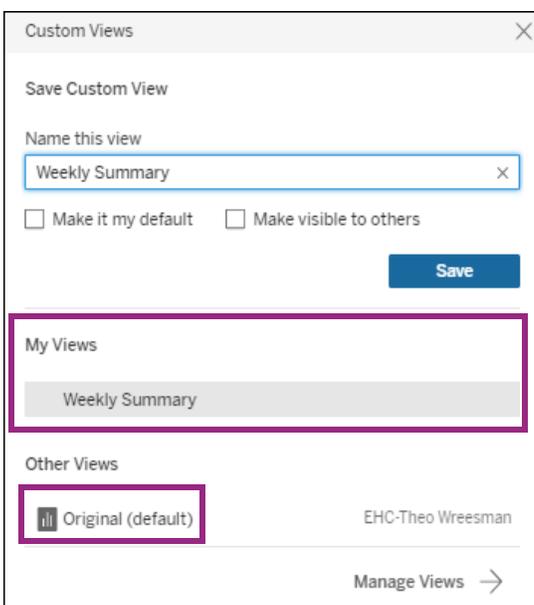
Name the custom view.

Decide if you want it to be the default. If you do, **check** the designated box.

If you do not, it will be available under 'My Views' when you click on the View icon.

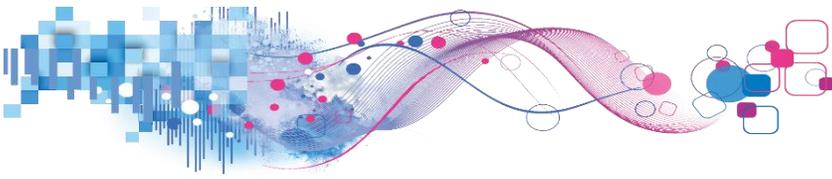
You can also choose to make this view visible to others by checking the appropriate box.

Click **Save**.



Notice the custom view is displayed under 'My Views'.

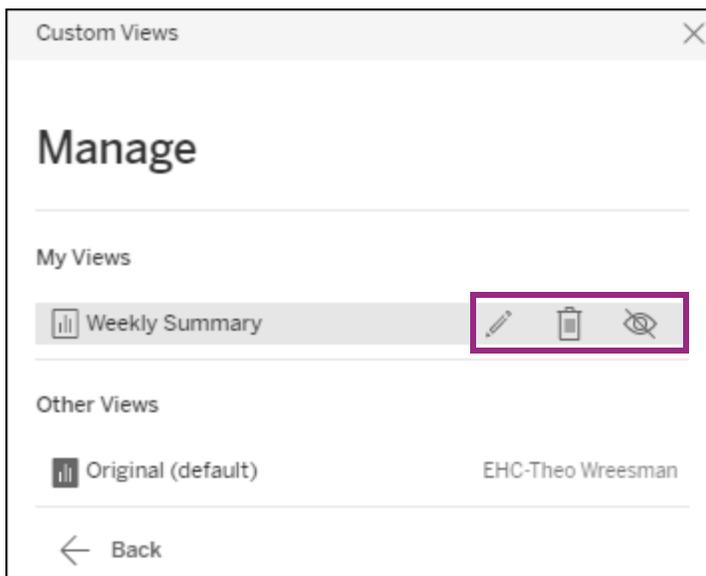
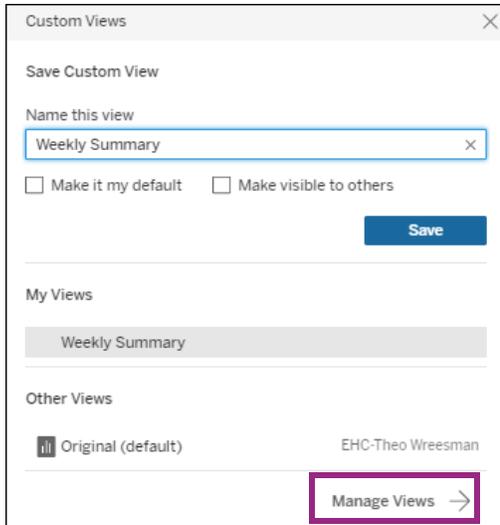
If you wish to view the dashboard/report in its original format, click on **Original (default)**.



Managing a Custom View

Custom views can be made public or private. Views that you would like others to be able to access should be public and views that only you should view should be made private. *By default, a custom view is marked private and needs to be changed if it should be public.*

Click on **Manage Views** to manage any of your custom views that have been set up.



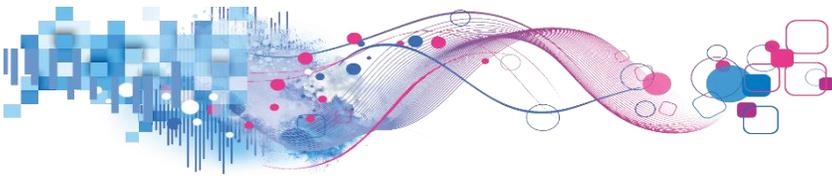
Click on:

Pencil – to edit the view.

Trashcan – to delete the view.

Eye – open is public, line through eye is private. Click on it the eye to change it.

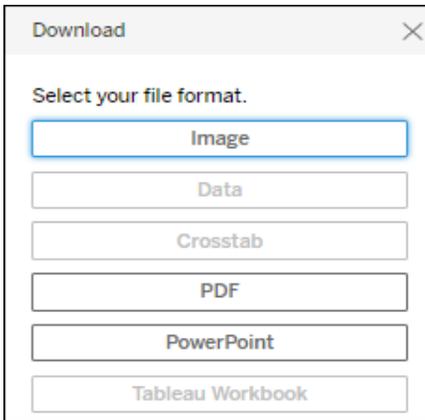
Click on **Back** once changes have been made.



Downloading a Dashboard/Report

A dashboard/report can be exported to various formats to be printed or saved.

Click on the **Download** icon and a pop-up box displays.



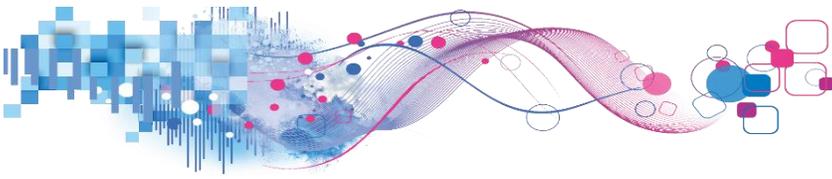
Some of these options may not be available on all dashboards – they will be grayed out if they are not available.

In order for the data or crosstab download functionality to work, you need to inform it what data you want to download by selecting that specific data element. If you are interested in downloading all data contained in that view, click on the middle of that view without clicking on specific information before selecting the download option.

Selecting the Crosstab option will allow you to extract the whole dataset into an Excel document. Once you select the Crosstab option, you will be given a popup window with 2 options, Download and Cancel. Select Download. Another popup window will appear with the option to Open With or Save file. The Open With option allows you to open the Crosstab file with an application of your choosing. Microsoft Excel is the default option which is a good application to work with CSV (Comma-separated Values) file which is the format of the Crosstab file. You can also choose the Save File option and save the CSV file to your computer.

Both the PDF and the Image options will give you only the view of the dashboard that you see on the screen. The dashboard is what you are seeing on the screen consisting of Tables, Menus and/or graphs. The drawback is that it only shows what is on the screen. If the data is larger than the screen and you have to scroll to see it all, the PDF and Image will only show what you are seeing and not the whole dataset.

- *Current functionality in combination with PDF for distribution. There are several options with this. You can print just this dashboard, the sheets that make that dashboard or all the sheets in the workbook. Once you have made your selections for layout, paper size and content. Click on export and it will create the pdf for you. One thing to highlight is to use the paper size “Unspecified”. This is a nice option because it will print one long page for viewing on the pc and makes a better PDF to email to others.*



Cover Pages

Products and individual reports may contain a **cover page**, which provides a brief description of the product or report, as well as additional helpful information for using the report, such as definitions for different terms that you may encounter.

Tabs are arranged to provide summary information initially and more detailed information as you navigate through each tab from left to right.

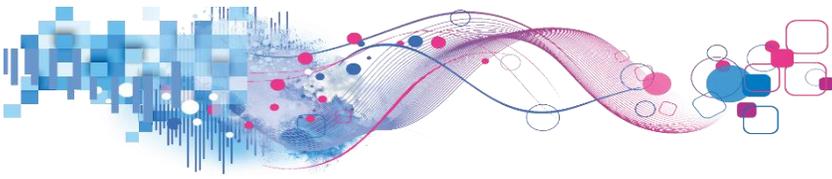
Cover Page | Summary | Trending | Detail

Medical Necessity Dashboard

Experian Health Medical Necessity triggers issues and alerts based on Medicare and commercial payer rules, eliminating reliance on manual and paper processes. It also provides extensive management reporting to better educate clinicians on coding practices. Integrating seamlessly within existing workflow practices, the solution interfaces directly with registration and order entry systems, and updates automatically and continuously from your charge master.

The report is only showing those accounts where an alert was fired indicating a medical necessity transaction was required. It will then show if a corresponding med nec was run and if an ABN was required and performed.

Report data is limited to the last three months.



Eligibility Dashboard

The Eligibility dashboard empowers users to improve eligibility search efficiencies by identifying positive and negative patterns for further opportunity exploration. It is designed to give a high-level overview of eligibility verification transactions and trending by facility, department, payer, product or user levels. Report users can then further explore their data story by drilling down into the detailed views displaying transaction information.

Eligibility Cover Page

The cover page provides a brief description of the product and some helpful hints while using the dashboard.

Cover Page	Eligibility Summary	Response Summaries	Eligibility by Group	Date Summary	Lookup by Date	Lookup by PAN	Definitions
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Eligibility Dashboard

Expected report refresh is daily at 9:30 Central Time.

The **Eligibility Dashboard** empowers users to improve eligibility search efficiencies by identifying positive and negative patterns for further opportunity exploration. It is designed to give a high-level overview of eligibility verification transactions and trending by facility, department, payer, product or user levels. Report users can then further explore their data story by drilling into the detailed views displaying transaction information in a tabular form or through two lookup views.

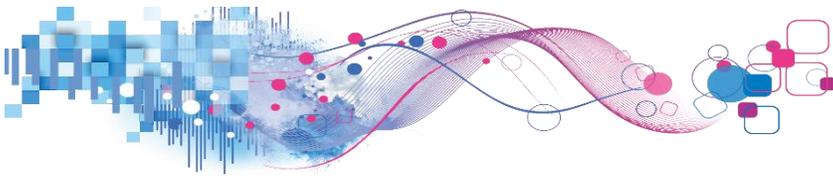
The **Eligibility Dashboard** includes the prior 12 months of eligibility verification data at the week and month level and 3 months at the daily level. Week and month are summarized to the first date of the week and month respectively.

The **Lookup by Date** tab allows users to pull up to seven days' worth of data at a time, within the last six months. The **Lookup by Pan** tab is useful for finding information on a specific patient, via the patient's Patient Account Number (PAN). Simply input a PAN for a patient into the search bar, and the patient's transaction history will come up. No data will appear until a PAN is entered. Additionally, the input can include the "*" character to be used as a wildcard.

The **Eligibility Dashboard** can be used to track overall utilization and identify changes in payer response patterns. With it an organization can better explore opportunities to improve active response rates and decrease search errors driven by internal department patterns, user behavior, interface build, batch configurations, payer downtimes, etc.

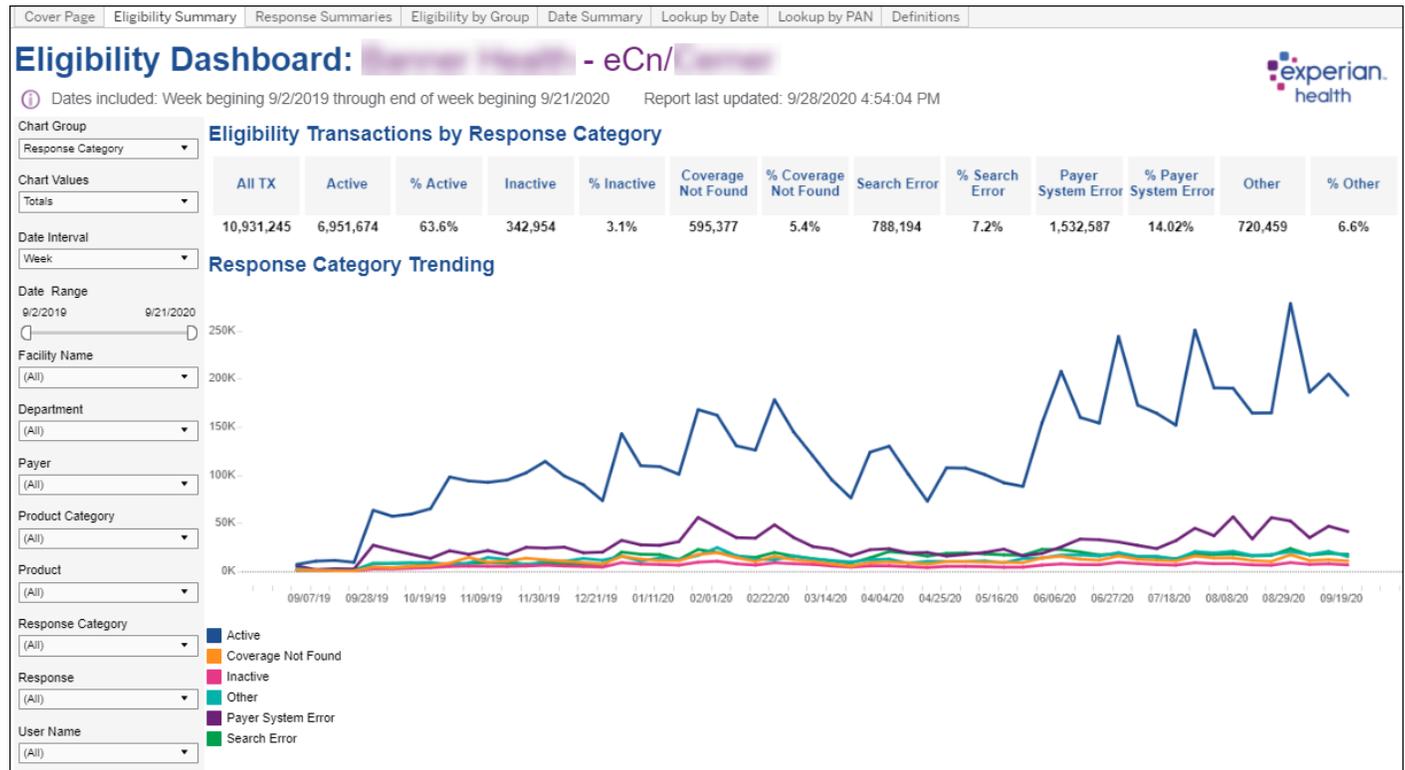
Example Audiences:

- Access leadership to identify department trends and user behavior that can be reviewed and improved for more accurate eligibility utilization.
- EDI process improvement professionals focused on supporting and improving benefit accuracy, eligibility batch automation, and interfaces.
- Denial specialists exploring Eligibility trends that may be resulting in downstream denials.
- Revenue Cycle Executive leadership for overall volume and usage summaries.



Eligibility Summary

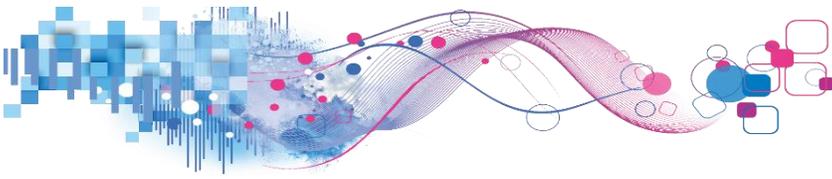
The Summary Dashboard provides a summary of eligibility transactions by response category and response category trending.



★ Pro Tips

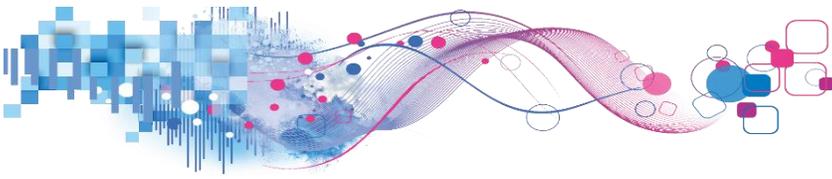
Filter criteria populated in the filter on the Summary tab carries through to the Tabular and Detail tabs.

A good rule of thumb – Find something that needs investigating on the Summary tab and use the detailed tabs to dig deeper into the issue.



Filter Criteria box includes:

<div style="border: 1px solid black; padding: 2px;"> <p>Chart Group</p> <p>Response Category ▼</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>Chart Values</p> <p>Totals ▼</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>Date Interval</p> <p>Week ▼</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>Date Range</p> <p>9/2/2019 9/21/2020</p> <p><input type="text"/></p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>Facility Name</p> <p>(All) ▼</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>Department</p> <p>(All) ▼</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>Payer</p> <p>(All) ▼</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>Product Category</p> <p>(All) ▼</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>Product</p> <p>(All) ▼</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>Response Category</p> <p>(All) ▼</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>Response</p> <p>(All) ▼</p> </div> <div style="border: 1px solid black; padding: 2px;"> <p>User Name</p> <p>(All) ▼</p> </div>	<table border="1"> <tr> <td>Chart Group</td> <td>Choose to view data grouped by Product, Product Category, Response Category or Response Category – Weekday.</td> </tr> <tr> <td>Chart Values</td> <td>Choose to view data as totals or percentages.</td> </tr> <tr> <td>Date Interval</td> <td>Choose to view data by Month, Week or Day.</td> </tr> <tr> <td>Date Range</td> <td>Adjust the slider to capture desired date range.</td> </tr> <tr> <td>Facility Name</td> <td>Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i></td> </tr> <tr> <td>Department</td> <td>Choose to view data from all departments or select specific departments to view.</td> </tr> <tr> <td>Payer</td> <td>Choose to view data from all payers or select specific payers to view. <i>Ability to enter specific, free-form text is also available within this filter.</i></td> </tr> <tr> <td>Product Category</td> <td>Choose to view all data from eCare NEXT, OneSource, and UnMapped or select a specific category to view.</td> </tr> <tr> <td>Response Category</td> <td>Choose to view all response categories or select a specific response category to view.</td> </tr> <tr> <td>Response</td> <td>Choose to view data from all responses or select specific responses to view.</td> </tr> <tr> <td>User Name</td> <td>Choose to view data from all users or select specific users to view.</td> </tr> </table>	Chart Group	Choose to view data grouped by Product, Product Category, Response Category or Response Category – Weekday.	Chart Values	Choose to view data as totals or percentages.	Date Interval	Choose to view data by Month, Week or Day.	Date Range	Adjust the slider to capture desired date range.	Facility Name	Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>	Department	Choose to view data from all departments or select specific departments to view.	Payer	Choose to view data from all payers or select specific payers to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>	Product Category	Choose to view all data from eCare NEXT, OneSource, and UnMapped or select a specific category to view.	Response Category	Choose to view all response categories or select a specific response category to view.	Response	Choose to view data from all responses or select specific responses to view.	User Name	Choose to view data from all users or select specific users to view.
Chart Group	Choose to view data grouped by Product, Product Category, Response Category or Response Category – Weekday.																						
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User Name	Choose to view data from all users or select specific users to view.																						



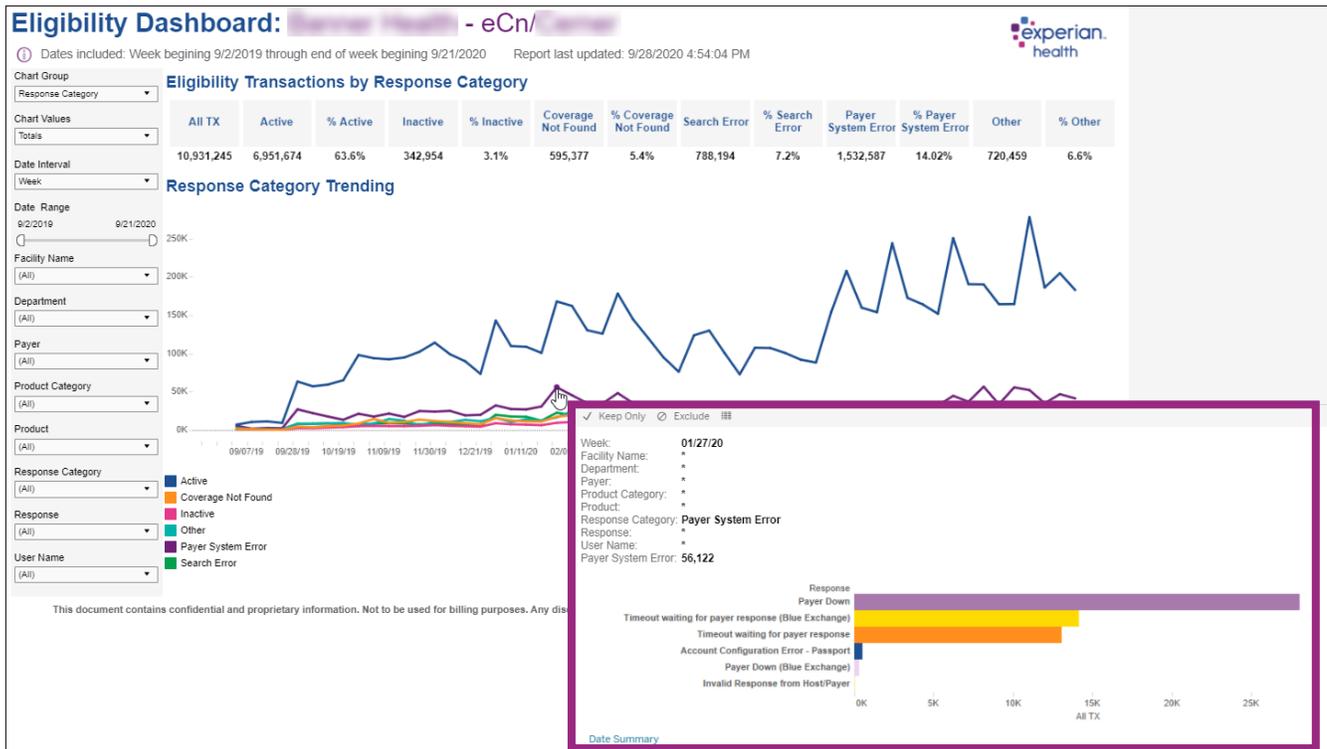
Hover over a data point within the Response Category Trending graph to display a pop-up with condensed details about the eligibility category.

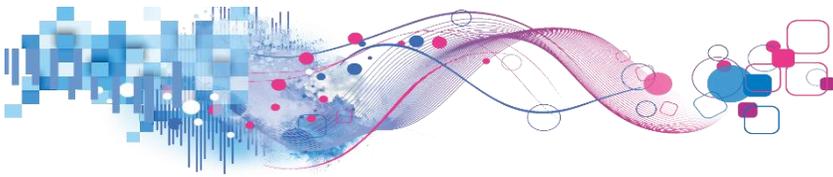
You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

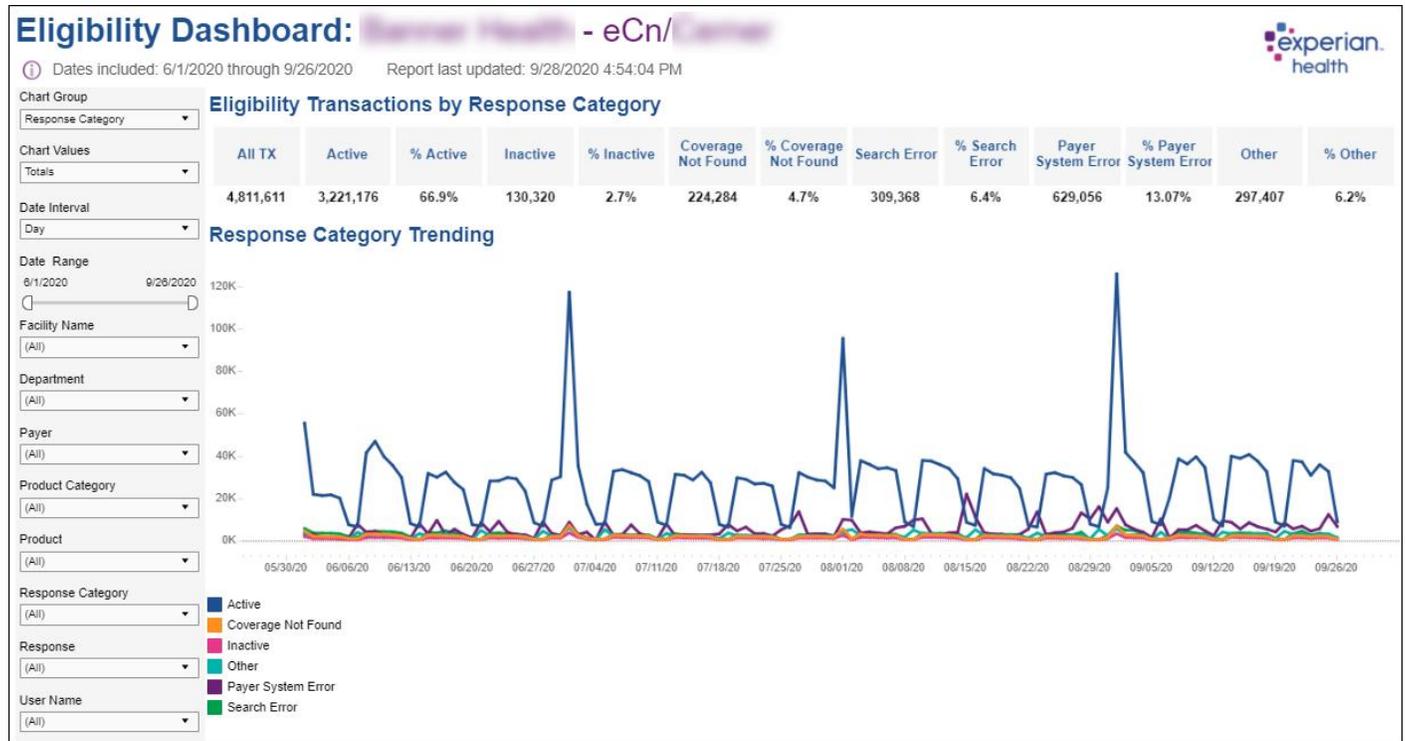
Click on the **Date Summary** link to be taken to the Date Summary tab.

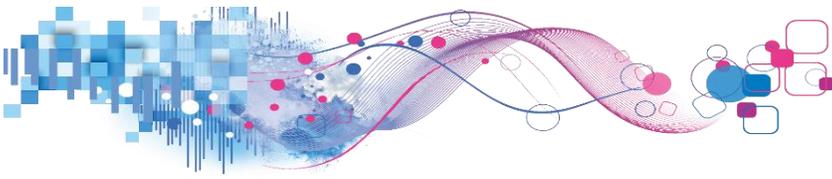
This detail can also be viewed by using the corresponding tab 'Date Summary' at the top of the dashboard.



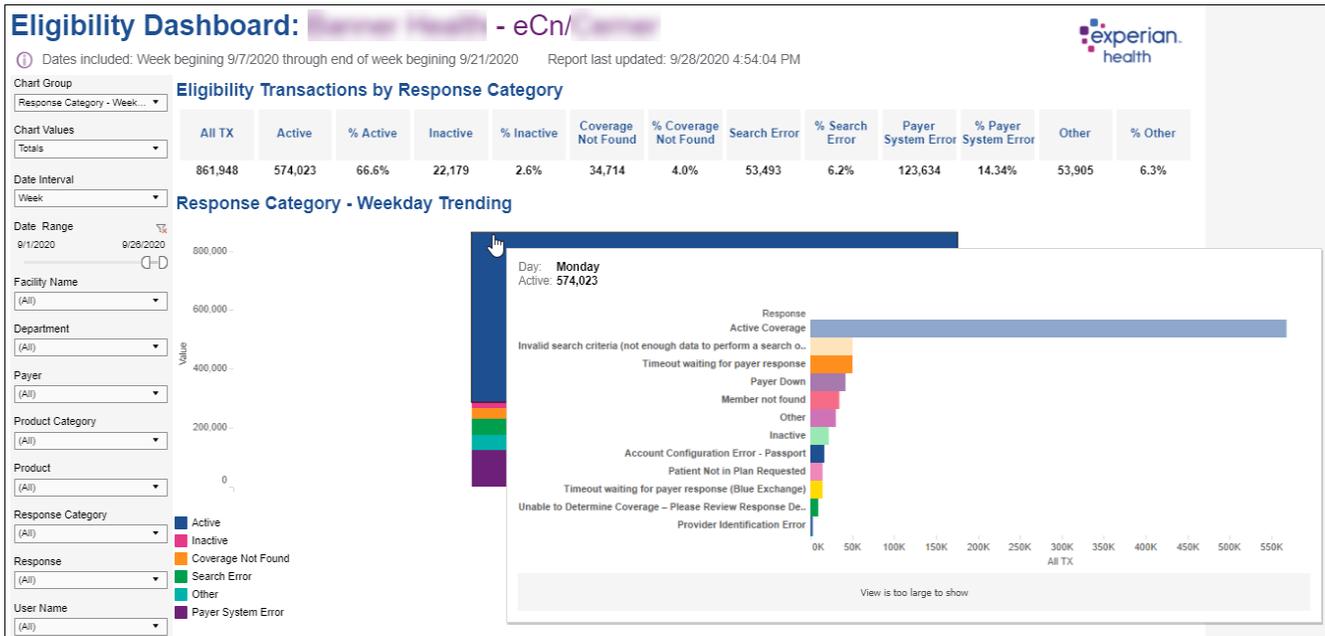
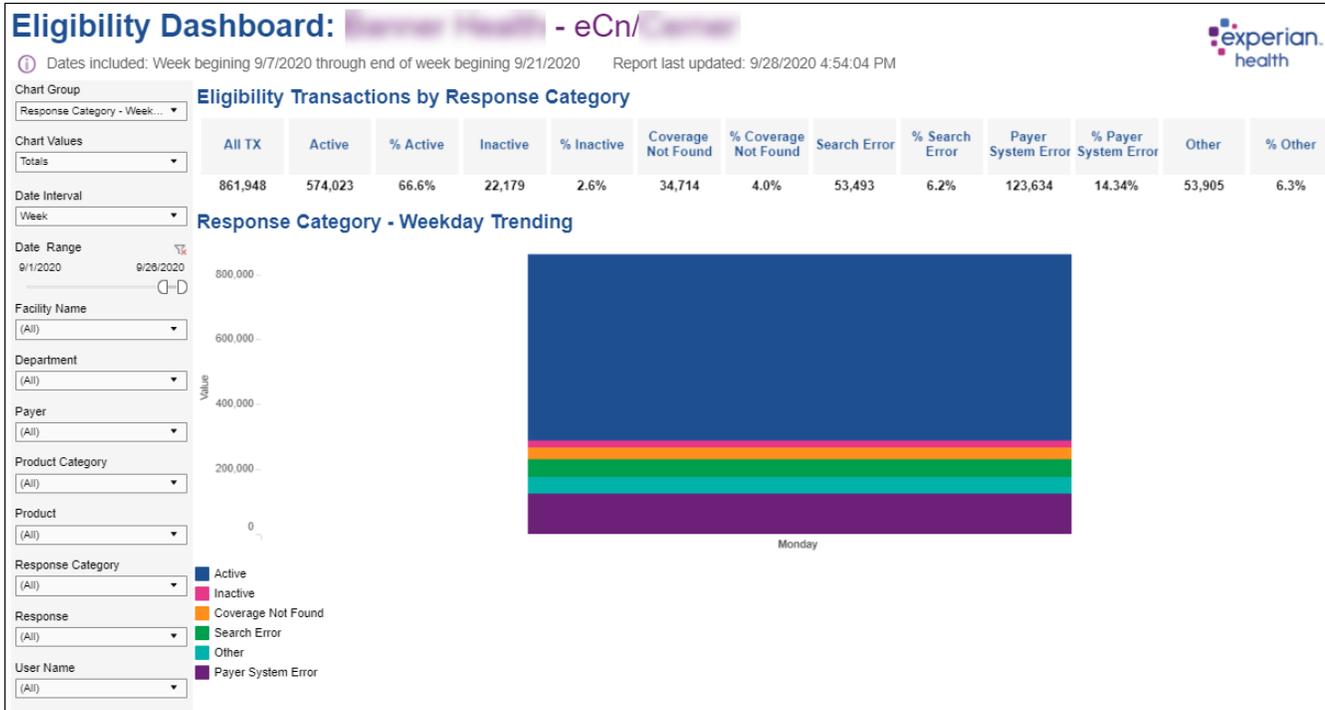


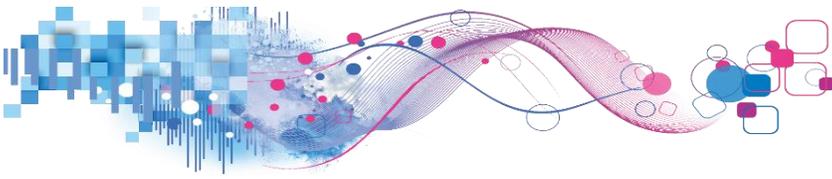
Example: Filters are set to display at day intervals.





Example: Filters are set to group by Response Category – Weekday at weekly intervals from the month of September.





Response Summaries

The Response Summary displays the same information in a spreadsheet type format.

Eligibility Dashboard: [blurred] - eCn/ [blurred]

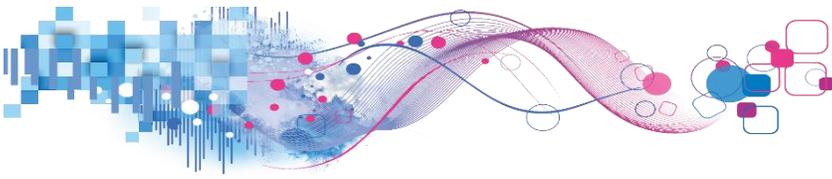
📅 Dates included: Week beginning 9/7/2020 through end of week beginning 9/21/2020 Report last updated: 9/28/2020 4:54:04 PM

Response Summary

Response Group	Active	% Active	Inactive	% Inactive	Coverage Not Found	% Coverage Not Found	Search Error	% Search Error	Payer System Error	% Payer System Error	Other	% Other	Web Ratio	All TX
AARP	13,395	90.9%	232	1.6%	0	0.0%	1,029	7.0%	78	0.5%	9	0.1%	0%	14,743
Acclaim TPA	0	0.0%	0	0.0%	0	0.0%	5	100.0%	0	0.0%	0	0.0%	0%	5
Administrative Concepts	35	39.3%	7	7.9%	36	40.4%	0	0.0%	6	6.7%	5	5.6%	2%	89
Administrative Services Inc.	0	0.0%	0	0.0%	0	0.0%	4	100.0%	0	0.0%	0	0.0%	0%	4
Advantage by Bridgeway He..	744	78.3%	19	2.0%	0	0.0%	14	1.5%	166	17.7%	5	0.5%	0%	950
Advantage by Managed Hea..	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0%	1
Advantra Freedom	0	0.0%	0	0.0%	0	0.0%	13	100.0%	0	0.0%	0	0.0%	0%	13
Aetna	53,195	80.9%	2,022	3.1%	8	0.0%	4,800	7.3%	4,800	7.3%	899	1.4%	0%	65,724
Aetna Better Health (FL)	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0%	1
Aetna Better Health (KY)	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0%	1
Aetna Better Health (PA)	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0%	1
Aetna Long Term Care	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	100%	1
Aetna Retiree Medical Plan -..	0	0.0%	0	0.0%	3	27.3%	6	72.7%	0	0.0%	0	0.0%	27%	11
Aetna Senior Supplemental	1,829	81.8%	35	1.6%	12	0.5%	272	12.2%	85	3.8%	2	0.1%	0%	2,235
AFLAC	2	3.3%	0	0.0%	0	0.0%	42	70.0%	16	26.7%	0	0.0%	0%	60
AFLAC Medicare Supplement	15	78.9%	0	0.0%	0	0.0%	1	5.3%	3	15.8%	0	0.0%	0%	19
All Savers	253	81.4%	12	3.9%	0	0.0%	29	9.3%	17	5.5%	0	0.0%	0%	311
Alliance	15	48.4%	0	0.0%	0	0.0%	5	16.1%	0	0.0%	11	35.5%	0%	31
Alliant Health Plans	0	0.0%	0	0.0%	0	0.0%	9	100.0%	0	0.0%	0	0.0%	0%	9
Allied Benefit Systems	73	40.6%	7	3.9%	85	47.2%	0	0.0%	5	2.8%	10	5.6%	1%	180
AllWell (AR)	10	58.8%	1	5.9%	0	0.0%	3	17.6%	1	5.9%	2	11.8%	35%	17
AllWell (GA)	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0%	1
AllWell (SC)	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0%	1
Ambetter of Arkansas	41	91.1%	3	6.7%	0	0.0%	1	2.2%	0	0.0%	0	0.0%	0%	45
Ambetter of Illinois	3	75.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0%	4
AmeriBen	1,130	72.2%	23	1.5%	80	5.1%	283	18.1%	45	2.9%	5	0.3%	1%	1,566
American Family Insurance ..	3	16.7%	0	0.0%	11	61.1%	4	22.2%	0	0.0%	0	0.0%	0%	18
American Income Life Insur..	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0%	1

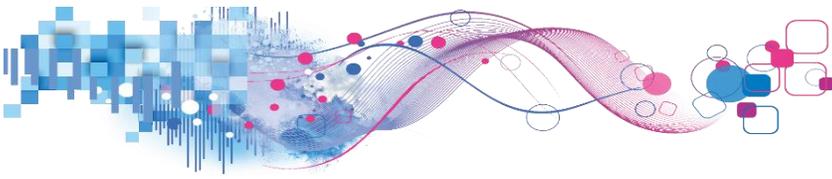
★ Pro Tips

Remember the filter criteria set on the Summary tab follows through to this tab. This filter criteria can be changed using the filter box on the left.



Filter Criteria box includes:

<div style="border: 1px solid black; padding: 5px;"> <p>Response Group</p> <p>Payer ▼</p> <p>Date Interval</p> <p>Week ▼</p> <p>Date Range</p> <p>9/1/2020 9/26/2020</p> <p>————— ◁ ▷</p> <p>Facility Name</p> <p>(All) ▼</p> <p>Department</p> <p>(All) ▼</p> <p>Payer</p> <p>(All) ▼</p> <p>Product Category</p> <p>(All) ▼</p> <p>Product</p> <p>(All) ▼</p> <p>Response Category</p> <p>(All) ▼</p> <p>Response</p> <p>(All) ▼</p> <p>User Name</p> <p>(All) ▼</p> </div>	<table border="1"> <tr> <td>Response Group</td> <td>Choose to view data grouped by Department, Facility, Payer Product, Product Category, Response Category or User.</td> </tr> <tr> <td>Date Interval</td> <td>Choose to view data by Month, Week or Day.</td> </tr> <tr> <td>Date Range</td> <td>Adjust the slider to capture desired date range.</td> </tr> <tr> <td>Facility Name</td> <td>Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i></td> </tr> <tr> <td>Department</td> <td>Choose to view data from all departments or select specific departments to view.</td> </tr> <tr> <td>Payer</td> <td>Choose to view data from all payers or select specific payers to view. <i>Ability to enter specific, free-form text is also available within this filter.</i></td> </tr> <tr> <td>Product Category</td> <td>Choose to view all data from eCare NEXT, OneSource, and UnMapped or select a specific category to view.</td> </tr> <tr> <td>Product</td> <td>Choose to view data from all platforms or select a specific platform to view.</td> </tr> <tr> <td>Response Category</td> <td>Choose to view all response categories or select a specific response category to view.</td> </tr> <tr> <td>Response</td> <td>Choose to view data from all responses or select specific responses to view.</td> </tr> <tr> <td>User Name</td> <td>Choose to view data from all users or select specific users to view.</td> </tr> </table>	Response Group	Choose to view data grouped by Department, Facility, Payer Product, Product Category, Response Category or User.	Date Interval	Choose to view data by Month, Week or Day.	Date Range	Adjust the slider to capture desired date range.	Facility Name	Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>	Department	Choose to view data from all departments or select specific departments to view.	Payer	Choose to view data from all payers or select specific payers to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>	Product Category	Choose to view all data from eCare NEXT, OneSource, and UnMapped or select a specific category to view.	Product	Choose to view data from all platforms or select a specific platform to view.	Response Category	Choose to view all response categories or select a specific response category to view.	Response	Choose to view data from all responses or select specific responses to view.	User Name	Choose to view data from all users or select specific users to view.
Response Group	Choose to view data grouped by Department, Facility, Payer Product, Product Category, Response Category or User.																						
Date Interval	Choose to view data by Month, Week or Day.																						
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Response Category	Choose to view all response categories or select a specific response category to view.																						
Response	Choose to view data from all responses or select specific responses to view.																						
User Name	Choose to view data from all users or select specific users to view.																						



Hover over a data point to display a pop-up with details including the Response Group and the % Active.

You can choose to keep only this data or exclude this data from the results.

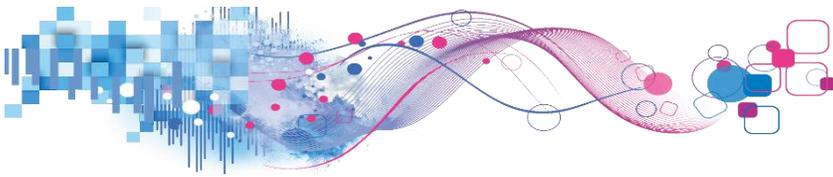
This data can be downloaded by clicking on the View Data icon (see pg. 8)

Click on the link **Date Summary** to display the data in greater detail.

Response Summary															
Response Group	Active	% Active	Inactive	% Inactive	Coverage Not Found	% Coverage Not Found	Search Error	% Search Error	Payer System Error	% Payer System Error	Other	% Other	Web Ratio	All TX	
AARP	13,395				0	0.0%	1,029	7.0%	78	0.5%	9	0.1%	0%	14,743	
Acclaim TPA	0				0	0.0%	5	100.0%	0	0.0%	0	0.0%	0%	5	
Administrative Concepts	35				36	40.4%	0	0.0%	6	6.7%	5	5.6%	2%	89	
Administrative Services Inc.	0				0	0.0%	4	100.0%	0	0.0%	0	0.0%	0%	4	
Advantage by Bridgeway He..	744				0	0.0%	14	1.5%	168	17.7%	5	0.5%	0%	950	
Advantage by Managed Hea..	0				0	0.0%	1	100.0%	0	0.0%	0	0.0%	0%	1	
Advantra Freedom	0	0.0%	0	0.0%	0	0.0%	13	100.0%	0	0.0%	0	0.0%	0%	13	
Aetna	53,195	80.9%	2,022	3.1%	8	0.0%	4,800	7.3%	4,800	7.3%	899	1.4%	0%	65,724	
Aetna Better Health (FL)	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0%	1	
Aetna Better Health (KY)	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0%	1	

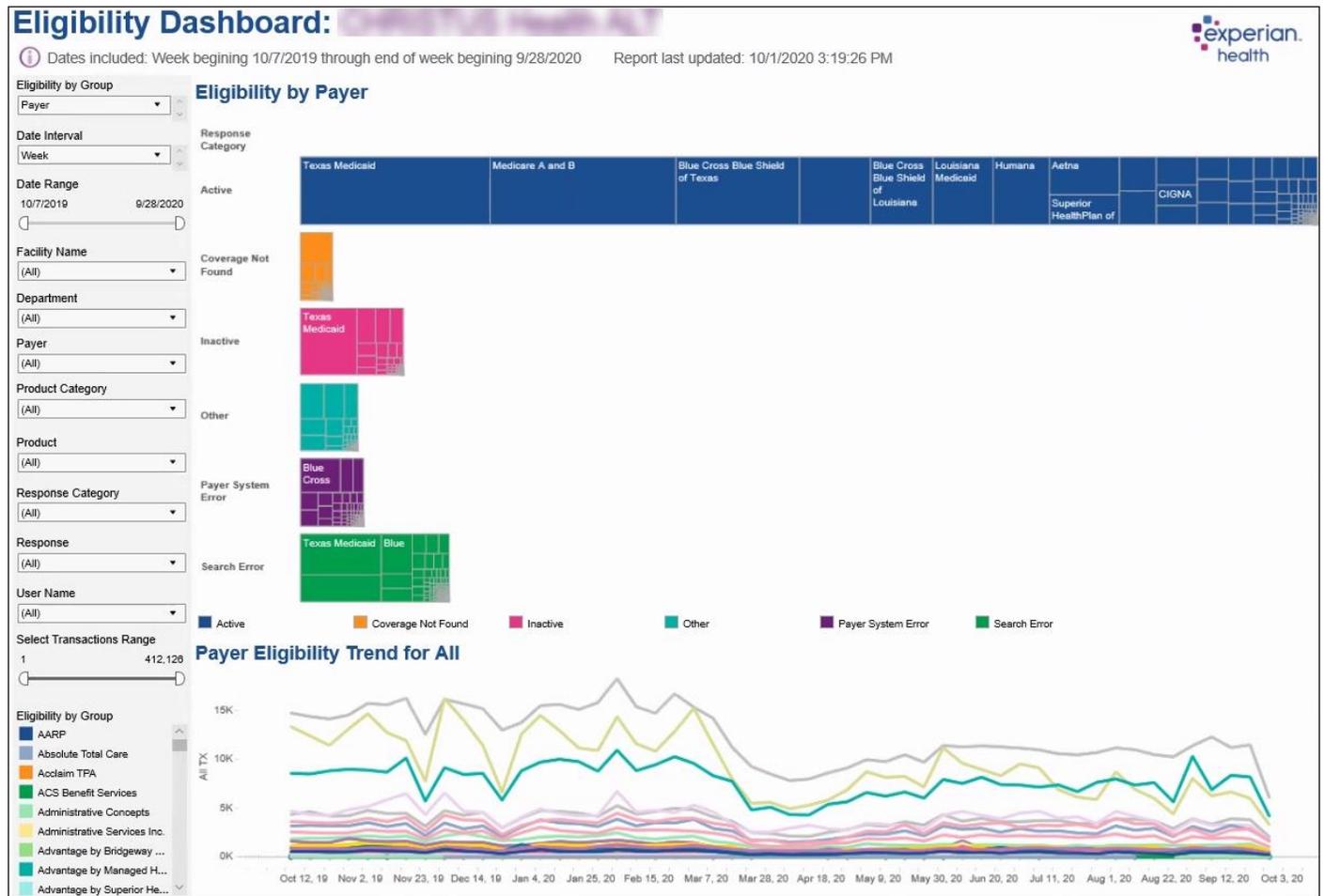
Keep Only
 Exclude

Response Group: **AARP**
 % Active: **90.9%**
[Date Summary](#)



Eligibility by Group

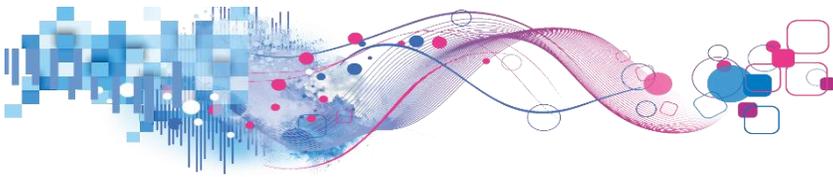
This dashboard displays eligibility by payer and trending for response category eligibility.



★ Pro Tips

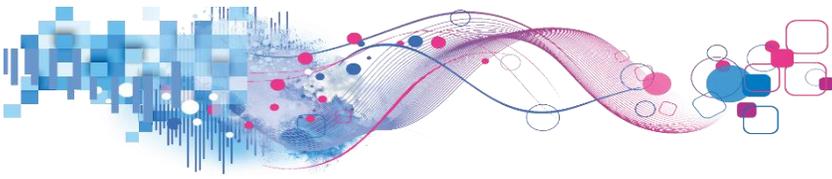
Filter criteria populated in the filter on the Summary tab carries through to the Details tab.

A good rule of thumb – Find something that needs investigating on the Summary tab and use the detailed tabs to dig deeper into the issue.



Filter Criteria box includes:

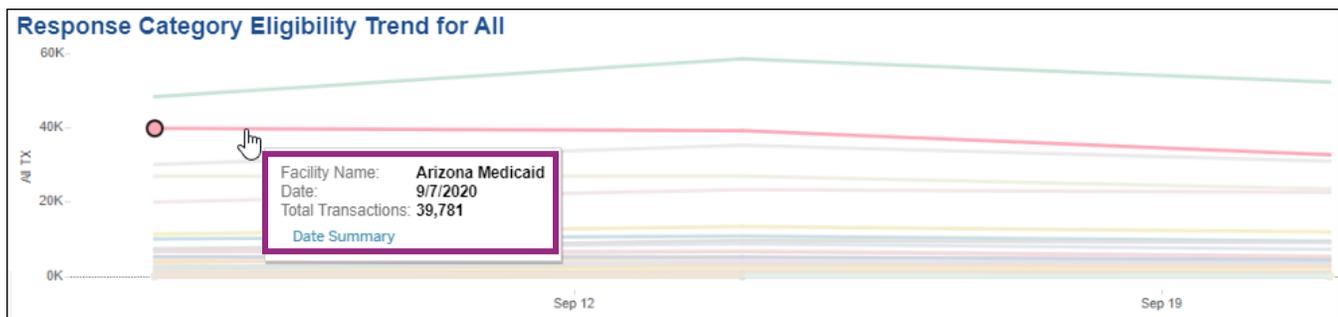
<p>Eligibility by Group Payer (All) ▼</p> <p>Date Interval Week ▼</p> <p>Date Range 9/2/2019 9/28/2020 [Slider]</p> <p>Facility Name (All) ▼</p> <p>Department (All) ▼</p> <p>Payer (All) ▼</p> <p>Product Category (All) ▼</p> <p>Product (All) ▼</p> <p>Response Category (All) ▼</p> <p>Response (All) ▼</p> <p>User Name (All) ▼</p> <p>Select Transactions Range 1 1,322,284 [Slider]</p> <p>Eligibility by Group Legend: AARP (Blue) Absolute Total Care (Light Blue) Acclaim TPA (Orange) ACS Benefit Services (Green) Administrative Concepts (Light Green) Administrative Services Inc. (Yellow) Advantage by Bridgeway ... (Light Green) Advantare hv Managed H... (Teal) Response Category Legend: Active (Blue) Inactive (Orange) Coverage Not Found (Pink) Search Error (Teal) Other (Purple) Payer System Error (Green)</p>	<p>Eligibility by Group</p> <p>Date Interval</p> <p>Date Range</p> <p>Facility Name</p> <p>Department</p> <p>Payer</p> <p>Product Category</p> <p>Product</p> <p>Response Category</p> <p>Response</p> <p>User Name</p> <p>Select Transactions Range</p> <p>Eligibility by Group Legend</p> <p>Response Category Legend</p>	<p>Choose to view data grouped by Department, Facility, Payer Product, Product Category, Response Category or User.</p> <p>Choose to view data by Month, Week or Day.</p> <p>Adjust the slider to capture desired date range.</p> <p>Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i></p> <p>Choose to view data from all departments or select specific departments to view.</p> <p>Choose to view data from all payers or select specific payers to view. <i>Ability to enter specific, free-form text is also available within this filter.</i></p> <p>Choose to view all data from eCare NEXT, OneSource, and UnMapped or select a specific category to view.</p> <p>Choose to view data from all platforms or select a specific platform to view.</p> <p>Choose to view all response categories or select a specific response category to view.</p> <p>Choose to view data from all responses or select specific responses to view.</p> <p>Choose to view data from all users or select specific users to view.</p> <p>Adjust the slider to view a specified transaction range.</p> <p>Color legend for Eligibility by Group. <i>This color legend changes based on how the filter criteria is set for grouping.</i></p> <p>Color legend for Response Category.</p>
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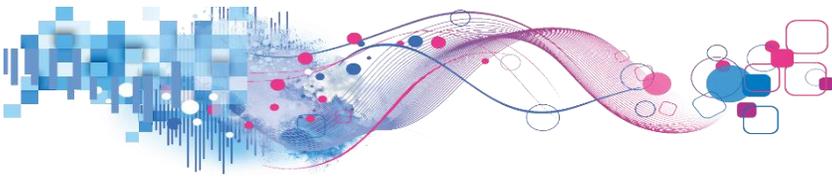


Hover over a data point (box graph) to display a pop-up with details about the response.



Hover and Select a data point within the bottom two graphs for a link to the Date Summary tab for greater details.





Date Summary

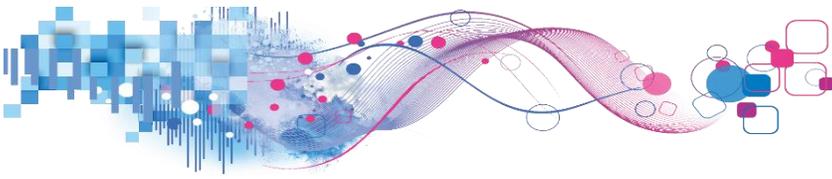
The Date Summary dashboard displays all the data that has been seen in the previous tabs but in a tabular format.

Eligibility Dashboard: [Redacted] - eCn/ [Redacted]

Dates included: Week beginning 9/7/2020 through end of week beginning 9/21/2020 Report last updated: 9/28/2020 4:54:04 PM

experian health

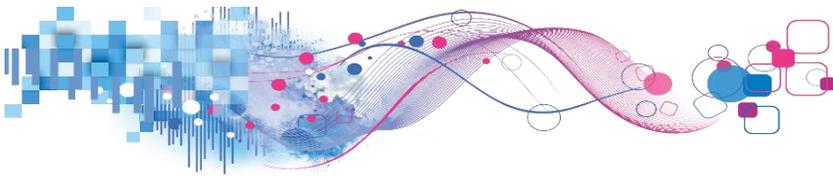
Trading Partner	Facility Name	Department	User Name	Payer	Product	Date	Active	Inactive	Coverage Not Found	Search Error	Payer System Error	Other	All TX
				Aetna	eCare NEX.	9/21/2020	2	0	0	0	0	0	2
				Aetna Senior	eCare NEX.	9/21/2020	1	0	0	0	0	0	1
				Arizona	eCare	9/7/2020	1	0	0	0	0	0	1
				Arizona Medicaid	NEXT/IntelliSource	9/21/2020	0	0	1	0	0	0	1
				Arizona Phy.	eCare NEX.	9/7/2020	1	0	0	0	0	0	1
				Blue Cross Blue Shield of Arizona	NEXT/IntelliSource	9/7/2020	3	0	0	0	0	1	4
				Blue Cross Blue Shield of Arizona	NEXT/IntelliSource	9/14/2020	6	0	0	0	1	0	7
				Gilbar	eCare NEX.	9/14/2020	1	0	0	0	0	0	1
				Humana	eCare NEX.	9/21/2020	2	0	3	0	0	1	6
				Medicare A and B	eCare NEX.	9/14/2020	2	0	0	0	0	0	2
				Medicare A and B	NEXT/IntelliSource	9/21/2020	2	0	0	0	0	0	2
				Mercy Care	eCare NEX.	9/14/2020	1	0	0	0	0	0	1
				TRICARE Fo	eCare NEX.	9/7/2020	1	0	0	0	1	0	2
				UnitedHealth	eCare NEX.	9/7/2020	1	0	0	0	0	0	1
				Arizona Medl.	eCare NEX.	9/21/2020	1	0	0	0	0	0	1
				Medicare A	eCare NEX.	9/21/2020	1	0	0	0	0	0	1
				Mercy Care	eCare NEX.	9/21/2020	1	0	0	0	0	0	1
				Arizona Medl.	eCare NEX.	9/7/2020	2	0	0	0	0	0	2
				Blue Cross B.	eCare NEX.	9/7/2020	1	0	0	0	0	0	1
				CIGNA	eCare NEX.	9/7/2020	1	0	0	0	0	0	1
				Gilbar	eCare NEX.	9/7/2020	0	0	0	0	2	0	2
				Magellan Co.	eCare NEX.	9/14/2020	0	0	0	0	1	0	1
				Medicare A	eCare NEX.	9/14/2020	1	0	0	0	0	0	1
				UnitedHealth	eCare NEX/IntelliSource	9/7/2020	0	0	1	0	0	0	1
				UnitedHealth	eCare NEX/IntelliSource	9/14/2020	1	0	0	0	0	1	2
				AARP	eCare NEX/IntelliSource	9/14/2020	2	0	0	0	0	0	2
				AARP	NEXT/IntelliSource	9/21/2020	3	0	0	0	0	0	3
				Aetna	eCare NEX/IntelliSource	9/7/2020	2	0	0	0	0	0	2
				Aetna	NEXT/IntelliSource	9/14/2020	7	0	0	4	0	0	11
				Aetna	NEXT/IntelliSource	9/21/2020	15	0	0	2	0	0	17
				Aetna Senior	eCare NEX.	9/14/2020	2	0	0	0	0	0	2
				Arizona Medicaid	eCare NEX/IntelliSource	9/7/2020	3	5	1	0	0	0	9
				Arizona Medicaid	NEXT/IntelliSource	9/14/2020	2	1	8	0	0	0	11
				Arizona Medicaid	NEXT/IntelliSource	9/21/2020	10	2	3	0	0	0	15
				Arizona Phy.	eCare NEX.	9/21/2020	1	0	0	0	0	0	1
				BCBS LA M.	eCare NEX.	9/14/2020	0	0	0	3	0	0	3
				Blue Cross Blue Shield of Arizona	eCare NEX/IntelliSource	9/7/2020	4	0	0	0	0	0	4
				Blue Cross Blue Shield of Arizona	NEXT/IntelliSource	9/14/2020	10	0	0	4	0	0	14
				Blue Cross Blue Shield of Arizona	NEXT/IntelliSource	9/21/2020	9	1	0	1	14	0	25



Filter Criteria box includes:

Rows for Detail	1,000
Date Interval	Week
Date Range	9/2/2019 9/28/2020
Facility Name	(All)
Department	(All)
Payer	(All)
Product Category	(All)
Product	(All)
Response Category	(All)
Response	(All)
User Name	(All)

Rows for Detail	Adjust the number of rows that can be viewed.
Date Interval	Choose to view data by Month, Week or Day.
Date Range	Adjust the slider to capture desired date range.
Facility Name	Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Department	Choose to view data from all departments or select specific departments to view.
Payer	Choose to view data from all payers or select specific payers to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Product Category	Choose to view all data from eCare NEXT, OneSource, and UnMapped or select a specific category to view.
Product	Choose to view data from all platforms or select a specific platform to view.
Response Category	Choose to view all response categories or select a specific response category to view.
Response	Choose to view data from all responses or select specific responses to view.
User Name	Choose to view data from all users or select specific users to view.



Hover over a data point to display a pop-up with greater details.

Trading Partner	Facility Name	Department	User Name	Payer	Product	Date	Active	Inactive	Coverage Not Found	Search Error	Payer System Error	Other	All TX
	Medical Center			Arizona Medi.	eCare NEX.	6/15/2020	2	0	1	0	0	0	3
		Medical Center		Blue Cross B.	eCare NEX.	6/15/2020							20
				CIGNA	eCare NEX.	6/15/2020							1
				Medicare A..	eCare NEX.	6/15/2020							3
				Mercy Care..	eCare NEX.	6/15/2020							1
				UnitedHealth.	eCare NEX.	6/15/2020							3
				Aetna	eCare NEX.	8/24/2020							1
					Patient Esti.	8/24/2020							1
				Arizona Medi.	eCare NEX.	8/24/2020							3
				Blue Cross	eCare NEX.	8/24/2020							5
				Blue Shield of									

Week: 6/15/2020

Facility Name: Medical Center

Department: Medical Center

Payer Name: Arizona Medicaid

Product Category: eCare NEX

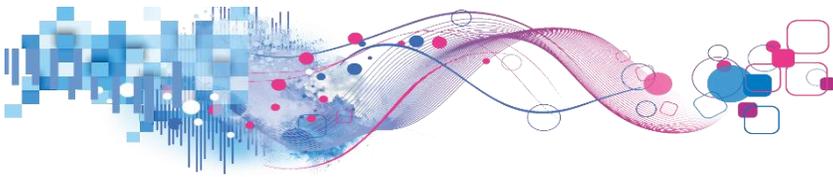
Product: eCare NEX/IntelliSource

Response Category: *

Response: *

User: [Redacted]

Active: 2



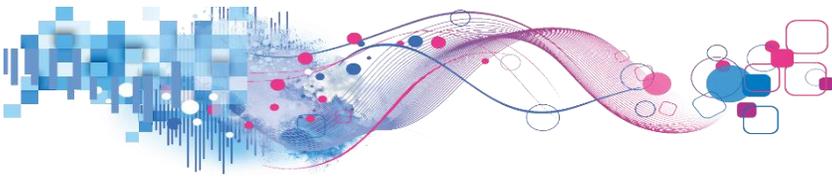
Lookup by Date Dashboard

The Lookup by Date dashboard displays data in a tabular format.

Lookup by Date: XXXXXXXXXX - eCn/ XXXXXXXXXX

🕒 Dates Included: 9/27/2020 through 9/28/2020 Report Last Updated: 9/29/2020 5:29:33 PM

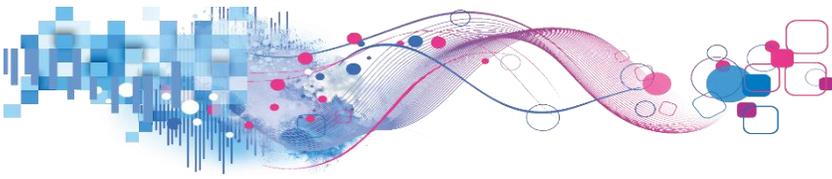
	Facility Name	Department Name	User Name	Trans Date	Payer Name	Trans Type	Product	Response Type	Patient Account Number	Trans Count
Rows for Detail: 1,000	Medical Center	Medical Center	Med User	9/28/2020	Null	Null	eCare NEXT/IntelliSo...	Inactive		1
End Date: 9/29/2020					Aetha	Elig	eCare NEXT/IntelliSource	Active Coverage		1
# of Days Prior: 1					Blue Cross Blue Shield of Arizona	Elig	eCare NEXT/IntelliSource	Active Coverage		1
Transactions w/o PAN: Both								Invalid search criteria (...)		1
Facility Name: (All)								Timeout waiting for pay...		1
Department Name: (All)					UnitedHealthcare	Elig	eCare NEXT/IntelliSo...	Active Coverage		1
User Name: (All)		ED Registration		9/28/2020	Null	Null	eCare NEXT/IntelliSo...	Inactive		1
Payer Name: (All)					Blue Cross Blue Shield of Arizona	Elig	eCare NEXT/IntelliSource	Patient Not in Plan Re...		1
Product: (All)					UnitedHealthcare	Elig	Coverage Discovery...	Inactive		1
				9/28/2020	Arizona Medicaid	Elig	eCare NEXT/IntelliSo...	Active Coverage		1
		Pre Service		9/28/2020	USAA Life Insuran...	Elig	eCare NEXT/IntelliSo...	Invalid search criteria (...)		1
				9/28/2020	TRICARE West	Elig	Patient Estimate	Active Coverage		1
				9/28/2020	Arizona Medicaid	Elig	eCare NEXT/IntelliSo...	Active Coverage		1
	Memorial Hospital	Memorial Hospital		9/28/2020	Null	Null	eCare NEXT/IntelliSo...	Inactive		1
					Blue Cross Blue Shield of Arizona	Elig	eCare NEXT/IntelliSource	Active Coverage		1
								Payer Down		1
								Timeout waiting for payer response		1
										2
										1
				9/28/2020	Arizona Medicaid	Elig	eCare NEXT/IntelliSo...	Active Coverage		1
		ED Registration		9/28/2020	University Physici...	Elig	eCare NEXT/IntelliSo...	Active Coverage		1
				9/28/2020	Null	Null	eCare NEXT/IntelliSo...	Inactive		1
				9/28/2020	Blue Cross Blue S...	Elig	eCare NEXT/IntelliSo...	Payer Down		1
				9/28/2020	Blue Cross Blue S...	Elig	eCare NEXT/IntelliSo...	Timeout waiting for pay...		1
					Medicare A and B	Elig	eCare NEXT/IntelliSo...	Active Coverage		1
		Main Admitting		9/28/2020	Blue Cross Blue S...	Elig	eCare NEXT/IntelliSo...	Patient Not in Plan Re...		1
		Pre Service		9/28/2020	CIGNA	Elig	Patient Estimate	Active Coverage		1



Filter Criteria box includes:

Rows for Detail	1,000
End Date	9/29/2020
# of Days Prior	1
Transactions w/o PAN	Both
Facility Name	(All)
Department Name	(All)
User Name	(All)
Payer Name:	(All)
Product	(All)

Rows for Detail	Adjust the number of rows that can be viewed.
End Date	Enter the end date of the results wanted to view.
# of Days Prior	Adjust the slider from 1 to 7 days prior.
Transactions w/o PAN	Choose to Yes, No or Both.
Facility Name	Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Department Name	Choose to view data from all departments or select specific departments to view.
User Name	Choose to view data from all users or select specific users to view.
Payer Name	Choose to view data from all payers or select specific payers to view.
Product	Choose to view data from all platforms or select a specific platform to view.



Hover and Select a data point to display a pop-up with greater details.

You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

Facility Name	Department Name	User Name	Trans Date	Payer Name	Trans Type	Product	Response Type	Patient Account Number	Trans Count	
Banner - Baywood Medical Center (118051)	Banner - Baywood Medical Center		9/27/2020	Blue Cross Blue S.	Elig	eCare NEXT/IntelliSo.	Other		1	
			9/23/2020	Null	Null	eCare NEXT/IntelliSo.	Active Coverage		1	
		Med User	9/26/2020	Blue Cross Blue Shield of Arizona	Elig	eCare NEXT/IntelliSource	Timeout waiting for payer response		1	
	ED Registration			9/27/2020	Blue Cross Blue S.	Elig	eCare NEXT/IntelliSo.	Other		2
				9/28/2020	Arizona Medicaid	Elig	eCare NEXT/IntelliSo.	Active Coverage		1
				9/26/2020	Blue Cross Blue S.	Elig	eCare NEXT/IntelliSo.	Other		1
				9/24/2020	Null	Null	eCare NEXT/IntelliSo.	Inactive		1
				9/27/2020	Blue Cross Blue S.	Elig	eCare NEXT/IntelliSo.	Timeout waiting for pay.		1
				9/23/2020	Arizona Medicaid	Elig	eCare NEXT/IntelliSo.	Active Coverage		1
	Main Admitting				Care1st Health Pl.	Elig	eCare NEXT/IntelliSo.	Active Coverage		1
				9/25/2020	UnitedHealthcare	Elig	Coverage Discovery	Member not found		1
				9/28/2020	CIGNA	Elig	Coverage Discovery	Member not found		1
				9/25/2020	Arizona Medicaid	Elig	eCare NEXT/IntelliSo.	Member not found		1
				9/24/2020	Arizona Medicaid	Elig	eCare NEXT/IntelliSo.	Active Coverage		1
										2

Keep Only
 Exclude

Facility Name: [Redacted] Medical Center
 Department Name: [Redacted] Medical Center
 User Name: [Redacted] Med User
 Day of Trans Date: 9/27/2020
 Payer Name: Blue Cross Blue Shield of Arizona
 Trans Type: Elig
 Interface: eCare NEXT/IntelliSource
 Response Type: Other
 Patient Account: [Redacted]
 Trans Count: 2

Example: Filters are set with an end date of 9/29/20, # of days prior is set to 7 and the payer is set to AARP.

Facility Name	Department Name	User Name	Trans Date	Payer Name	Trans Type	Product	Response Type	Patient Account Number	Trans Count
[Redacted] Medical Cent..	[Redacted]	[Redacted]	9/24/2020	AARP	Elig	eCare NEXT/IntelliSo.	Active Coverage	[Redacted]	1
[Redacted] - University Medical Center..	Main Admitting	[Redacted]	9/25/2020	AARP	Elig	eCare NEXT/IntelliSo.	Active Coverage	[Redacted]	1
[Redacted]	[Redacted]	Generic User	9/22/2020	AARP	Elig	eCare NEXT/IntelliSo.	Active Coverage	[Redacted]	1
[Redacted]	[Redacted]	Generic User	9/24/2020	AARP	Elig	eCare NEXT/IntelliSo.	Active Coverage	[Redacted]	1
[Redacted]	[Redacted]	[Redacted]	9/23/2020	AARP	Elig	eCare NEXT/IntelliSo.	Active Coverage	[Redacted]	1
[Redacted]	[Redacted]	Default User	9/25/2020	AARP	Elig	eCare NEXT/IntelliSo.	Invalid search criteria (...)	[Redacted]	1
Grand Total									6

Rows for Detail: 1,000

End Date: 9/29/2020

of Days Prior: 7

Transactions w/o PAN: Both

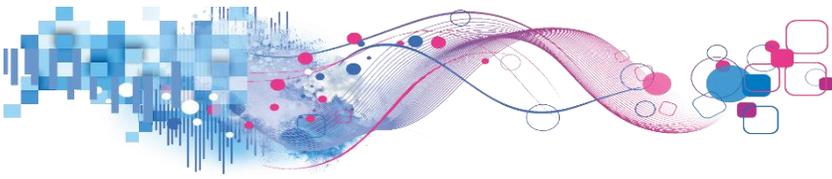
Facility Name: (All)

Department Name: (All)

User Name: (All)

Payer Name: AARP

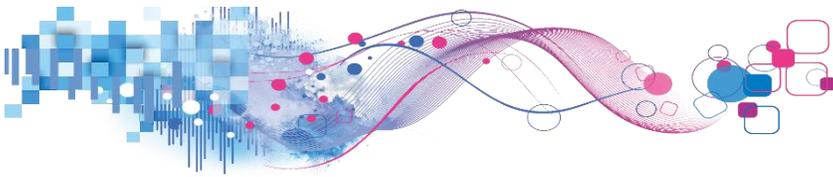
Product: (All)



Lookup by PAN

The Lookup by PAN tab allows a user to search by a specific patient account number (PAN), allowing the user to view data for all encounters under this account number.

Facility Name	Department Name	User Name	Payer Name	Transaction Date	Transaction Type	Interface	Response Type	Patient Account Number	Trans Count
Regional	Batch File - CD	BF User - DO NOT EDIT - CD	Aetna	10/27/2020	Elig	Coverage Discovery --	Invalid search criteria (no..		2
			Blue Cross Blue Shiel..	10/27/2020	Elig	Coverage Discovery --	Active Coverage		1
			Blue Cross Blue Shiel..	10/27/2020	Elig	Coverage Discovery --	Active Coverage		1
			Blue Cross Blue Shiel..	10/27/2020	Elig	Coverage Discovery --	Active Coverage		1
			CIGNA	10/27/2020	Elig	Coverage Discovery --	Member not found		2
			Humana	10/27/2020	Elig	Coverage Discovery --	Invalid search criteria (no..		1
						Batch	Member not found		1
			Medicare A and B	10/27/2020	Elig	Coverage Discovery --	Active Coverage		1
						Batch	Invalid search criteria (no..		1
			TennCare	10/27/2020	Elig	Coverage Discovery --	Unable to Determine Cov..		1
			UnitedHealthcare	10/27/2020	Elig	Coverage Discovery --	Patient Not in Plan Requ..		1
	PCS**	Generic User Regional On..	Medicare A and B	10/26/2020	Elig	eCare NEXT/IntelliSo..	Active Coverage		1
Grand Total									14



Definitions

This tab displays definitions of the commonly used lingo and abbreviations throughout this dashboard.

Cover Page
Eligibility Summary
Response Summaries
Eligibility by Group
Date Summary
Lookup by Date
Lookup by PAN
Definitions

Eligibility Dashboard: ██████████ - eCn/ ██████████

ⓘ Dates included: Week beginning 9/7/2020 through end of week beginning 9/21/2020 Report last updated: 9/28/2020 4:54:04 PM

Patient Account Numbers are displayed when provided in lookup tabs
 Web ratio is the number of transactions listed as web in onsource vs. non-web

Product Category

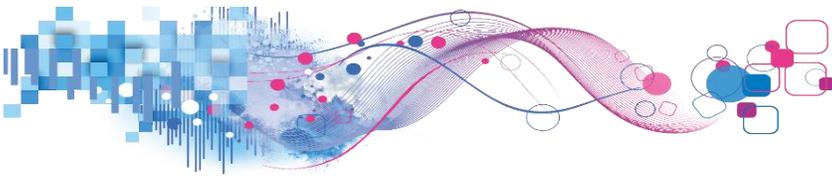
Product Category	Product
Batch	File Batch
	File Batch Self Pay
	MPV - File Batch
	Online Batch
	Product Source - Nebo Batch
SA - Batch	
eCare NEXT	eCare NEXT/IntelliSource
	IntelliSource – Medical Necessity
EDI	EDI
	MPV - EDI
	Product Source - Nebo EDI
OneSource	MPV - Web
	SA - Web
	Web
Other	Claim Status Productivity Center
	ClaimSource
	EDI Rest Service
	MIME Web Service
	Nebo Claims
	Product Source - Nebo CMS
	Product Source - Nebo Integrated
	Product Source - Nebo Payment Estimator
	Product Source - Nebo Web
	Product Source - Nebo Work List
	SA - API
Unmapped	Fax Transactions - Page Counts
	ID - UIM - Data Analysis

Response Category

Response Category	Response
Active	Active Coverage
	Active Coverage (Mental Health)
	Active Coverage (Non-Medical)
	Member Is Eligible for Medicare Part A
	Member Is Eligible for Medicare Part B
	Multiple Coverages
Recipient Is Eligible - Medicare Advantage	
Coverage Not Found	Member not found
	Subscriber found / Patient not found
Inactive	Inactive
Other	Duplicate IDs Found
	Not Set
	Other
	Patient Not in Plan Requested
	Unable to Determine Coverage – Please Review Response Details
Payer System Error	Account Configuration Error - Passport
	Invalid Response from Host/Payer
	Payer Down
	Payer Down (Blue Exchange)
	Timeout waiting for payer response
Timeout waiting for payer response (Blue Exchange)	
Search Error	Invalid search criteria (not enough data to perform a search or the data provided was not valid)
	Missing Search Criteria
	Provider Identification Error
	Required Application Data Missing

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Eligibility Errors Dashboard

AAA error segments are utilized to indicate insufficient or invalid information in the 270 Eligibility Request.

The AAA segment contains the reason for the rejection or why there is no eligibility information for the Subscriber in the response.

This dashboard shows the unique number of Eligibility transactions with AAA segment errors returned by the payer.



Eligibility Errors Dashboard

Expected report refresh is daily at 9:30 Central Time.

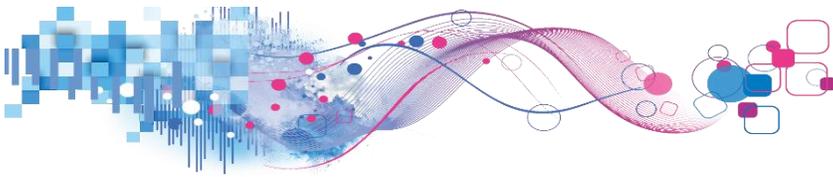
AAA error segments are utilized to indicate insufficient or invalid information in the 270 Eligibility Request.

When a 271 Response transaction is returned to a provider, submitter, or clearinghouse the AAA segment indicates when the 270 Eligibility Request transaction previously submitted to a payer was rejected due to data errors or was processed but could not return any eligibility information for the Subscriber.

The AAA segment contains the reason for the rejection or why there is no eligibility information for the Subscriber in the response.

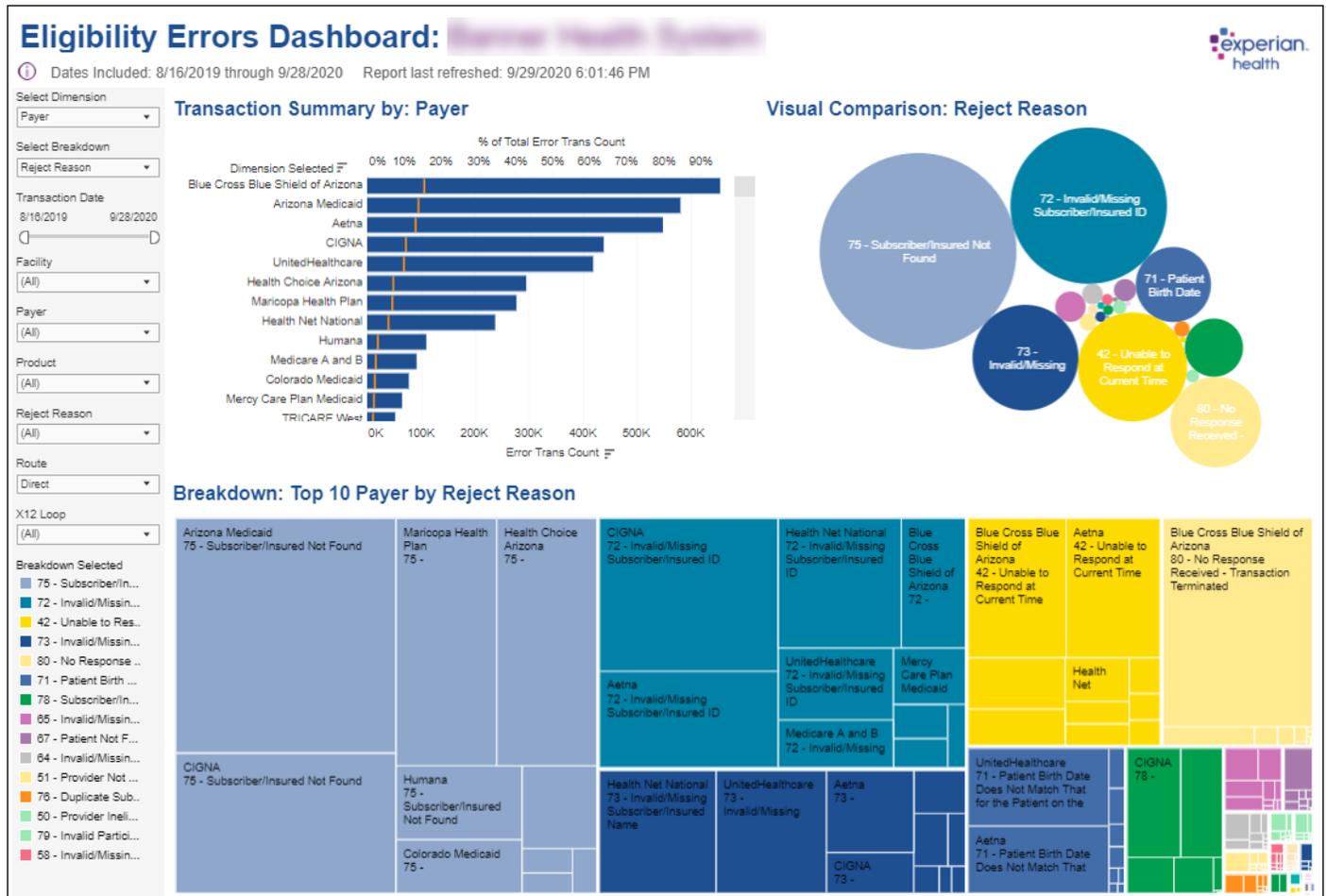
The **Eligibility Errors Dashboard** shows the unique number of Eligibility transactions with AAA segment errors returned by a payer.

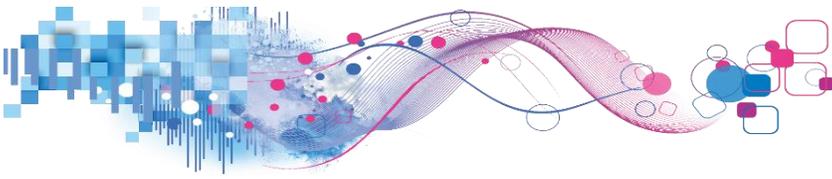
NOTES:
Different Payers can support different AAA codes



Eligibility Errors Dashboard – Summary

This Summary dashboard displays transaction summary by payer, a visual comparison of reject responses and a breakdown of the top 10 payers by reject reason.





Filter Criteria box includes:

Select Dimension
 Payer

Select Breakdown
 Reject Reason

Transaction Date
 8/16/2019 9/28/2020

Facility
 (All)

Payer
 (All)

Product
 (All)

Reject Reason
 (All)

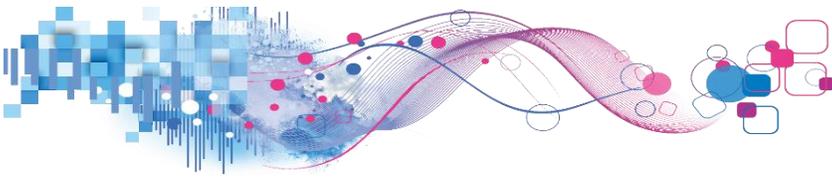
Route
 Direct

X12 Loop
 (All)

Breakdown Selected

- 75 - Subscriber/In...
- 72 - Invalid/Missin...
- 42 - Unable to Res..
- 73 - Invalid/Missin...
- 80 - No Response ..
- 71 - Patient Birth ...
- 78 - Subscriber/In...
- 65 - Invalid/Missin...
- 67 - Patient Not F...
- 64 - Invalid/Missin...
- 51 - Provider Not ...
- 76 - Duplicate Sub..
- 50 - Provider Inelli...
- 79 - Invalid Partici...
- 58 - Invalid/Missin...

Select Dimension	Select a dimension to display in the data graphs; Facility, Payer, Product, Reject Reason or X12 Loop.
Select Breakdown	Select a breakdown to display in the data graphs; Facility, Payer, Product, Reject Reason or X12 Loop.
Transaction Date	Adjust the slider to view different timeframes.
Facility	Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Payer	Choose to view data from all payers or select specific payers to view.
Product	Choose to view data from all platforms or select a specific platform to view.
Reject Reason	Choose to view all reject reasons or select specific reject reasons to view.
Route	Choose a route to view.
X12 Loop	Choose an X12 Loop to view.
Breakdown Selected	Color legend for the Breakdown selected. <i>This color legend changes based on how the filter criteria is set for breakdown.</i>



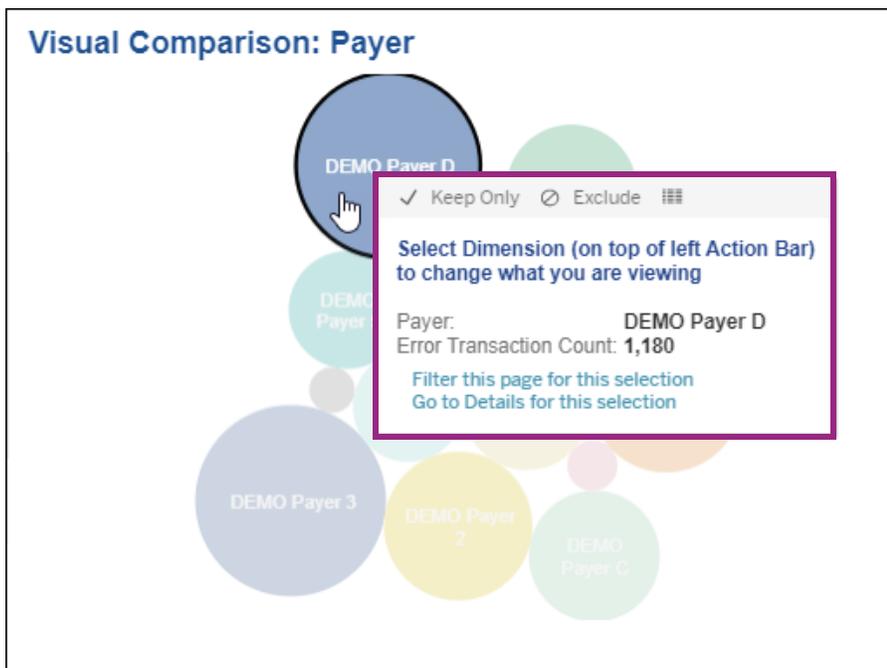
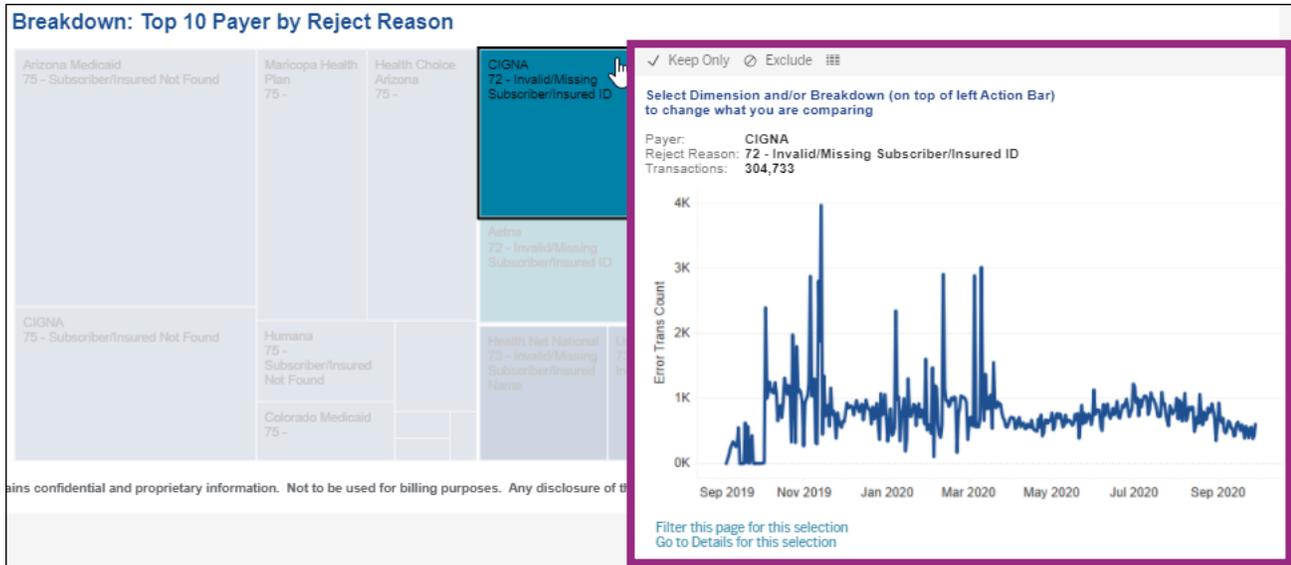
Hover and **Select** a data point to display a pop-up with greater details.

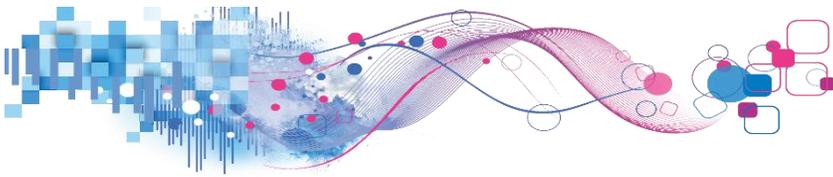
You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

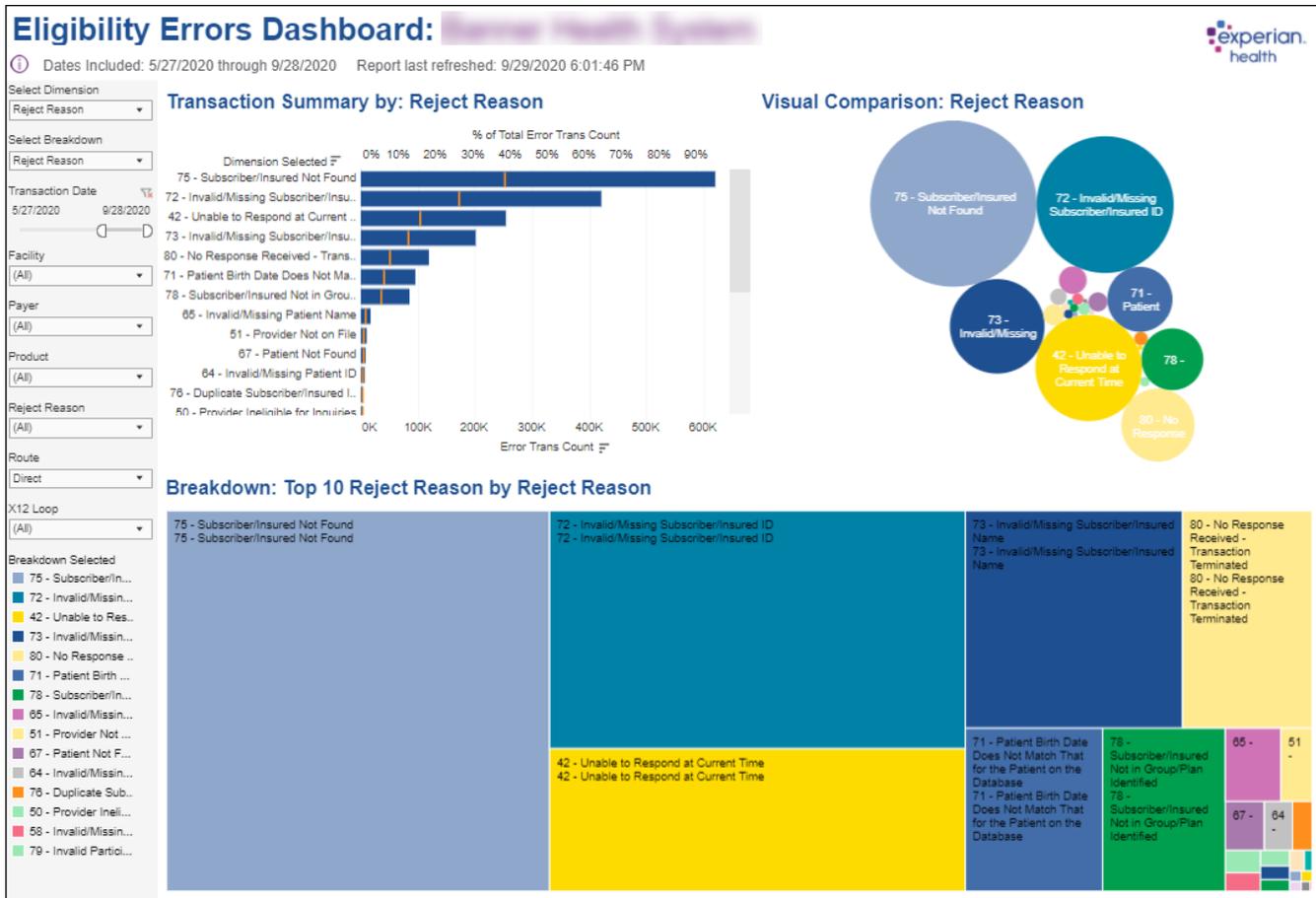
Click on **Filter this page for this selection** to view details about this selection.

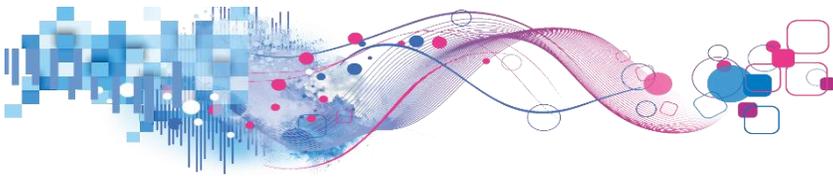
Click on **Go to Details** for this selection to be taken to the Details tab.





Example: Filters are set with a dimension of Reject Reason, breakdown is Reject Reason for the past 3 months.

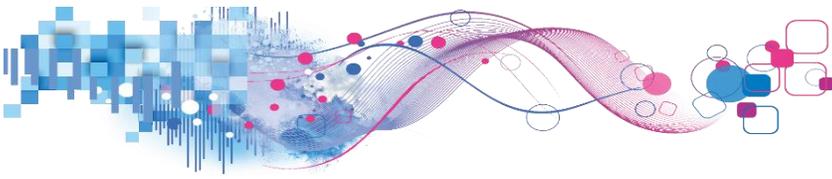




Eligibility Errors Dashboard – Details

The Details tab displays the details of the facility, reject reason and transaction date in tabular format.

Cover Page Summary Details Definitions				
Eligibility Errors Dashboard: XXXXXXXXXX Health System				experian health
🔔 Dates Included: 5/23/2020 through 9/28/2020 Report last refreshed: 9/29/2020 6:01:46 PM				
Transaction Date	Facility	Reject Reason	Transaction Date	Error Transaction Count
5/23/2020				
5/24/2020	Medical Center	15 - Required Application Data Missing	5/24/2020	1
5/25/2020			5/25/2020	1
5/26/2020			5/26/2020	1
6/1/2020			6/1/2020	3
6/10/2020			6/10/2020	1
6/16/2020			6/16/2020	1
6/22/2020			6/22/2020	2
7/10/2020			7/10/2020	2
7/11/2020			7/11/2020	1
7/14/2020			7/14/2020	1
7/21/2020			7/21/2020	1
7/24/2020			7/24/2020	1
7/31/2020			7/31/2020	1
8/2/2020			8/2/2020	3
8/3/2020			8/3/2020	2
8/6/2020			8/6/2020	1
8/8/2020			8/8/2020	3
8/9/2020			8/9/2020	1
8/22/2020			8/22/2020	1
8/23/2020			8/23/2020	1
8/24/2020			8/24/2020	1
8/25/2020			8/25/2020	1
8/26/2020			8/26/2020	1
8/27/2020			8/27/2020	1
8/28/2020			8/28/2020	1
8/29/2020			8/29/2020	1
9/1/2020			9/1/2020	3
9/2/2020			9/2/2020	1
9/4/2020			9/4/2020	1
9/6/2020			9/6/2020	2
9/8/2020			9/8/2020	1
9/9/2020			9/9/2020	2
9/10/2020			9/10/2020	2
9/12/2020			9/12/2020	2
9/14/2020			9/14/2020	1
9/16/2020			9/16/2020	2
9/25/2020			9/25/2020	1
9/28/2020			9/28/2020	1
42 - Unable to Respond at Current Time			5/23/2020	22
				13



Filter Criteria box includes:

<p>Transaction Date 5/27/2020 9/28/2020</p> <p>Facility (All)</p> <p>Payer (All)</p> <p>Product (All)</p> <p>Reject Reason (All)</p> <p>X12 Loop (All)</p>	<p>Transaction Date Adjust the slider to view different timeframes.</p>
	<p>Facility Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i></p>
	<p>Payer Choose to view data from all payers or select specific payers to view.</p>
	<p>Product Choose to view data from all platforms or select a specific platform to view.</p>
	<p>Reject Reason Choose to view all reject reasons or select specific reject reasons to view.</p>
	<p>X12 Loop Choose an X12 Loop to view.</p>

Hover and **Select** a data point to display a pop-up with greater details.

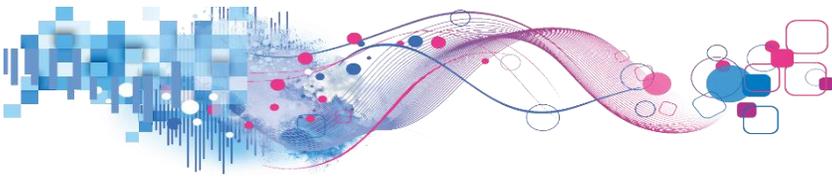
You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

Facility	Reject Reason	Transaction Date	Error Transaction Count
Medical Center	15 - Required Application Data Missing	12/27/2019	
		12/30/2019	
		1/5/2020	
		1/6/2020	
		1/16/2020	
		1/19/2020	
		1/23/2020	

Keep Only
 Exclude

Facility: Medical Center
 Reject Reason: 15 - Required Application Data Missing
 Transaction Date: 12/30/2019
 Error Transaction Count: 1



Registration QA Dashboard

Experian Health Patients Registration QA (RQA) is an integrated solution that flags registration errors for correction prior to discharge and billing. RQA triggers alerts to notify users of potential registration errors that require their attention.

Users are encouraged to make the requested change in the registration system whenever possible. RQA is a valuable staff development tool that allows managers to track performance on all accounts through sophisticated reporting and assign responsibility without continual oversight.

RQA Alert Blast Cover Page

This report shows users all open actionable alerts for the past five (5) days.

Cover Page | Blast Summary | Blast Detail



RQA Alert Blast

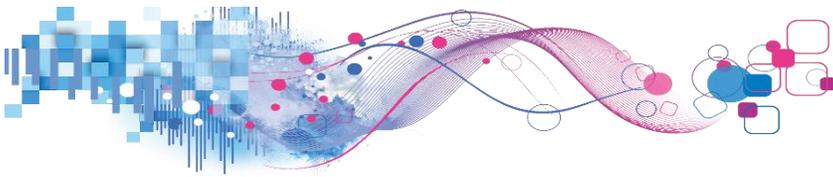
Registration Quality Assurance (RQA) is an integrated software-as-a-service solution that automatically identifies registration errors and displays specific resolution alerts in real-time. RQA allows authorized staff to monitor errors, make corrections, or pass errors to appropriate resources for resolution.

The **RQA Alert Blast** report will show users all open actionable alerts for the past 5 days. The Blast Summary tab displays at a glance those alerts that are most frequently open as well as the breakout by various groupings such as Facility, Department, or Initial User.

The Blast Detail tab includes account number detail for the alerts and can be accessed directly or by using an action link from the Blast Summary tab. Account age is calculated from midnight today. For example, an alert that fired at 8pm yesterday would be 4 hours old.

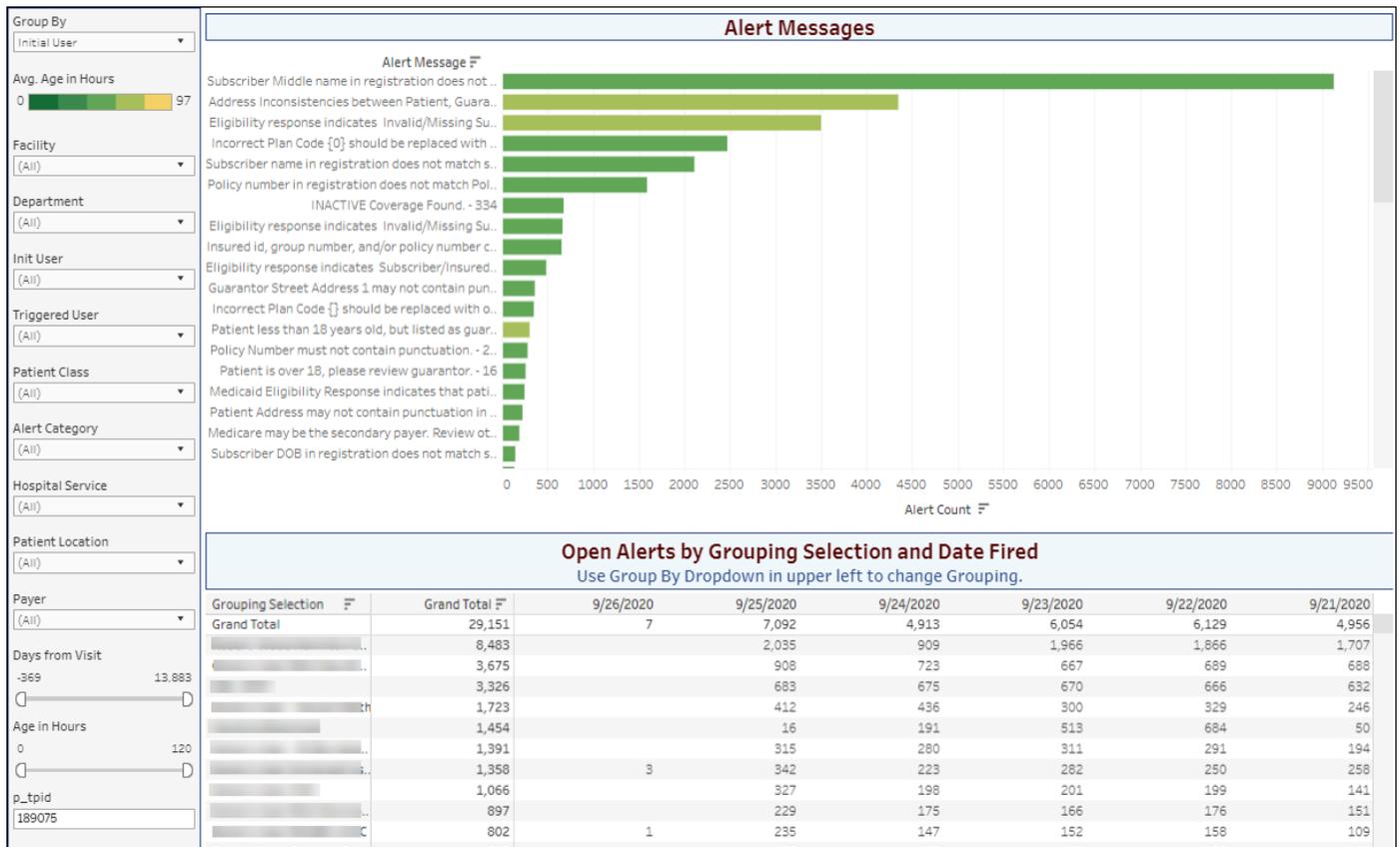
Report data is limited to the previous 5 days.

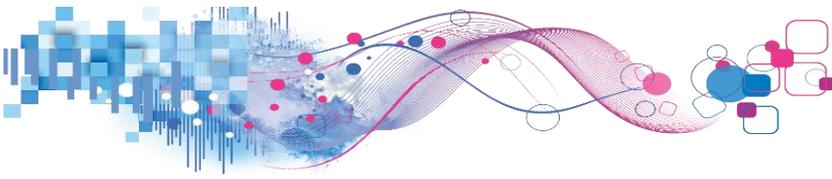
This document contains confidential and proprietary information. Not to be used for billing purposes. Any disclosure of this document or information without the express written consent of Experian is strictly prohibited.



Blast Summary

The Blast Summary displays a summary of alert messages. These messages can be grouped by different criteria in order to focus in on what you are looking for.





Filter criteria box includes:

Group By
Initial User

Avg. Age in Hours
0 112

Facility

Department
(Multiple values)

Init User
(All)

Triggered User
(All)

Patient Class
(All)

Alert Category
(All)

Hospital Service
(All)

Patient Location
(All)

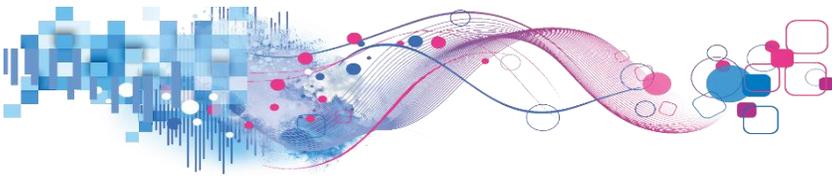
Payer
(All)

Days from Visit
-28 15

Age in Hours
9 115

p_tpid
189075,189366

Group By	Group results by Facility, Department, Initial User, Patient Class, Hospital Service, Patient Location, Payer or Triggered User.
Avg. Age in Hours Legend	Color legend for Average Age in Hours for each alert message.
Facility	Choose to view data from all facilities or select specific facilities to view.
Department	Choose to view data from all departments or select specific departments to view.
Init User	Choose to view data of all initial users or select specific initial users to view.
Triggered User	<i>A Triggered User is the actual user coming in from the ADT feed. In most cases, the Initial User and the Triggered User will be the same person.</i> Choose to view data of all triggered users or select specific triggered users to view.
Patient Class	Choose to view data from all patient classes or select specific patient classes to view.
Alert Category	Choose to view all alert categories or select specific alert categories to view.
Hospital Service	Choose to view data from all hospital services or select specific hospital services to view.
Patient Location	Choose to view data from all patient types or select specific patient types to view.
Payer	Choose to view data from all operators or select specific operators to view.
Days from Visit	Use the slider to adjust the Days from Visit to view.
Age in Hours	Use the slider to adjust the Age in Hours to view.



Hover over an alert message to display a pop-up with details including the Alert Message, Average Age in Hours and Alert Count.

Select an Alert Message to view the Open Alerts by Grouping Selection and the date that specific alert was fired.

The screenshot shows a dashboard with a left sidebar for filters and a main area with a bar chart and a table. The bar chart displays various alert messages with their corresponding alert counts. A pop-up window is shown over one of the bars, providing details for a specific alert. Below the chart is a table titled 'Open Alerts by Grouping Selection and Date Fired'.

Alert Messages

Alert Message	Alert Count
Subscriber Middle name in registration does not match...	~9000
Address inconsistencies between Patient, Guarantor...	~4500
Eligibility response indicates Invalid/Missing Su...	~3500
Incorrect Plan Code {0} should be replaced with...	~2500
Subscriber name in registration does not match s...	~2000
Policy number in registration does not match Pol...	1,590
INACTIVE Coverage Found - 334	~1500
Eligibility response indicates Invalid/Missing Su...	~1000
Insured id, group number, and/or policy number c...	~800
Eligibility response indicates Subscriber/Insured...	~700
Guarantor Street Address 1 may not contain pun...	~600
Incorrect Plan Code {} should be replaced with o...	~500
Patient less than 18 years old, but listed as guar...	~400
Policy Number must not contain punctuation. - 2...	~300
Patient is over 18, please review guarantor. - 16	~200
Medicaid Eligibility Response indicates that pati...	~150
Patient Address may not contain punctuation in ..	~100
Medicare may be the secondary payer. Review ot...	~100
Subscriber DOB in registration does not match s...	~100

Open Alerts by Grouping Selection and Date Fired
Use Group By Dropdown in upper left to change Grouping.

Grouping Selection	Grand Total	9/26/2020	9/25/2020	9/24/2020	9/23/2020	9/22/2020	9/21/2020
Grand Total	1,590	2	445	308	311	278	246
Subscriber Middle name in registration does not match...	281		58	61	56	55	51
Address inconsistencies between Patient, Guarantor...	279		64	52	58	61	44
Eligibility response indicates Invalid/Missing Su...	253		53	58	64	43	35
Incorrect Plan Code {0} should be replaced with...	135		29	33	22	21	30
Subscriber name in registration does not match s...	103		82	1	16	4	
Policy number in registration does not match Pol...	96	2	23	13	21	18	19
INACTIVE Coverage Found - 334	50		13	7	12	8	10
Eligibility response indicates Invalid/Missing Su...	45		8	12	5	13	7
Insured id, group number, and/or policy number c...	39		8	8	6	10	7
Eligibility response indicates Subscriber/Insured...	29		11	14	3	1	
Guarantor Street Address 1 may not contain pun...	26		0	0	0	0	0

You can choose to keep only this data or exclude this data from the results.

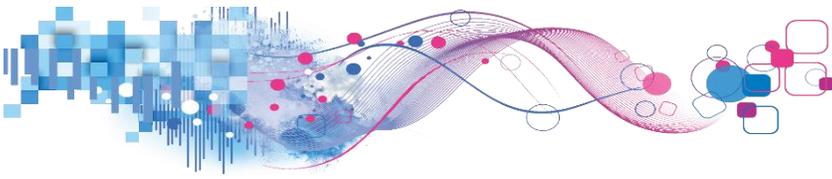
This data can be downloaded by clicking on the View Data icon (see pg. 8)

Click on the link 'Go to Detail Sheet' to display the data in greater detail.

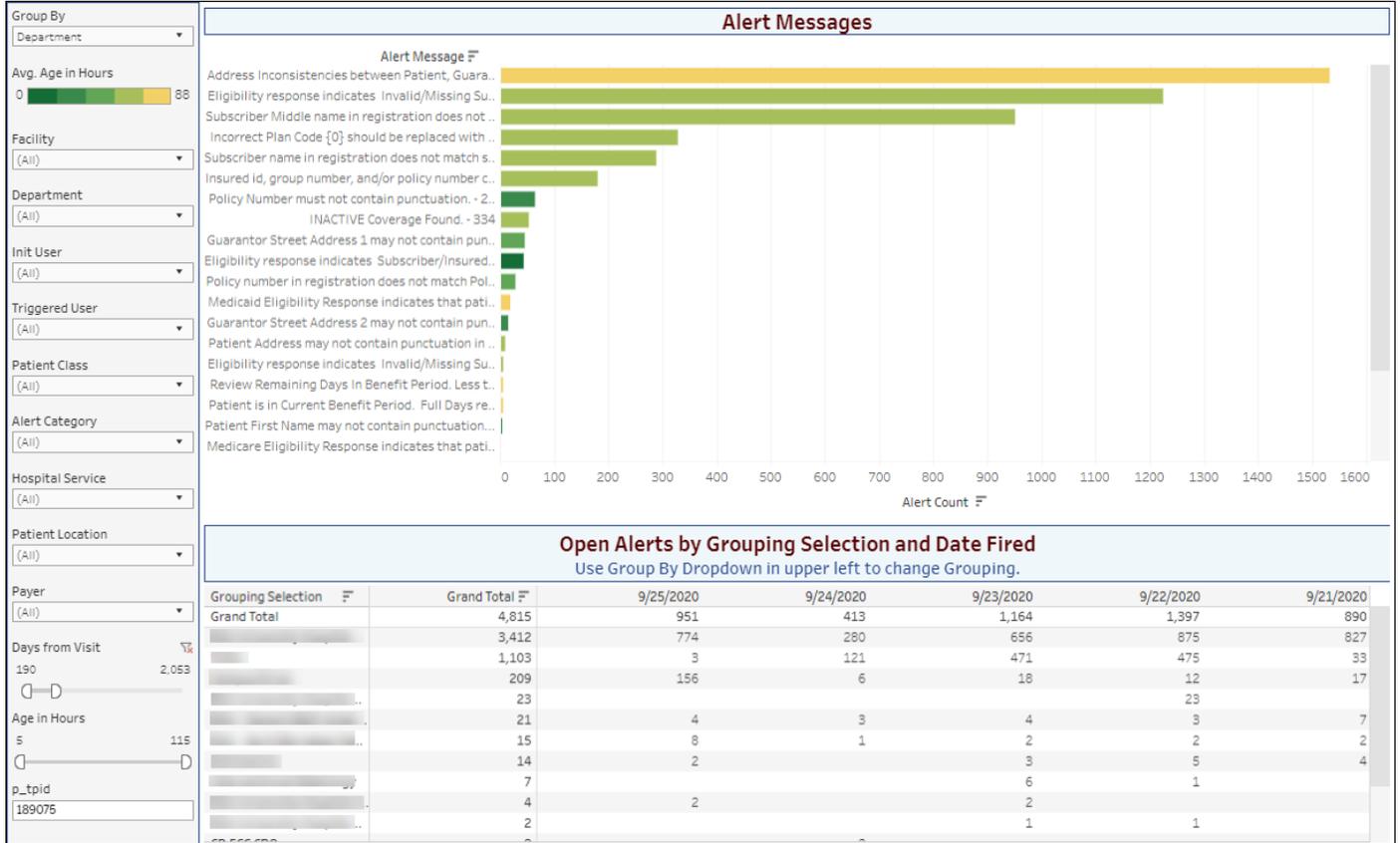
This detail can also be viewed by using the corresponding tab 'Blast Detail' at the top of the dashboard.

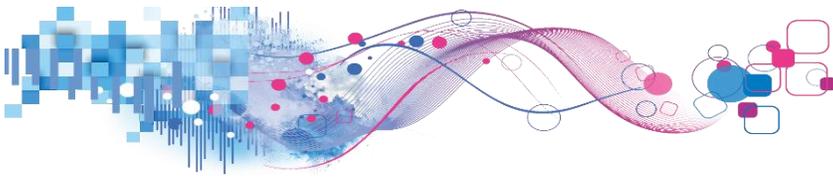
Keep Only Exclude

Alert Message: Policy number in registration does not match Policy number in eligibility. - 52
 Avg. Age in Hours: 54
 Alert Count: 1,590
[Go to Detail Sheet](#)



Example: Filters are set to display grouped by Department and Days from Visit has been adjusted to display messages 2,063 days from visit.





Example: Filters are set to display data grouped by Department and Alert Category is set to Insurance.

Group By
Department

Avg. Age in Hours
0 72

Facility
(All)

Department
(All)

Init User
(All)

Triggered User
(All)

Patient Class
(All)

Alert Category
Insurance

Hospital Service
(All)

Patient Location
(All)

Payer
(All)

Days from Visit
190 1.106

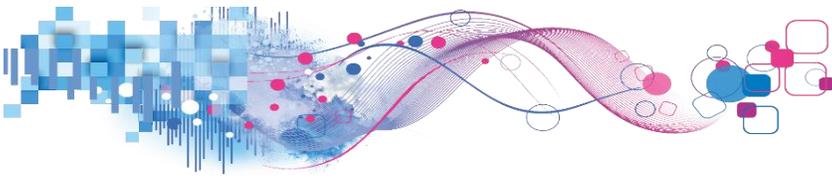
Age in Hours
5 50

p_tpid
189075

Alert Messages

Alert Message

Grouping Selection	Grand Total	9/25/2020	9/24/2020
Grand Total	492	391	101
[Blurred]	395	306	89
[Blurred]	66	66	
[Blurred]	12	3	9
[Blurred]	9	8	1
[Blurred]	5	3	2
[Blurred]	2	2	
[Blurred]	1	1	
[Blurred]	1	1	
[Blurred]	1	1	



Blast Detail

The Blast Detail report displays the details of each alert message.

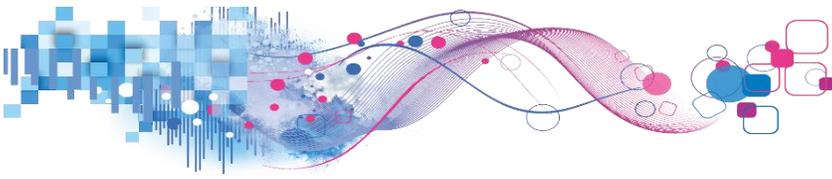
Blast Detail										
Init User	Triggered User	Account Number	Payer	Alert Category	Alert Message	Hospital Service	Visit Date	Age in Hours	Days from Visit	
			WORKERS COMP	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OCC	2005-02-25	104	5,692	
			OXFORD HEALTH	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	REH	2005-08-08	104	5,528	
			SELF PAY	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2006-01-27	104	5,356	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2006-01-27	104	5,356	
			SELF PAY	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2006-01-27	104	5,356	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2006-01-27	104	5,356	
			SELF PAY	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2006-02-09	104	5,343	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2006-02-09	104	5,343	
			SELF PAY	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2006-02-17	104	5,335	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2006-02-17	104	5,335	
			SELF PAY	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2006-03-07	104	5,317	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2006-03-07	104	5,317	
			SELF PAY	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	SDS	2006-03-14	104	5,310	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	SDS	2006-03-14	104	5,310	
			NJ MEDICAID	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2006-03-31	104	5,293	
				Insurance	Subscriber Middle name in registration does not match Middle name in eligi...	OPD	2006-03-31	104	5,293	
			NEW YORK MEDICAID	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2006-04-18	104	5,275	
				Insurance	Subscriber Middle name in registration does not match Middle name in eligi...	OPD	2006-04-18	104	5,275	
			NJ MEDICAID	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2006-04-28	104	5,265	
				Insurance	Subscriber Middle name in registration does not match Middle name in eligi...	OPD	2006-04-28	104	5,265	
			NJ MEDICAID	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OBV	2006-05-13	104	5,250	
				Insurance	Subscriber Middle name in registration does not match Middle name in eligi...	OBV	2006-05-13	104	5,250	
			SELF PAY	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2013-09-23	104	2,560	
				Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2013-09-23	104	2,560	
			COMMERCIAL OT..	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2013-10-01	104	2,552	
			SELF PAY	Demograph	Address Inconsistencies between Patient, Guarantor and Subscriber - 336	OPD	2013-10-01	104	2,552	
				Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2013-10-01	104	2,552	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2011-07-15	64	3,361	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2011-07-19	64	3,357	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	SDM	2011-10-25	107	3,259	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	SDM	2012-01-31	107	3,161	
			HORIZON NJ HEA..	Insurance	Subscriber Middle name in registration does not match Middle name in eligi...	RON	2012-02-27	107	3,134	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	RON	2012-02-27	107	3,134	
			HORIZON NJ HEA..	Insurance	Subscriber Middle name in registration does not match Middle name in eligi...	OPD	2012-02-29	107	3,132	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2012-02-29	107	3,132	
			HORIZON NJ HEA..	Insurance	Subscriber Middle name in registration does not match Middle name in eligi...	SUR	2012-04-02	107	3,099	

Data columns included in this report:

Initial User	Alert Message
Triggered User	Hospital Service
Account Number	Visit Date
Payer	Age in Hours
Alert Category	Days from Visit

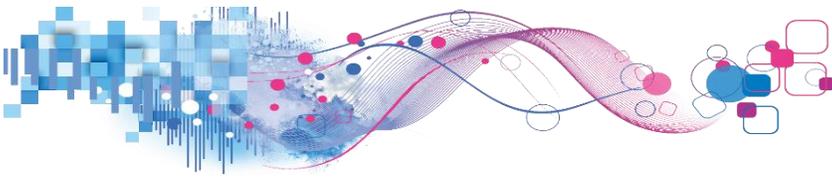
Pro Tip

Remember the filter criteria set on the Summary tab follows through to this tab. This filter criteria can be changed using the filter box on the left.



Filter criteria box includes:

<p>Facility (All) ▼</p> <p>Department (All) ▼</p> <p>Init User (All) ▼</p> <p>Triggered User (All) ▼</p> <p>Patient Class (All) ▼</p> <p>Alert Category ▼ ▼ (All) ▼</p> <p>Hospital Service (All) ▼</p> <p>Patient Location (All) ▼</p> <p>Payer (All) ▼</p> <p>Account Number <input type="text"/></p> <p>Age Color ■ 24-72 Hours ■ Over 72 Hours ■ Within 24 Hours</p> <p>Age in Hours 5 120 <input type="range"/></p> <p>Days from Visit 190 13,883 <input type="range"/></p>	<p>Facility</p>	<p>Group results by Facility Name, Department, Operator, Payer, Benefit Category, Patient Class, Hospital Service, Patient Type or Procedure Code.</p>
	<p>Department</p>	<p>Choose to view data from all departments or select specific departments to view.</p>
	<p>Init User</p>	<p>Choose to view data of all initial users or select specific initial users to view.</p>
	<p>Triggered User</p>	<p><i>A Triggered User is the actual user coming in from the ADT feed. In most cases, the Initial User and the Triggered User will be the same person.</i></p> <p>Choose to view data of all triggered users or select specific triggered users to view.</p>
	<p>Patient Class</p>	<p>Choose to view data from all patient classes or select specific patient classes to view.</p>
	<p>Alert Category</p>	<p>Choose to view all alert categories or select specific alert categories to view.</p>
	<p>Hospital Service</p>	<p>Choose to view data from all hospital services or select specific hospital services to view.</p>
	<p>Patient Location</p>	<p>Choose to view data from all patient types or select specific patient types to view.</p>
	<p>Payer</p>	<p>Choose to view data from all payers or select specific payers to view.</p>
	<p>Account Number</p>	<p>Enter a specific account number to view.</p>
	<p>Age Color Legend</p>	<p>Color legend for Age Color.</p>
	<p>Age in Hours</p>	<p>Use the slider to adjust the Age in Hours to view.</p>
	<p>Days from Visit</p>	<p>Use the slider to adjust the Days from Visit to view.</p>



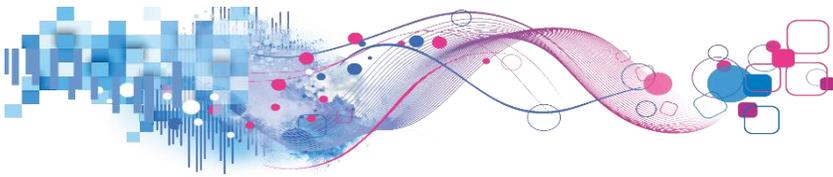
Example: Filters are set to display data from all facilities and departments with an alert category of Eligibility.

Blast Detail										
Init User	Triggered User	Account Number	Payer	Alert Category	Alert Message	Hospital Service	Visit Date	Age in Hours	Days from Visit	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-01-27	104	5,356	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-01-27	104	5,356	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-02-09	104	5,343	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-02-17	104	5,335	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-03-07	104	5,317	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDS	2006-03-14	104	5,310	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2013-09-23	104	2,560	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2013-10-01	104	2,552	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2011-07-15	64	3,361	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2011-07-19	64	3,357	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM	2011-10-25	107	3,259	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM	2012-01-31	107	3,161	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	RON	2012-02-27	107	3,134	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2012-02-29	107	3,132	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SUR	2012-04-02	107	3,099	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2012-06-15	107	3,025	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDS	2012-07-02	107	3,008	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2005-12-19	8	5,395	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM	2005-12-21	8	5,393	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-01-09	8	5,374	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-01-10	8	5,373	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-02-09	8	5,343	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-02-10	8	5,342	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-03-02	8	5,322	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-03-03	8	5,321	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-03-30	8	5,294	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-03-31	8	5,293	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-04-24	8	5,269	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-04-25	8	5,268	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-05-15	8	5,248	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-05-16	8	5,247	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-06-05	8	5,227	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM	2006-09-18	8	5,122	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-12-05	8	5,044	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2007-06-04	8	4,863	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-11-19	8	5,060	

Hover over a data field in the Age in Hours or Days from Visit columns to display a pop-up window with a condensed view of the details.

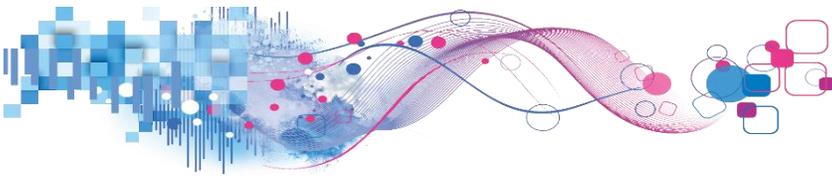
Blast Detail										
Init User	Triggered User	Account Number	Payer	Alert Category	Alert Message	Hospital Service	Visit Date	Age in Hours	Days from Visit	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-01-27	104	5,356	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDS				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	RON				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SUR				

Facility:
 Department: Campus Drive
 Initial User:
 Triggered User:
 Alert Message: Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698
 Alert Category: Eligibility
 Payer: SELF PAY
 Account Number:
 Visit Date: 2006-01-27
 Alert Date: 9/21/2020
 Patient Class: 0
 Hospital Service: OPD
 Patient Location: OPD



Example: Filters are set to display data on all details that are at 40 hours and under for Age in Hours and under 1,670 Days from Visit.

Blast Detail											
Init User	Triggered User	Account Number	Payer	Alert Category	Alert Message	Hospital Service	Visit Date	Age in Hours	Days from Visit		
			HORIZ HMO POS	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	ONC	2020-09-01	11	25		
			MEDICARE PART A	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	MED	2017-05-06	8	1,239		
			MEDICARE OUTP	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2017-06-29	8	1,185		
			MEDICARE-ELIG	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	MED	2020-07-28	10	60		
			MEDICARE-ELIG	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	MED	2020-07-28	10	60		
			AARP	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	MED	2020-08-06	13	51		
			BLUE CROSS M C	Insurance	Insured id, group number, and/or policy number can only contain alpha and/..	MED	2020-08-18	6	39		
			HORIZON OMNIA	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	MED	2020-08-21	11	36		
			HORIZON NJ HEA	Demograph	Patient less than 18 years old, but listed as guarantor - 443	MED	2020-08-17	12	40		
			UHC COMMUNIT	Insurance	Incorrect Plan Code {0} should be replaced with one of the following: {1}	MED	2020-08-15	35	42		
			CIGNA MANAGED CARE	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	MED	2020-08-17	32	40		
			HORIZON OTHER PPO	Eligibility	Eligibility response indicates Invalid/Missing Patient ID - 693	THY	2020-08-01	10	56		
			HORIZON BLUE C	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	THY	2020-08-01	10	56		
			MEDICAID NEW J	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	PSYR	2020-09-01	12	25		
			MEDICAID NEW JERSEY MDD00	Insurance	Medicaid Eligibility Response indicates that coverage is HMO. Please use a..	PSYR	2020-09-01	13	25		
			MEDICAID NEW JERSEY MDD00	Insurance	Incorrect Plan Code {0} should be replaced with one of the following: {1}	XXXO	2020-08-28	33	29		
			MEDICAID NEW JERSEY MDD00	Insurance	Medicaid Eligibility Response indicates Managed Medicaid Coverage - use t..	XXXO	2020-08-28	33	29		
			AETNA BETTER HLTH	Eligibility	Eligibility response indicates Subscriber/Insured not found. - 701	ONC	2020-09-03	16	23		
			AETNA BETTER HLTH	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	ONC	2020-09-03	16	23		
			AETNA BETTER HLTH	Insurance	Subscriber name in registration does not match subscriber name in eligibilit..	ONC	2020-09-03	16	23		
			MEDICAID UNITED	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..		2019-06-10	16	474		
			HORIZON OTHER	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OBS	2020-01-21	34	249		
			MEDICAID NEW J	Insurance	INACTIVE Coverage Found. - 334	MED	2020-02-22	12	217		
			UNITED HEALTH HMO	Insurance	INACTIVE Coverage Found. - 334	FTC	2020-06-01	15	117		
			UNITED HEALTH HMO	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	FTC	2020-06-01	15	117		
			MEDICAID NEW J	Insurance	Subscriber name in registration does not match subscriber name in eligibilit..	NUR	2020-03-29	9	181		
			EMBLEM HEALTH	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	CAR	2020-05-21	37	128		
			MEDICAID HORIZ	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	PHC	2020-06-29	13	89		
			MEDICAID NEW J	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	DSU	2020-07-16	40	72		
			MEDICARE AETNA	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	ONC	2020-09-01	16	25		
			MEDICAID NEW JERS	Insurance	Policy number in registration does not match Policy number in eligibility. - 52	NEI	2020-07-29	34	59		
			MEDICAID NEW JERS	Insurance	Subscriber DOB in registration does not match subscriber DOB returned in e..	NEI	2020-07-29	34	59		
			MEDICAID NEW JERS	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	NEI	2020-07-29	34	59		
			MEDICAID NEW JERS	Insurance	Subscriber name in registration does not match subscriber name in eligibilit..	NEI	2020-07-29	34	59		
			MEDICAID NEW J	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	MNT	2020-09-04	38	22		



RQA Alerts Fired and Alert Resolution Dashboard

When an element of a patient account or registration meets a specified criteria, an alert is fired. This alert informs the user that there may be a concern about a part of the registration that requires their attention. When the user takes an action to fix the alert, the alert is considered resolved. These reports provide details on the alerts fired and resolved at a facility.

The RQA Alerts Fired reports provide users with quick and actionable information regarding recently fired alerts. The RQA Alert Resolution reports provide users with information about how alerts were resolved. These reports give the user the ability to summarize findings at a high-level and then deep-dive to the granular account-level.

The Alerts Fired reports benefit frontline managers and supervisors by allowing them to see what alerts are outstanding (“assign to user” status) and help their users address the outstanding alerts. This report can help managers identify particular areas for improvement by viewing alerts that fire frequently or individual users that have a large number of unresolved alerts.

The Alert Resolution reports allow managers to audit how alerts are being resolved. For example, this report would allow a manager to see what percentage of a time a user is manually resolving alerts in eCare NEXT versus fixing them in the host system (“resolved by system” status).

RQA Alerts Fired and Alert Resolution Cover Page

Cover Page	RQA Alerts Fired - Summary	RQA Alerts Fired - Tabular	RQA Alert Resolution-Summary	RQA Alert Resolution	RQA Alerts - Detail
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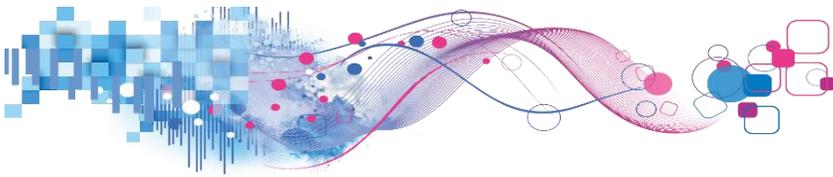
RQA ALERTS FIRED AND ALERT RESOLUTION DASHBOARD

Registration Quality Assurance (RQA) is an integrated software-as-a-service solution that automatically identifies registration errors and displays specific resolution alerts in real-time. RQA allows authorized staff to monitor errors, make corrections, or pass errors to appropriate resources for resolution.

The dashboard is designed to provide quick, actionable information regarding recent alerts. It can be filtered in areas including open vs. closed alerts, operators, alert category, departments, and time ranges for resolving alerts. The dashboard can summarize findings at a high-level, or the user can deep-dive to the granular account-level.

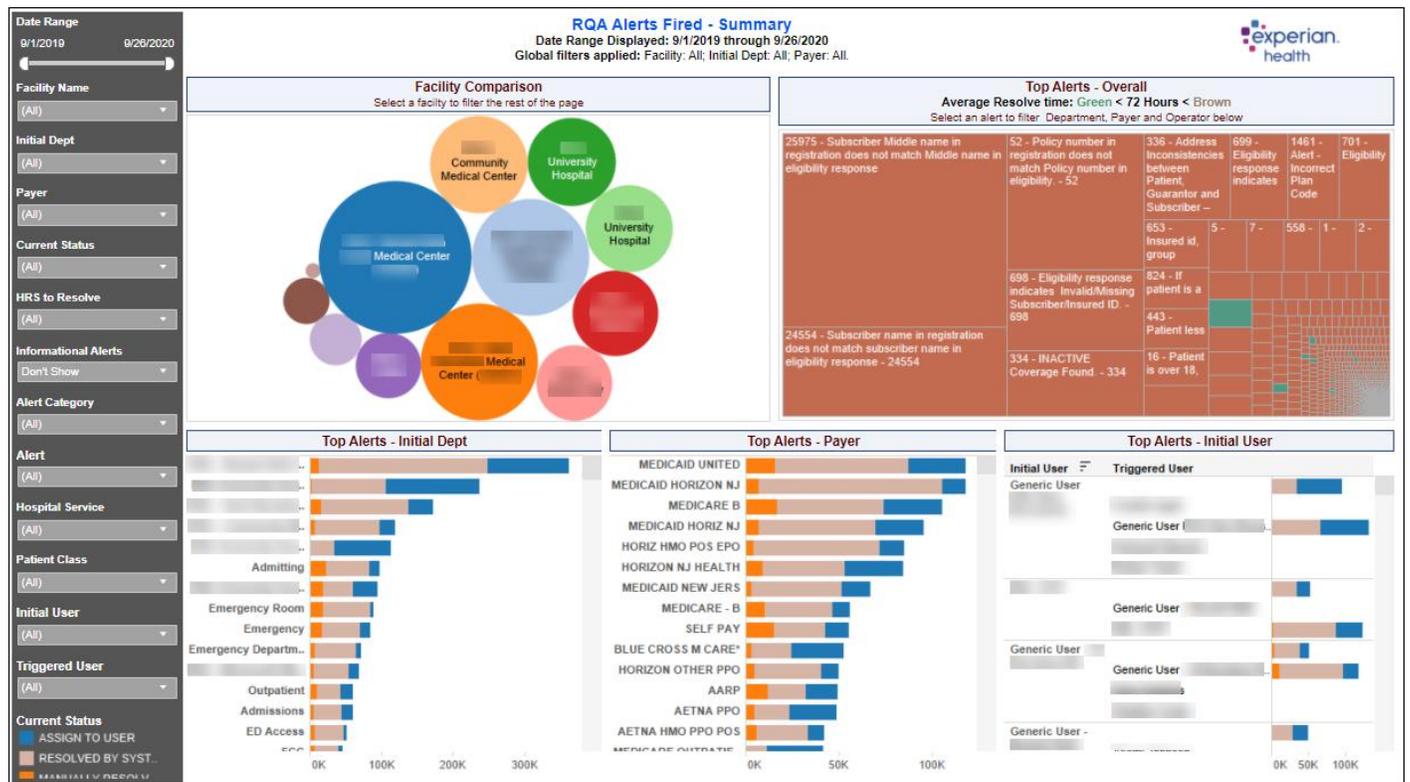
The RQA Alerts - Detail dashboard is the account-level tabular report. It will have additional alert information in the tooltip. All fields in this report (including the tooltip data) can be exported in crosstab for ad-hoc analysis.

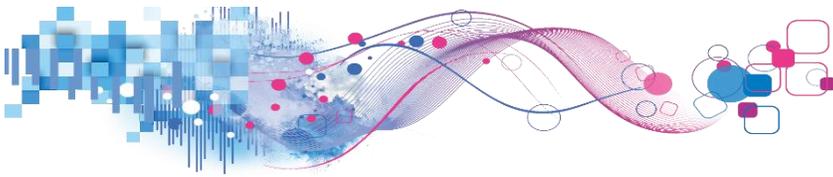
Report data is limited to the last twelve months plus the current month.



RQA Alerts Fired – Summary

The summary tab contains graphs displaying an at-a-glance facility comparison, as well as top alerts overall and top alerts by department, payer, and operator (user). Hovering over any of the items on the graph will allow users to see greater detail.





Filter criteria box includes:

Date Range
 9/1/2019 9/26/2020

Facility Name
 (All) ▼

Initial Dept
 (All) ▼

Payer
 (All) ▼

Current Status
 (All) ▼

HRS to Resolve
 (All) ▼

Informational Alerts
 Don't Show ▼

Alert Category
 (All) ▼

Alert
 (All) ▼

Hospital Service
 (All) ▼

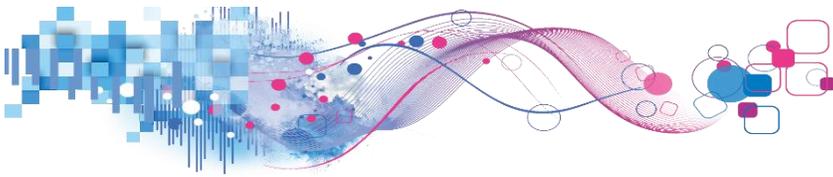
Patient Class
 (All) ▼

Initial User
 (All) ▼

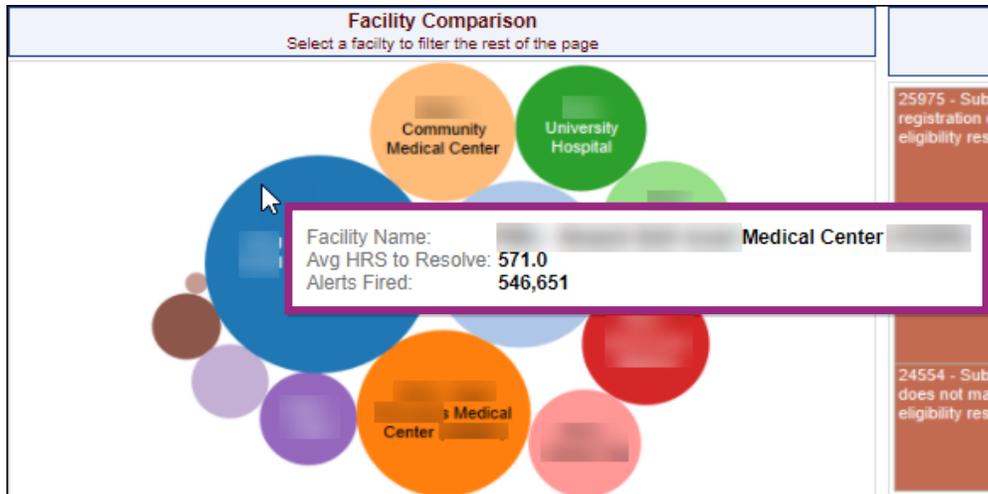
Triggered User
 (All) ▼

Current Status
 ■ ASSIGN TO USER
 ■ RESOLVED BY SYST...
 ■

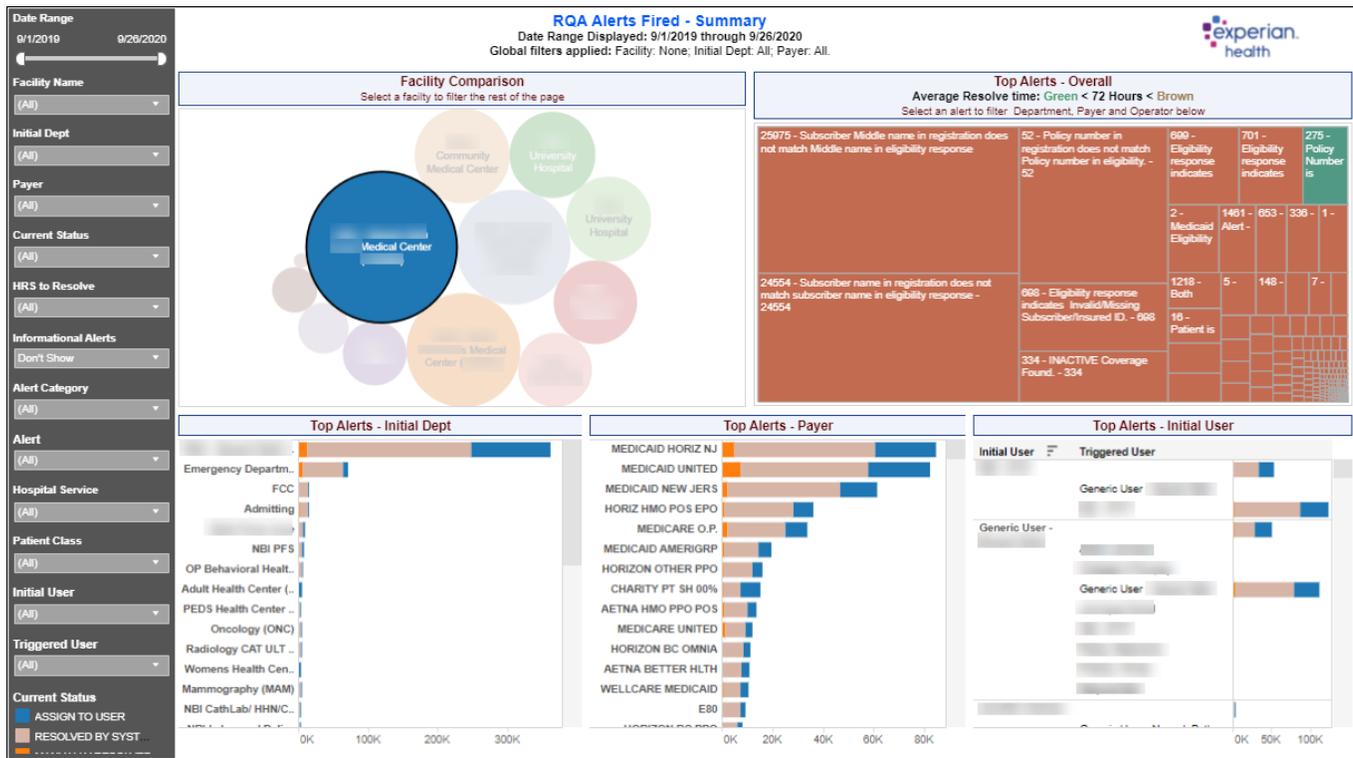
Date Range	Adjust the slider to view a specified date range.
Facility Name	Choose to view data from all facilities or select specific facilities to view.
Initial Dept	Choose to view data from all departments or select specific departments to view.
Payer	Choose to view data from all payers or select specific payers to view.
Current Status	Choose to view data of all current statuses (<i>Assign to User, Manually Resolved, and Resolved by System</i>) or select a specific status to view.
HRS to Resolve	Choose to view data of all hours to resolve or choose to view different timeframes to view.
Informational Alerts	Choose to Show or Don't Show informational alerts.
Alert Category	Choose to view all alert categories or select specific alert categories to view.
Hospital Service	Choose to view data from all hospital services or select specific hospital services to view.
Patient Class	Choose to view data from all patient classes or select specific patient classes to view.
Initial User	Choose to view data of all initial users or select specific initial users to view.
Triggered User	<i>A Triggered User is the actual user coming in from the ADT feed. In most cases, the Initial User and the Triggered User will be the same person.</i> Choose to view data of all triggered users or select specific triggered users to view.
Current Status Legend	Color legend for Current Status.

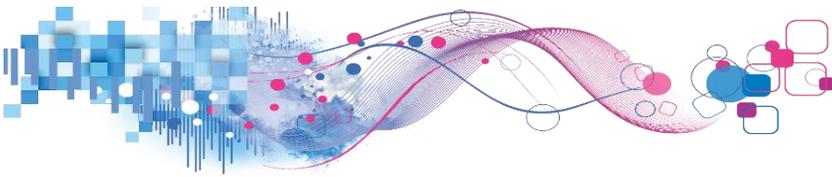


Hover over a facility to display a pop-up with details including the Average Hours to Resolve and Alerts Fired.

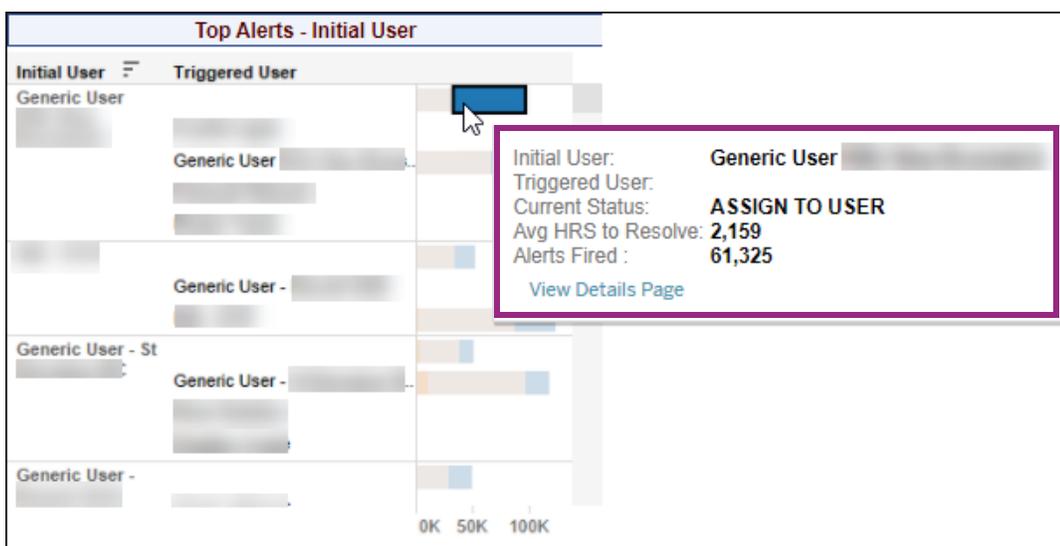
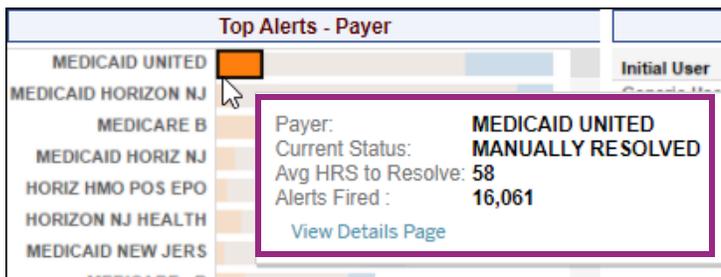
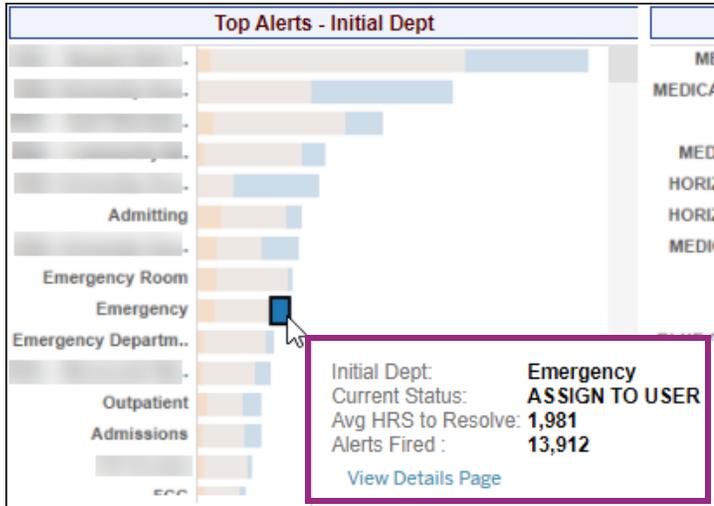


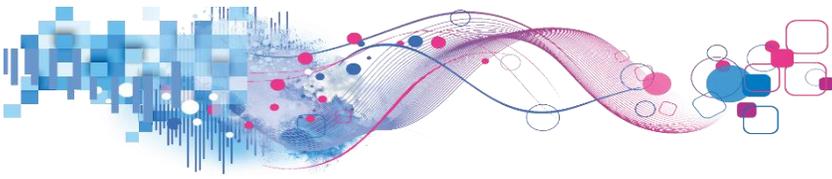
Select a data point within the different sections to change the corresponding graphs to that specific facility's details.





Select a data point within any of the bottom three sections to display a pop-up box with status details and the option to view greater details by clicking on the **View Details Page** link.





RQA Alerts Fired – Tabular

RQA Alerts Fired – Tabular presents a tabular view of the information presented in the RQA Alerts Fired - Summary tab. The report parameters are the same as the summary report, but users may also select a grouping level they wish to view on the tabular report.

Select Grouping Level to View

Facility Name

Date Range

9/1/2019 9/28/2020

Alert Count

1 128,404

Facility Name

(All)

Initial Dept

(All)

Payer

(All)

Current Status

(All)

HRS to Resolve

(All)

Informational Alerts

Don't Show

Alert Category

(All)

Alert

(All)

Hospital Service

(All)

Patient Class

(All)

Initial User

(All)

Triggered User

(All)

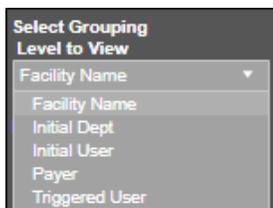
RQA Alerts Fired - Facility Name Report
Date Range Displayed: 9/1/2019 through 9/28/2020
Global filters applied: Facility: All; Initial Dept: All; Payer: All.
Click + to expand or - to collapse fields

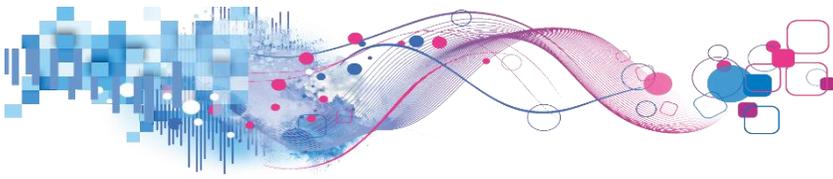
Grouping Selection	Alert Category	Alert	Avg. HRS to Resolve	Number of Records		
Medical Center	DEMOGRAPHIC	16 - Please Review Guarantor Information for Inconsistencies - 16	240	1,629		
		133 - Patient Address may not contain punctuation in address line 1 field - 133	7	1		
		134 - Patient City may not contain punctuation - 134	488	16		
		136 - Patient last name may not contain punctuation - 136	0	6		
		148 - Guarantor Street Address 2 may not contain punctuation - 148	608	640		
		149 - Guarantor City may not contain punctuation - 149	223	11		
		151 - Guarantor First Name may not contain punctuation - 151	960	8		
		152 - Guarantor Last Name may not contain punctuation - 152	357	7		
		336 - Address Inconsistencies between Patient, Guarantor and Subscriber - 336	231	1,195		
		443 - Patient less than 18 years old, but listed as guarantor - 443	459	15		
		558 - Guarantor Street Address 1 may not contain punctuation - 558	594	1,580		
		565 - Patient Address may not contain punctuation in 1st street field - 565	586	1,676		
		824 - If patient is a minor, emergency contact must be completed - 824	9	919		
		Total	391	7,703		
		ELIGIBILITY		688 - Eligibility response indicates Invalid/Missing Date of Birth. - 688	6	6
				693 - Eligibility response indicates Invalid/Missing Patient ID. - 693	287	503
				694 - Eligibility response indicates Invalid/Missing Patient Name. - 694	294	344
696 - Eligibility response indicates Duplicate Patient ID Number. - 696	361			14		
697 - Eligibility response indicates Patient Birth Date Does Not Match That for the Patient ...	221			233		
698 - Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	208			5,589		
699 - Eligibility response indicates Invalid/Missing Subscriber/Insured Name. - 699	354			5,216		
701 - Eligibility response indicates Subscriber/Insured not found. - 701	210			5,637		
704 - Eligibility response indicates Subscriber/Insured Not in Group/Plan Identified. - 704	393			286		
Total	259			17,828		
INSURANCE		1 - Medicaid Eligibility Response indicates that patient has other Insurance. Enter Medical...	286	1,950		
		2 - Medicaid Eligibility Response indicates Managed Medicaid Coverage - use the proper ...	196	2,836		
		3 - Medicaid Eligibility Response indicates active Medicare coverage. Enter Medicaid as s...	137	402		
		5 - Subscriber DOB in registration does not match subscriber DOB returned in eligibility. - 5	0	4		
		7 - Medicare may be the secondary payer. Review other or additional payer Box- confirm ...	672	1,251		
		8 - Medicare Eligibility Response indicates No part A coverage. - 8	611	889		
		9 - Medicare Eligibility Response indicates No part B Coverage. - 9	161	319		
		10 - Medicare replacement policy in effect. - 10	151	939		
		12 - Medicare Eligibility Response indicates that patient is deceased. Stop and verify patie...	1,522	38		
		25 - Workers Compensation Insurance listed as Secondary. Stop and verify Insurance ent...	218	19		
		52 - Policy number in registration does not match Policy number in eligibility. - 52	230	14,172		
275 - Policy Number is required. - 275	5	260				
277 - Policy Number must not contain punctuation. - 277	543	90				

★ Pro Tip

Remember the filter criteria set on the Summary tab follows through to this tab. This filter criteria can be changed using the filter box on the left.

Available options for how the report data should be grouped include facility name, initial department, initial user, payer and triggered user.





Filter criteria box includes:

Select Grouping Level to View
 Facility Name

Date Range
 9/1/2019 9/26/2020

Alert Count
 1 128,494

Facility Name
 (All)

Initial Dept
 (All)

Payer
 (All)

Current Status
 (All)

HRS to Resolve
 (All)

Informational Alerts
 Don't Show

Alert Category
 (All)

Alert
 (All)

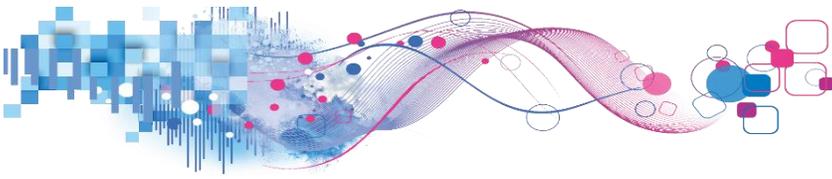
Hospital Service
 (All)

Patient Class
 (All)

Initial User
 (All)

Triggered User
 (All)

Select Grouping Level to View	Available options for how the report data should be grouped include facility name, initial department, initial user, payer and triggered user.
Date Range	Adjust the slider to view a specified date range.
Alert Count	Adjust the slide to view a specified alert count.
Facility Name	Choose to view data from all facilities or select specific facilities to view.
Initial Dept	Choose to view data from all initial departments or select specific initial departments to view.
Payer	Choose to view data from all payers or select specific payers to view.
Current Status	Choose to view data of all current statuses (<i>Assign to User, Manually Resolved, and Resolved by System</i>) or select a specific status to view.
HRS to Resolve	Choose to view data of all hours to resolve or choose to view different timeframes to view.
Informational Alerts	Choose to Show or Don't Show informational alerts.
Alert Category	Choose to view all alert categories or select specific alert categories to view.
Alert	Choose to view all alerts or select specific alerts to view.
Hospital Service	Choose to view data from all hospital services or select specific hospital services to view.
Patient Class	Choose to view data from all patient classes or select specific patient classes to view.
Initial User	Choose to view data of all initial users or select specific initial users to view.
Triggered User	<i>A Triggered User is the actual user coming in from the ADT feed. In most cases, the Initial User and the Triggered User will be the same person.</i> Choose to view data of all triggered users or select specific triggered users to view.



Example: Filters are set to display data grouped by Initial Department with a date range of March 2020 to September 2020. Alert Count has been adjusted to a maximum of 5,588 alerts.

RQA Alerts Fired - Initial Dept Report				
Date Range Displayed: None				
Global filters applied: Facility: All; Initial Dept: All; Payer: All.				
Click + to expand or - to collapse fields				
Grouping Selection	Alert Category	Alert	Avg. HRS to Resolve	Number of Records
*A	DEMOGRAPHIC	134 - Patient City may not contain punctuation - 134	204	2
		148 - Guarantor Street Address 2 may not contain punctuation. - 148	1,605	4
		336 - Address Inconsistencies between Patient, Guarantor and Subscriber - 336	927	149
		443 - Patient less than 18 years old, but listed as guarantor. - 443	3	2
		558 - Guarantor Street Address 1 may not contain punctuation. - 558	623	7
		565 - Patient Address may not contain punctuation in 1st street field - 565	512	9
		824 - If patient is a minor, emergency contact must be completed - 824	5	10
		Total	841	183
	ELIGIBILITY	688 - Eligibility response indicates Invalid/Missing Date of Birth. - 688	0	1
		693 - Eligibility response indicates Invalid/Missing Patient ID. - 693	0	1
		694 - Eligibility response indicates Invalid/Missing Patient Name. - 694	768	1
		697 - Eligibility response indicates Patient Birth Date Does Not Match That for the Patient ...	283	12
		698 - Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	215	461
		699 - Eligibility response indicates Invalid/Missing Subscriber/Insured Name. - 699	419	41
		701 - Eligibility response indicates Subscriber/Insured not found. - 701	629	34
		704 - Eligibility response indicates Subscriber/Insured Not in Group/Plan Identified. - 704	174	7
		Total	256	558
	INSURANCE	1 - Medicaid Eligibility Response indicates that patient has other Insurance. Enter Medical.	898	21
		2 - Medicaid Eligibility Response indicates Managed Medicaid Coverage - use the proper ...	317	11
		3 - Medicaid Eligibility Response indicates active Medicare coverage. Enter Medicaid as s...	183	11
		5 - Subscriber DOB in registration does not match subscriber DOB returned in eligibility. - 5	410	29
		7 - Medicare may be the secondary payer. Review other or additional payer Box- confirm ...	215	58
		8 - Medicare Eligibility Response indicates No part A coverage. - 8	10	10
		10 - Medicare replacement policy in effect. - 10	8	15
		12 - Medicare Eligibility Response indicates that patient is deceased. Stop and verify patie...	25	2
		52 - Policy number in registration does not match Policy number in eligibility. - 52	258	208
		277 - Policy Number must not contain punctuation. - 277	665	5
		326 - Medicare Eligibility Response Indicates Hospice Coverage. Check Hospice Benefits ...	421	11
		328 - Review Remaining Days In Benefit Period. Less than 10 days - Standard -328	630	5
		334 - INACTIVE Coverage Found. - 334	244	55
		653 - Insured id, group number, and/or policy number can only contain alpha and/or nume...	977	10
		1461 - Alert - Incorrect Plan Code 'AETN' should be replaced with one of the following: AE...	2,022	9
		1461 - Alert - Incorrect Plan Code 'AETN' should be replaced with one of the following: US...	816	30
		1461 - Alert - Incorrect Plan Code 'AMCH' should be replaced with one of the following: If...	1,293	3

Hover over a data point within the Average Hours to Resolve and Number of Records columns to display a pop-up window with details.

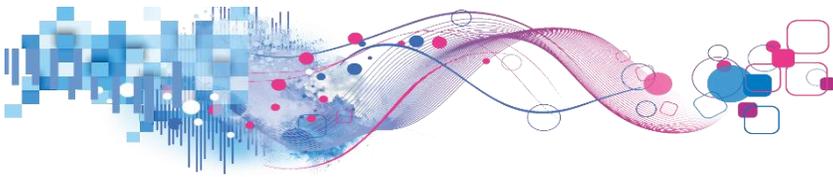
Grouping Selection	Alert Category	Alert	Avg. HRS to Resolve	Number of Records
*A	DEMOGRAPHIC	134 - Patient City may not contain punctuation - 134	204	2
		148 - Guarantor Street Address 2 may not contain punctuation. - 148	1,605	4
		336 - Address Inconsistencies between Patient, Guarantor and Subscriber - 336	927	149
		443 - Patient less than 18 years old, but listed as guarantor. - 443	3	2
		558 - Guarantor Street Address 1 may not contain punctuation. - 558	623	7
		565 - Patient Address may not contain punctuation in 1st street field - 565	512	9
		824 - If patient is a minor, emergency contact must be completed - 824	5	10
		Total	841	183
	ELIGIBILITY	688 - Eligibility response indicates Invalid/Missing Date of Birth. - 688	0	1
		693 - Eligibility response indicates Invalid/Missing Patient ID. - 693	0	1
		694 - Eligibility response indicates Invalid/Missing Patient Name. - 694	768	1

Initial Dept: *A

Alert Category: ELIGIBILITY

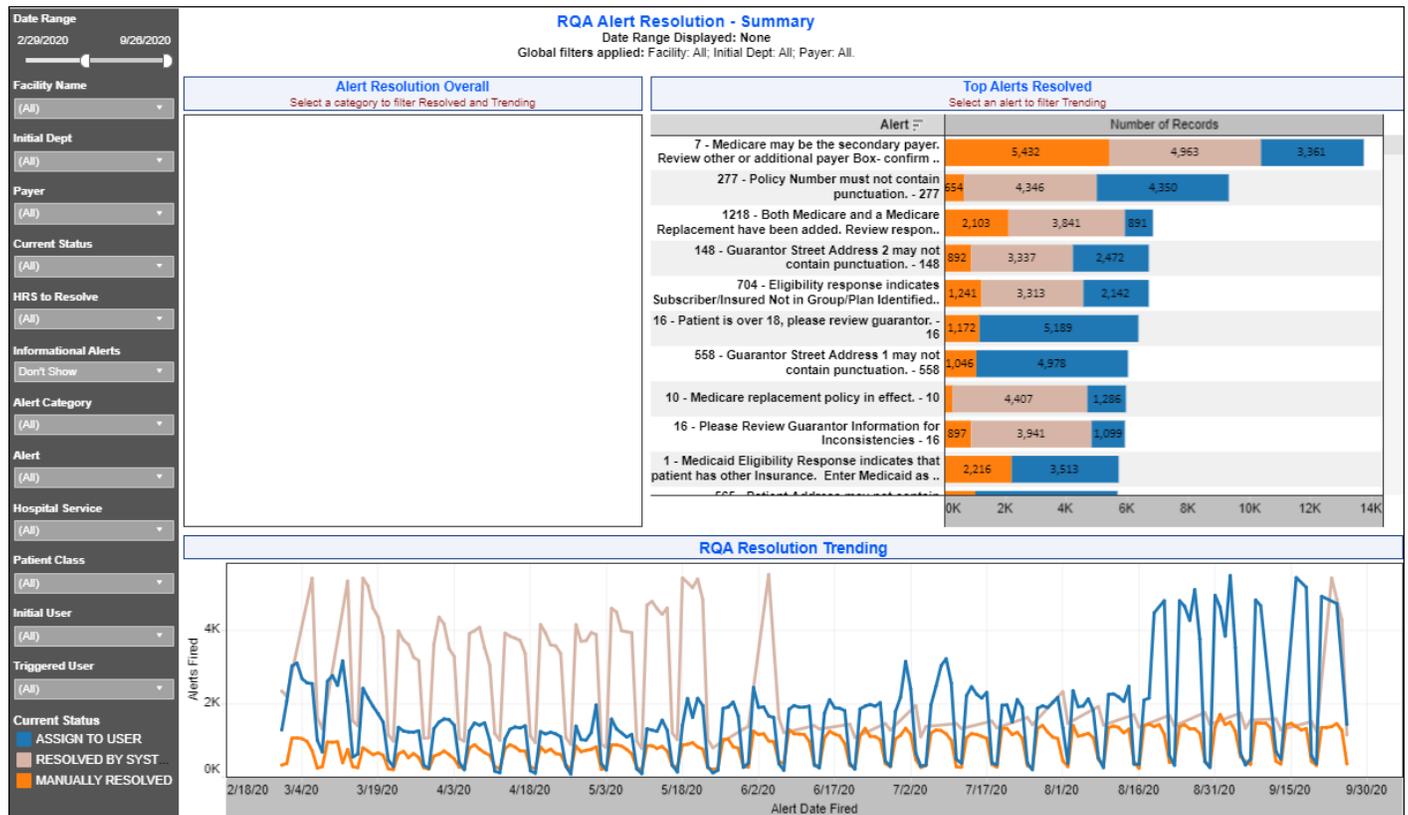
Alert: 694 - Eligibility response indicates Invalid/Missing Patient Name. - 694

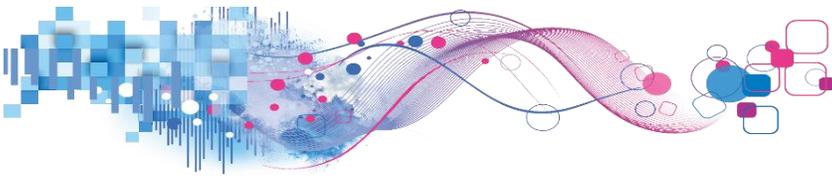
Avg. HRS to Resolve : 768



RQA Alert Resolution – Summary

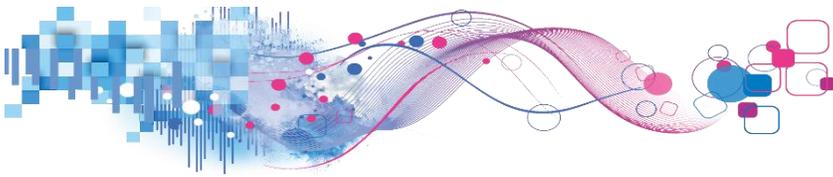
The Alert Resolution Summary provides a color-coded summary of all alerts. Any alerts in an assign to user (unresolved) status are displayed in blue, alerts that were manually resolved outside the HIS system are orange and alerts that were resolved by system by making an update in the host system are displayed in tan.





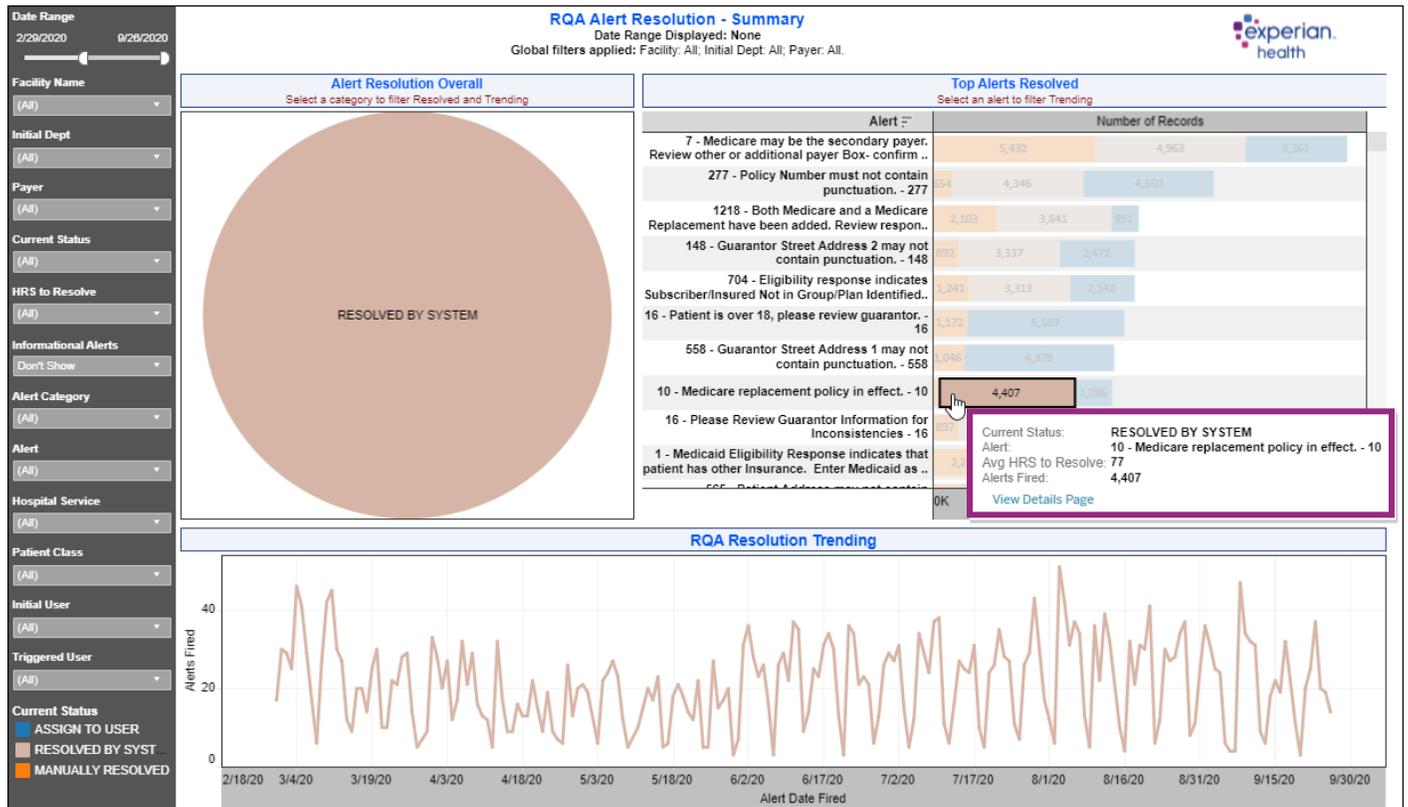
Filter criteria box includes:

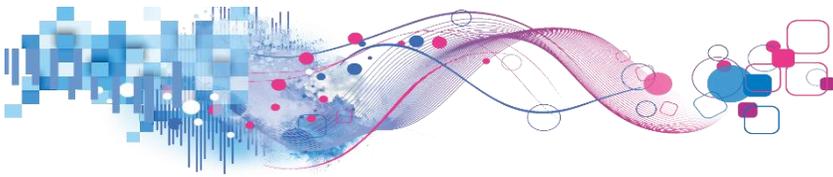
<p>Date Range 2/29/2020 9/26/2020</p> <p>Facility Name (All)</p> <p>Initial Dept (All)</p> <p>Payer (All)</p> <p>Current Status (All)</p> <p>HRS to Resolve (All)</p> <p>Informational Alerts Don't Show</p> <p>Alert Category (All)</p> <p>Alert (All)</p> <p>Hospital Service (All)</p> <p>Patient Class (All)</p> <p>Initial User (All)</p> <p>Triggered User (All)</p> <p>Current Status Legend ■ ASSIGN TO USER ■ RESOLVED BY SYST ... ■ MANUALLY RESOLVED</p>	<table border="1"> <tr> <td>Date Range</td> <td>Adjust the slider to view a specified date range.</td> </tr> <tr> <td>Facility Name</td> <td>Choose to view data from all facilities or select specific facilities to view.</td> </tr> <tr> <td>Initial Dept</td> <td>Choose to view data from all initial departments or select specific initial departments to view.</td> </tr> <tr> <td>Payer</td> <td>Choose to view data from all payers or select specific payers to view.</td> </tr> <tr> <td>Current Status</td> <td>Choose to view data of all current statuses (<i>Assign to User, Manually Resolved, and Resolved by System</i>) or select a specific status to view.</td> </tr> <tr> <td>HRS to Resolve</td> <td>Choose to view data of all hours to resolve or choose to view different timeframes to view.</td> </tr> <tr> <td>Informational Alerts</td> <td>Choose to Show or Don't Show informational alerts.</td> </tr> <tr> <td>Alert Category</td> <td>Choose to view all alert categories or select specific alert categories to view.</td> </tr> <tr> <td>Alert</td> <td>Choose to view all alerts or select specific alerts to view.</td> </tr> <tr> <td>Hospital Service</td> <td>Choose to view data from all hospital services or select specific hospital services to view.</td> </tr> <tr> <td>Patient Class</td> <td>Choose to view data from all patient classes or select specific patient classes to view.</td> </tr> <tr> <td>Initial User</td> <td>Choose to view data of all initial users or select specific initial users to view.</td> </tr> <tr> <td>Triggered User</td> <td> <p><i>A Triggered User is the actual user coming in from the ADT feed. In most cases, the Initial User and the Triggered User will be the same person.</i></p> <p>Choose to view data of all triggered users or select specific triggered users to view.</p> </td> </tr> <tr> <td>Current Status Legend</td> <td>Color legend for Current Status.</td> </tr> </table>	Date Range	Adjust the slider to view a specified date range.	Facility Name	Choose to view data from all facilities or select specific facilities to view.	Initial Dept	Choose to view data from all initial departments or select specific initial departments to view.	Payer	Choose to view data from all payers or select specific payers to view.	Current Status	Choose to view data of all current statuses (<i>Assign to User, Manually Resolved, and Resolved by System</i>) or select a specific status to view.	HRS to Resolve	Choose to view data of all hours to resolve or choose to view different timeframes to view.	Informational Alerts	Choose to Show or Don't Show informational alerts.	Alert Category	Choose to view all alert categories or select specific alert categories to view.	Alert	Choose to view all alerts or select specific alerts to view.	Hospital Service	Choose to view data from all hospital services or select specific hospital services to view.	Patient Class	Choose to view data from all patient classes or select specific patient classes to view.	Initial User	Choose to view data of all initial users or select specific initial users to view.	Triggered User	<p><i>A Triggered User is the actual user coming in from the ADT feed. In most cases, the Initial User and the Triggered User will be the same person.</i></p> <p>Choose to view data of all triggered users or select specific triggered users to view.</p>	Current Status Legend	Color legend for Current Status.
Date Range	Adjust the slider to view a specified date range.																												
Facility Name	Choose to view data from all facilities or select specific facilities to view.																												
Initial Dept	Choose to view data from all initial departments or select specific initial departments to view.																												
Payer	Choose to view data from all payers or select specific payers to view.																												
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Current Status Legend	Color legend for Current Status.																												



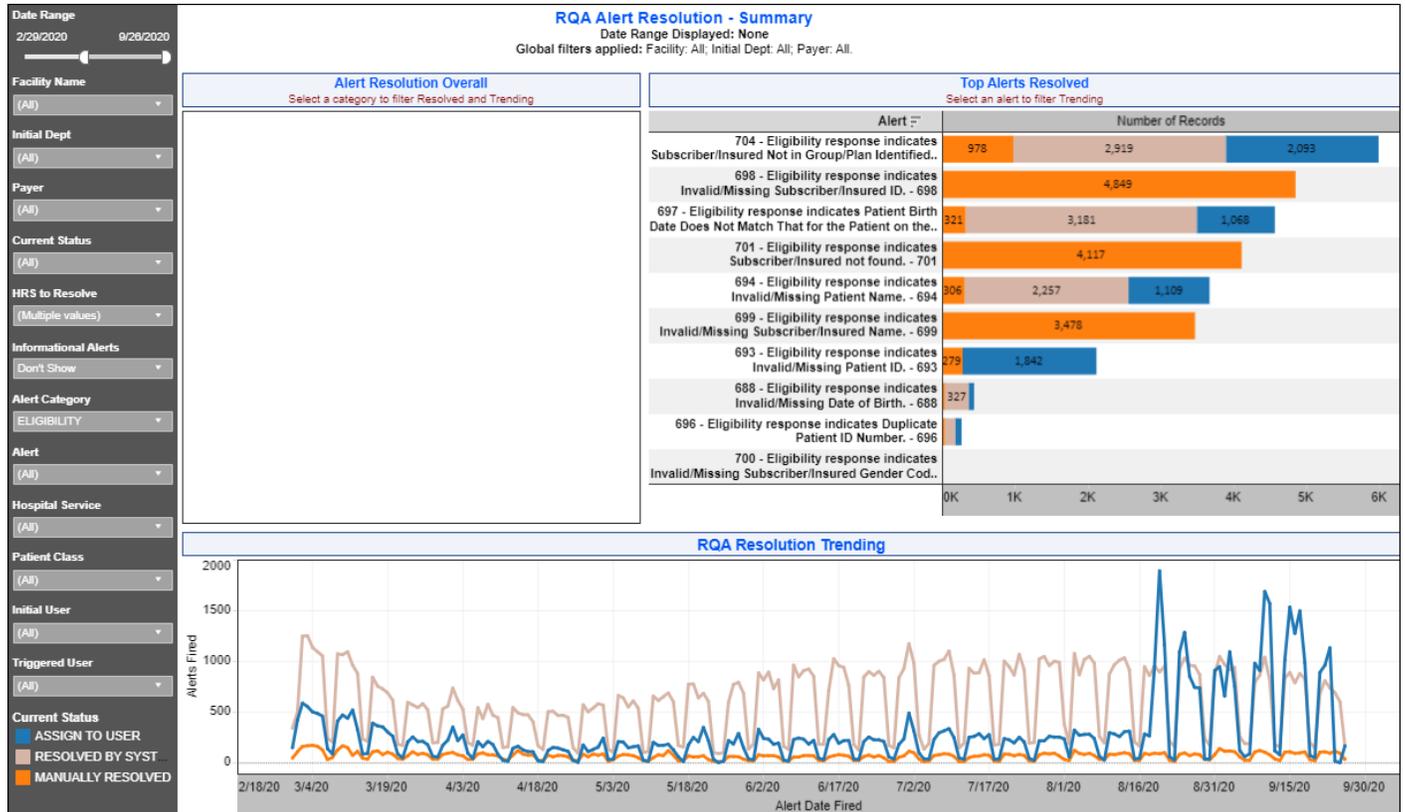
Select a data point within the different sections to change the corresponding graphs to that specific alert details.

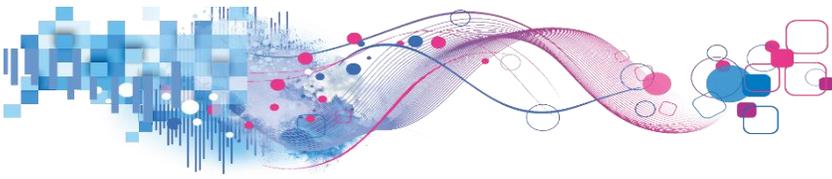
To view greater details, click on the **View Details Page** link.





Example: Filters are set to display data with a date range of March 2020 to September 2020. Alert Category is set to Eligibility.





RQA Alert Resolution

The RQA Alert Resolution tab drills down to the details of the summary report. The tab provides greater detail in a tabular view. This report displays the number of alerts assigned to user (unresolved), manually resolved, and resolved by system, as well as the total number of alerts fired.

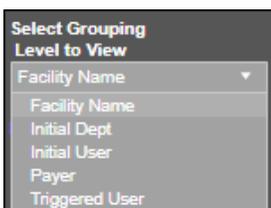
Select Grouping Level to View		RQA Alerts Resolution - Initial Dept Report						
Date Range		Date Range Displayed: None						
Alert Count		Global filters applied: Facility: All; Initial Dept: All; Payer: All.						
Facility Name		Click + to expand or - to collapse fields						
Initial Dept		Grouping Selection	Alert Category	Alert	RESOLVED BY SYSTEM	ASSIGN TO USER	MANUALLY RESOLVED	Alerts Fired
2/29/2020	9/26/2020	Hospital	DEMOGRAPHIC	16 - Patient is over 18, please review guarantor...				
1	5,588			133 - Patient Address may not contain punctuatio...				
				134 - Patient City may not contain punctuation - 1...				
				135 - Patient First Name may not contain punctua...				
				136 - Patient last name may not contain punctuati...				
				147 - Guarantor Street Address line 1 may not co...				
				148 - Guarantor Street Address 2 may not contai...				
				149 - Guarantor City may not contain punctuation...				
				151 - Guarantor First Name may not contain punc...				
				152 - Guarantor Last Name may not contain punc...				
				336 - Address Inconsistencies between Patient, ..				
				443 - Patient less than 18 years old, but listed as...				
				558 - Guarantor Street Address 1 may not contai...				
				565 - Patient Address may not contain punctuatio...				
				824 - If patient is a minor, emergency contact mu...				
			ELIGIBILITY	688 - Eligibility response indicates Invalid/Missin...				
				693 - Eligibility response indicates Invalid/Missin...				
				694 - Eligibility response indicates Invalid/Missin...				
				696 - Eligibility response indicates Duplicate Pati...				
				697 - Eligibility response indicates Patient Birth D...				
				698 - Eligibility response indicates Invalid/Missin...				
				699 - Eligibility response indicates Invalid/Missin...				
				701 - Eligibility response indicates Subscriber/Ins...				
				704 - Eligibility response indicates Subscriber/Ins...				
			INSURANCE	1 - Medicaid Eligibility Response indicates that pa...				
				2 - Medicaid Eligibility Response indicates Manag...				
				5 - Subscriber DOB in registration does not matc...				
				7 - Medicare may be the secondary payer. Revie...				
				8 - Medicare Eligibility Response indicates No par...				
				9 - Medicare Eligibility Response indicates No par...				
				10 - Medicare replacement policy in effect - 10				
				12 - Medicare Eligibility Response indicates that ..				
				25 - Workers Compensation Insurance listed as S...				
				52 - Policy number in registration does not match				
				275 - Policy Number is required. - 275				
				277 - Policy Number must not contain punctuatio...				
				326 - Medicare Eligibility Response Indicates Hos...				

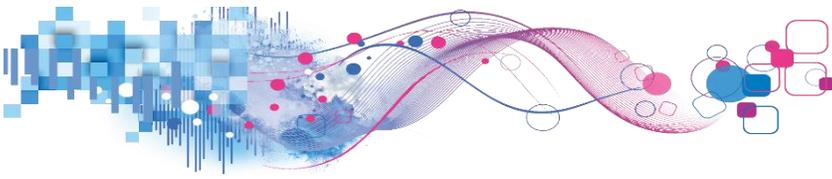


Pro Tip

Remember the filter criteria set on the Summary tab follows through to this tab. This filter criteria can be changed using the filter box on the left.

Available options for how the report data should be grouped include facility name, initial department, initial user, payer and triggered user.





Filter criteria box includes:

Select Grouping Level to View
Initial Dept

Date Range
2/29/2020 9/26/2020

Alert Count
1 5,588

Facility Name
(All)

Initial Dept
(All)

Payer
(All)

Current Status
(All)

HRS to Resolve
(Multiple values)

Informational Alerts
Don't Show

Alert Category
(All)

Alert
(All)

Hospital Service
(All)

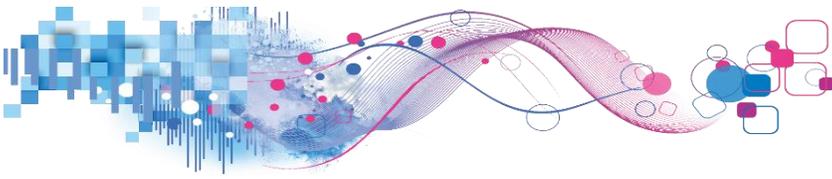
Patient Class
(All)

Initial User
(All)

Triggered User
(All)

HRS to Resolve (Select to Highlight)
■ More than 3 Days
■ Within 1 Day
■ Within 1 Hr

Select Grouping Level to View	Available options for how the report data should be grouped include facility name, initial department, initial user, payer and triggered user.
Date Range	Adjust the slider to view a specified date range.
Alert Count	Adjust the slide to view a specified alert count.
Facility Name	Choose to view data from all facilities or select specific facilities to view.
Initial Dept	Choose to view data from all initial departments or select specific initial departments to view.
Payer	Choose to view data from all payers or select specific payers to view.
Current Status	Choose to view data of all current statuses (<i>Assign to User, Manually Resolved, and Resolved by System</i>) or select a specific status to view.
HRS to Resolve	Choose to view data of all hours to resolve or choose to view different timeframes to view.
Informational Alerts	Choose to Show or Don't Show informational alerts.
Alert Category	Choose to view all alert categories or select specific alert categories to view.
Alert	Choose to view all alerts or select specific alerts to view.
Hospital Service	Choose to view data from all hospital services or select specific hospital services to view.
Patient Class	Choose to view data from all patient classes or select specific patient classes to view.
Initial User	Choose to view data of all initial users or select specific initial users to view.
Triggered User	<i>A Triggered User is the actual user coming in from the ADT feed. In most cases, the Initial User and the Triggered User will be the same person.</i> Choose to view data of all triggered users or select specific triggered users to view.
HRS to Resolve Legend	Color legend for Hours to Resolve.



Hover over a data point to display a pop-up window with details regarding the alert including; Hours to Resolve, Average Hours to Resolve, Current Status, Alerts Fired and % Resolved.

Grouping Selection	Alert Category	Alert	RESOLVED BY SYSTEM	ASSIGN TO USER	MANUALLY RESOLVED	Alerts Fired
Hospital	DEMOGRAPHIC	16 - Patient is over 18, please review guarantor -				
		133 - Patient Address may not contain punctuatio.				
		134 - Patient City may not contain punctuation - 1.				
		135 - Patient First Name may not contain punctua.				
		136 - Patient last name may not contain punctuati.				
		147 - Guarantor Street Address line 1 may not co.				
		148 - Guarantor Street Address 2 may not contai.				
		149 - Guarantor City may not contain punctuation.				
		151 - Guarantor First Name may not contain punc.				
		152 - Guarantor Last Name may not contain punc.				
		336 - Address Inconsistencies between Patient, ..				
		443 - Patient less than 18 years old, but listed as				
		558 - Guarantor Street Address 1 may not contai.				
		565 - Patient Address may not contain punctuatio.				
		824 - If patient is a minor, emergency contact mu.				

Initial Dept:

HRS to Resolve: **Within 1 Day**

Avg HRS to Resolve: **6**

Current Status: **All**

Alerts Fired: **893**

% Resolved: **98.9%**

Select the data point to receive the **View Details Page** link.

Grouping Selection	Alert Category	Alert	RESOLVED BY SYSTEM	ASSIGN TO USER	MANUALLY RESOLVED	Alerts Fired
Hospital	DEMOGRAPHIC	16 - Patient is over 18, please review guarantor -				
		133 - Patient Address may not contain punctuatio.				
		134 - Patient City may not contain punctuation - 1.				
		135 - Patient First Name may not contain punctua.				
		136 - Patient last name may not contain punctuati.				
		147 - Guarantor Street Address line 1 may not co.				
		148 - Guarantor Street Address 2 may not contai.				
		149 - Guarantor City may not contain punctuation.				
		151 - Guarantor First Name may not contain punc.				

Initial Dept:

HRS to Resolve: **Within 1 Day**

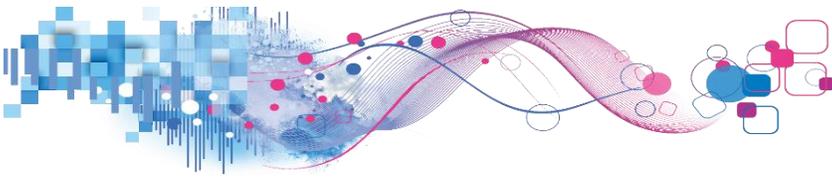
Avg HRS to Resolve: **6**

Current Status: **All**

Alerts Fired: **893**

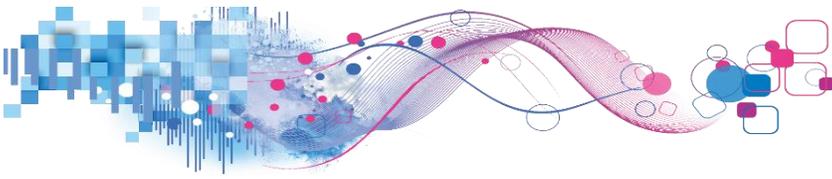
% Resolved: **98.9%**

[View Details Page](#)



Example: Filters are set to display data with a date range of March 2020 to September 2020. Alert Category is set to Eligibility.

Select Grouping Level to View		RQA Alerts Resolution - Initial Dept Report					
Initial Dept		Date Range Displayed: None					
Date Range		Global filters applied: Facility: All; Initial Dept: All; Payer: All.					
5/30/2020 - 9/28/2020		Click + to expand or - to collapse fields					
Grouping Selection	Alert Category	Alert	RESOLVED BY SYSTEM	ASSIGN TO USER	MANUALLY RESOLVED	Alerts Fired	
Hospital	DEMOGRAPHIC	16 - Patient is over 18, please review guarantor -	■	■		■	
		133 - Patient Address may not contain punctuatio.					
		134 - Patient City may not contain punctuation - 1.					
		135 - Patient First Name may not contain punctua.					
		136 - Patient last name may not contain punctua.					
		147 - Guarantor Street Address line 1 may not co.					
		148 - Guarantor Street Address 2 may not contai.		■			
		149 - Guarantor City may not contain punctuation.				■	
		151 - Guarantor First Name may not contain punc.					
		152 - Guarantor Last Name may not contain punc.					
		336 - Address Inconsistencies between Patient, ..	■	■	■	■	■
		443 - Patient less than 18 years old, but listed as.	■				■
		558 - Guarantor Street Address 1 may not contai.	■				■
		565 - Patient Address may not contain punctuatio.	■				■
		824 - If patient is a minor, emergency contact mu.	■	■			■
		ELIGIBILITY	688 - Eligibility response indicates Invalid/Missing				
693 - Eligibility response indicates Invalid/Missing							
694 - Eligibility response indicates Invalid/Missing							
696 - Eligibility response indicates Duplicate Pati.							
697 - Eligibility response indicates Patient Birth D.							
698 - Eligibility response indicates Invalid/Missin..	■		■			■	
699 - Eligibility response indicates Invalid/Missin..	■		■			■	
701 - Eligibility response indicates Subscriber/Ins.	■					■	
704 - Eligibility response indicates Subscriber/Ins.	■					■	
INSURANCE	1 - Medicaid Eligibility Response indicates that pa						
	2 - Medicaid Eligibility Response indicates Manag.						
	5 - Subscriber DOB in registration does not matc..		■			■	
	7 - Medicare may be the secondary payer. Revie..						
	8 - Medicare Eligibility Response indicates No par.						
	9 - Medicare Eligibility Response indicates No par.						
	10 - Medicare replacement policy in effect. - 10						
	12 - Medicare Eligibility Response indicates that...						
	25 - Workers Compensation Insurance listed as S.						
	52 - Policy number in registration does not match.	■	■			■	
	275 - Policy Number is required. - 275		■			■	
	277 - Policy Number must not contain punctuatio..	■	■			■	
	326 - Medicare Eligibility Response Indicates Hos.						
	328 - Review Remaining Days In Benefit Period. ...						
	334 - INACTIVE Coverage Found. - 334	■				■	
	399 - Service Date Occurs After Termination of B.						
653 - Insured id, group number, and/or policy nu..	■	■			■		



RQA Alerts – Detail

The RQA Alerts Fired – Detail tab provides all the alerts fired data in a tabular view.

This tab is what displays when you click on the View Details Page link from the other tabs.

Date Range		RQA Alerts Fired - Detail Report																					
5/30/2020 - 9/26/2020		Date Range Displayed: None Global filters applied: Facility: All; Initial Dept: All; Payer: All. Limited to 10,000 rows. Higher limits may slow down report or prevent download from completing.																					
Alert Count	1	2,250	Facility Name	Initial Dept	Alert Category	Alert	Current Status	Initial User	Triggered User	Resolving User	Payer	MRN	Account	Patient Class	Hospital Service	Alert Date Fired	Avg. HRS to Resolve	Number of Records					
Facility Name: [All] Initial Dept: [All] Payer: [All] Current Status: [All] HRS to Resolve: [All] Informational Alerts: Don't Show Alert Category: [All] Alert: [All] Hospital Service: [All] Patient Class: [All] Initial User: [All] Triggered User: [All] Account: [All] MRN: [All]	Medical Center	Admitting	DEMOGRAP..	16 - Please Review Guarantor Information for Inconsistencies - 16	ASSIGN TO ..	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MEDICAID-NJ	[REDACTED]	[REDACTED]	E	EMR	6/15/2020	2,160.0	1					
					MANUALLY ..	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MEDICAID-NJ	[REDACTED]	[REDACTED]	E	EMR	7/29/2020	26.2	1					
					RESOLVED BY SYSTEM	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MEDICAID-NJ	[REDACTED]	[REDACTED]	E	EMR	7/14/2020	67.5	1					
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	HORIZON O..	[REDACTED]	[REDACTED]	O	DEC	8/12/2020	0.0	1					
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Unknown Pa..	[REDACTED]	[REDACTED]	O	DEC	8/12/2020	0.0	1					
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MEDICAID U..	[REDACTED]	[REDACTED]	I	MED	9/19/2020	0.5	1					
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MEDICAID H..	[REDACTED]	[REDACTED]	E	EMR	8/2/2020	0.2	1					
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Generic Us..	[REDACTED]	[REDACTED]	E	EMR	7/20/2020	0.2	1					
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	HORIZ HMO ..	[REDACTED]	[REDACTED]	E	EMR	7/20/2020	0.0	1					
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	148 - Guarantor Street Address 2 may not contain punctuation. - 148	ASSIGN TO USER	[REDACTED]	[REDACTED]	[REDACTED]	MEDICARE ..	[REDACTED]	[REDACTED]	I	MED	9/1/2020	618.3	1
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MEDICARE ..	[REDACTED]	[REDACTED]	O	RAD	6/10/2020	2,160.0	1
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MEDICAID H..	[REDACTED]	[REDACTED]	O	OBC	6/18/2020	2,160.0	1
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MANUALLY RESOLVED	[REDACTED]	[REDACTED]	[REDACTED]	MEDICAID U..	[REDACTED]	[REDACTED]	I	MED	7/6/2020	0.2	1
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MEDICARE ..	[REDACTED]	[REDACTED]	O	CCL	7/23/2020	17.7	1
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	NALC	[REDACTED]	[REDACTED]	I	MED	7/23/2020	16.6	1
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RESOLVED BY SYSTEM	[REDACTED]	[REDACTED]	[REDACTED]	B46	[REDACTED]	[REDACTED]	O	RAD	9/22/2020	0.0	1
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	7/9/2020	0.0	1
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	7/15/2020	0.0	1
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	6/22/2020	0.0	2
					[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	8/4/2020	0.0	1
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	8/4/2020	2.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	NUC	7/16/2020	0.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	8/4/2020	0.2	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	6/9/2020	0.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	8/4/2020	0.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Unknown Payer	[REDACTED]	[REDACTED]	O	RAD	6/22/2020	0.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	9/22/2020	0.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	NUC	7/16/2020	0.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	7/9/2020	0.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	7/15/2020	0.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	I	MED	9/19/2020	1.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	ASU	9/14/2020	0.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	ASU	9/25/2020	0.9	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	6/22/2020	0.0	1					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	O	RAD	8/31/2020	0.0	1					

Hover over a data field in the Average Hours to Resolve or Number of Records columns to display a pop-up window with a condensed view of the details.

Facility Name	Initial Dept	Alert Category	Alert	Current Status	Initial User	Triggered User	Resolving User	Payer	MRN	Account	Patient Class	Hospital Service	Alert Date Fired	Avg. HRS to Resolve	Number of Records
Medical Center	Admitting	DEMOGRAP..	16 - Please Review Guarantor Information for Inconsistencies - 16	ASSIGN TO ..	[REDACTED]	[REDACTED]	[REDACTED]	MEDICAID-NJ	[REDACTED]	[REDACTED]	E	EMR	6/15/2020	2,160.0	1
				MANUALLY ..	[REDACTED]	[REDACTED]	[REDACTED]	MEDICAID-NJ	[REDACTED]	[REDACTED]	E	EMR	7/29/2020	26.2	1

Facility Name: Medical Center

Initial Dept: Admitting

Alert Category: DEMOGRAPHIC

Alert: 16 - Please Review Guarantor Information for Inconsistencies - 16

Current Status: MANUALLY RESOLVED

Initial User: [REDACTED]

Triggered User: [REDACTED]

Resolving User: [REDACTED]

Payer: MEDICAID-NJ

Account: [REDACTED]

Patient Class: E

Hospital Service: EMR

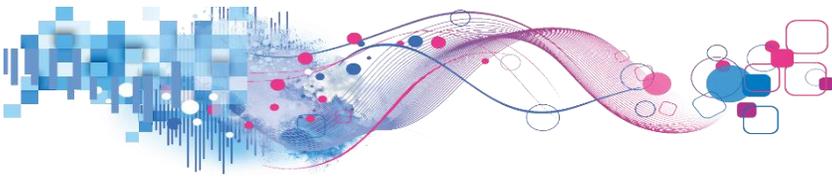
Alert Date Fired: 7/29/2020

Resolve Date: 7/30/2020

Visit DOS: 7/27/2020

Resolving Note: info checked

Avg. HRS to Resolve: 26.2



RQA Scorecard

The RQA Scorecard assesses the accuracy of operators during the selected time range.

The Scorecard is intended to provide first/second line managers with a quick visual measurement of site, department (if mapped), and operator alert accuracy and resolution rate.

RQA Cover Page

The cover page displays some definitions and options to help navigating the scorecard easier.

Cover Page | RQA Scorecard Summary | RQA Scorecard | RQA User Dashboard | RQA Account Alert Details | RQA 12 Month Scorecard Sum... | RQA 12 Month Scorecard | RQA 12 Month Dept Dashboard | RQA 12 Month User Dashboard

RQA SCORECARD

Registration Quality Assurance (RQA) is an integrated software-as-a-service solution that automatically identifies registration errors and displays specific resolution alerts in real-time. RQA allows authorized staff to monitor errors, make corrections, or pass the error to an appropriate resource for resolution.

The **RQA Scorecard** is designed to assess the accuracy of RQA users during the selected time range. Informational alerts are not considered for RQA user scores.

Triggered User: It is possible that a "user" sent to RQA from the host system doesn't indicate the actual user on the account that triggered an alert. These users may show as Generic Users, System Users, Unmapped User, etc.
The **Triggered User** is the actual user from the incoming ADT feed. In most cases, the **Initial User** and the **Triggered User** will be the same person.

RQA detail data is limited to the last 3 full months plus the current month of patient account activity.
Making a selection on specified pages will give the user the option to view the **User Alert Details** page for that selection.
RQA 12 Month Scorecard and RQA 12 Month Summary have been aggregated at the monthly level across 12 months of data.

Accuracy Selection Options:

The way the **First Pass Accuracy**, **Final Pass Accuracy**, and **HRS to Resolve** are calculated can be adjusted to match the facility workflow.

Select Accuracy Date: Select the date the alert was fired (**Alert Date**) or the date of patient visit/Date of Service (**Visit Date**).
Selecting **Alert Date** means the alerts are counted immediately (clock starts at the date and time of the alert).
Selecting **Visit Date** means no alerts are counted (the clock does not start) for either accuracy measure until 12:01 AM of the Visit Date.

Select Timeline: The length of time to use before the alert is considered "late" for the **Final Pass Accuracy** scores (when the clock stops). Select anywhere from 1 - 7 days.
When Visit Date is selected for Accuracy Date, the Visit Date itself is counted as "Day 0", so resolutions on the next calendar day count as "1 Day", etc.
Resolutions within the same calendar day are counted as 0 hours, and the next calendar day are counted as 24 hours, etc.

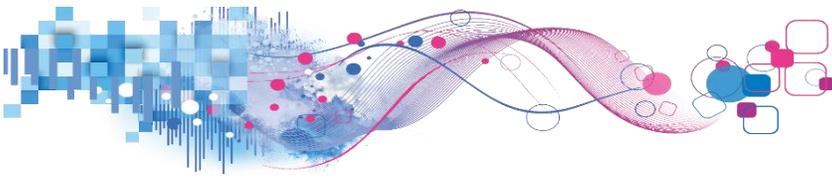
Selecting the Rollup Method:

The **Rollup Method** is the way the RQA Scorecard calculates the 'uniqueness' for the Department, Facility, and Enterprise levels.

Direct Sum: Count the distinct number of patient accounts for each level (accounts touched by multiple operators will be counted only once in a Department)

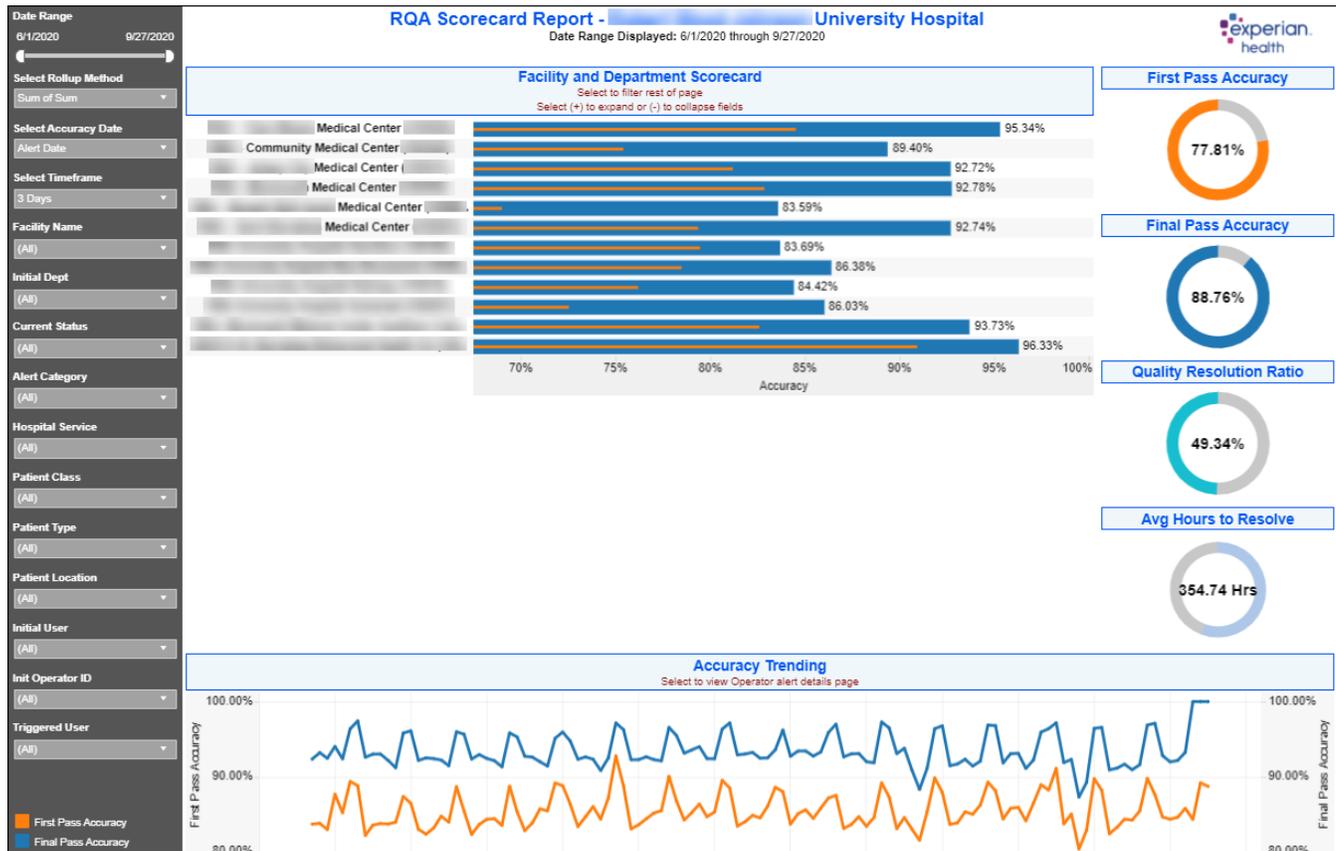
Sum of Sum: Count the distinct number of patient accounts for the operator level, then sum those for higher levels (accounts touched by multiple operators will be counted multiple times in a Department).
This is the method used by the legacy RQA reports.

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RQA Scorecard Summary

The RQA Scorecard Summary displays an overall summary for the Facility and Department Scorecard, Accuracy Trending, First Pass Accuracy, Final Pass Accuracy, Quality Resolution Ratio and Average Hours to Resolve.

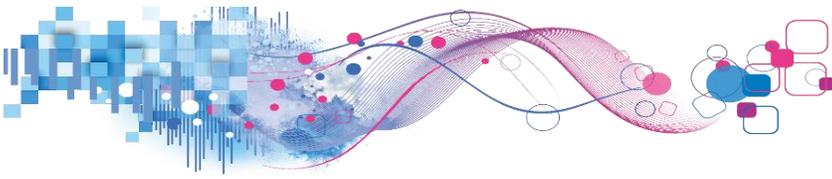


First Pass Accuracy – total number of accounts without alerts divided by the total number of accounts. It represents a percentage of accounts that did not have alerts present at the point of service.

Final Pass Accuracy – total number of accounts without an actionable alert after the selected accuracy date timeframe divided by the total number of accounts. This number reflects the percentage of accounts that did not have an alert present at the end of the facility’s time window. (i.e. discharge date plus two days)

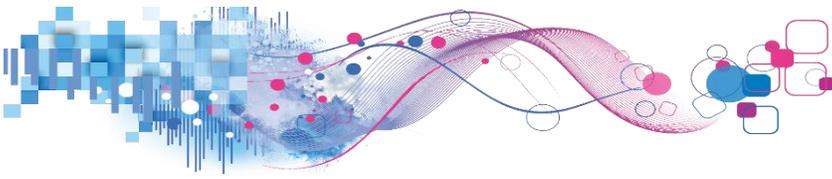
Quality Resolution Ratio – percentage of accounts with alerts during first pass accuracy that are resolved at final pass accuracy. This number represents the percentage of alerts fired that were actually resolved within the specified time window.

Avg Hours to Resolve – represents the hours to resolve actionable alerts.



Filter criteria box includes:

<p>Date Range 6/1/2020 9/27/2020</p> <p>Select Rollup Method Sum of Sum</p> <p>Select Accuracy Date Alert Date</p> <p>Select Timeframe 3 Days</p> <p>Facility Name (All)</p> <p>Initial Dept (All)</p> <p>Current Status (All)</p> <p>Alert Category (All)</p> <p>Hospital Service (All)</p> <p>Patient Class (All)</p> <p>Patient Type (All)</p> <p>Patient Location (All)</p> <p>Initial User (All)</p> <p>Init Operator ID (All)</p> <p>Triggered User (All)</p> <p> ■ First Pass Accuracy ■ Final Pass Accuracy </p> <p>Max Rows for Detail 10,000</p>	<p>Date Range</p> <p>Select Rollup Method</p> <p>Select Accuracy Date</p> <p>Select Timeframe</p> <p>Facility Name</p> <p>Initial Dept</p> <p>Current Status</p> <p>Alert Category</p> <p>Hospital Service</p> <p>Patient Class</p> <p>Patient Type</p> <p>Patient Location</p> <p>Initial User</p>	<p>Adjust the slider to view a specified date range.</p> <p>Choose to view the results either by Sum of Sum or Direct Sum. <i>Sum of Sum – Count the distinct number of patient accounts for the operator level, then sum those for higher levels.</i> <i>Direct Sum – Count the distinct number of patient accounts for each level.</i></p> <p>Choose to view the results by Alert or Visit Date.</p> <p>Choose to view results for one day or up to seven (7) days.</p> <p>Choose to view data from all facilities or select specific facilities to view.</p> <p>Choose to view data from all initial departments or select specific initial departments to view.</p> <p>Choose to view data of all current statuses (<i>Assign to User, Manually Resolved, and Resolved by System</i>) or select a specific status to view.</p> <p>Choose to view all alert categories or select specific alert categories to view.</p> <p>Choose to view data from all hospital services or select specific hospital services to view.</p> <p>Choose to view data from all patient classes or select specific patient classes to view.</p> <p>Choose to view data from all patient types or select specific patient types to view.</p> <p>Choose to view data from all patient locations or select specific patient locations to view.</p> <p>Choose to view data of all initial users or select specific initial users to view.</p>
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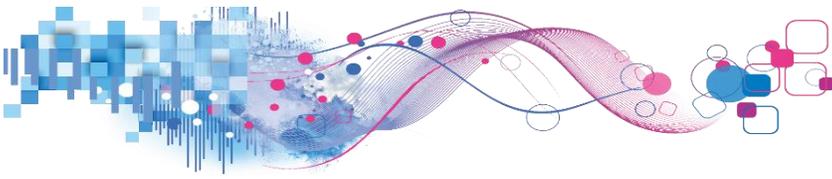
Init Operator ID
 (All) ▾

Triggered User
 (All) ▾

■ First Pass Accuracy
■ Final Pass Accuracy

Max Rows for Detail
 10,000

Init Operator ID	Choose to view data of all initial operator IDs or select specific initial operator IDs to view.
Triggered User	<p><i>A Triggered User is the actual user coming in from the ADT feed. In most cases, the Initial User and the Triggered User will be the same person.</i></p> <p>Choose to view data of all triggered users or select specific triggered users to view.</p>
Color Legend	Color legend for First and Final Pass Accuracy.
Max Rows for Detail	Ability to adjust the number of maximum rows that display.



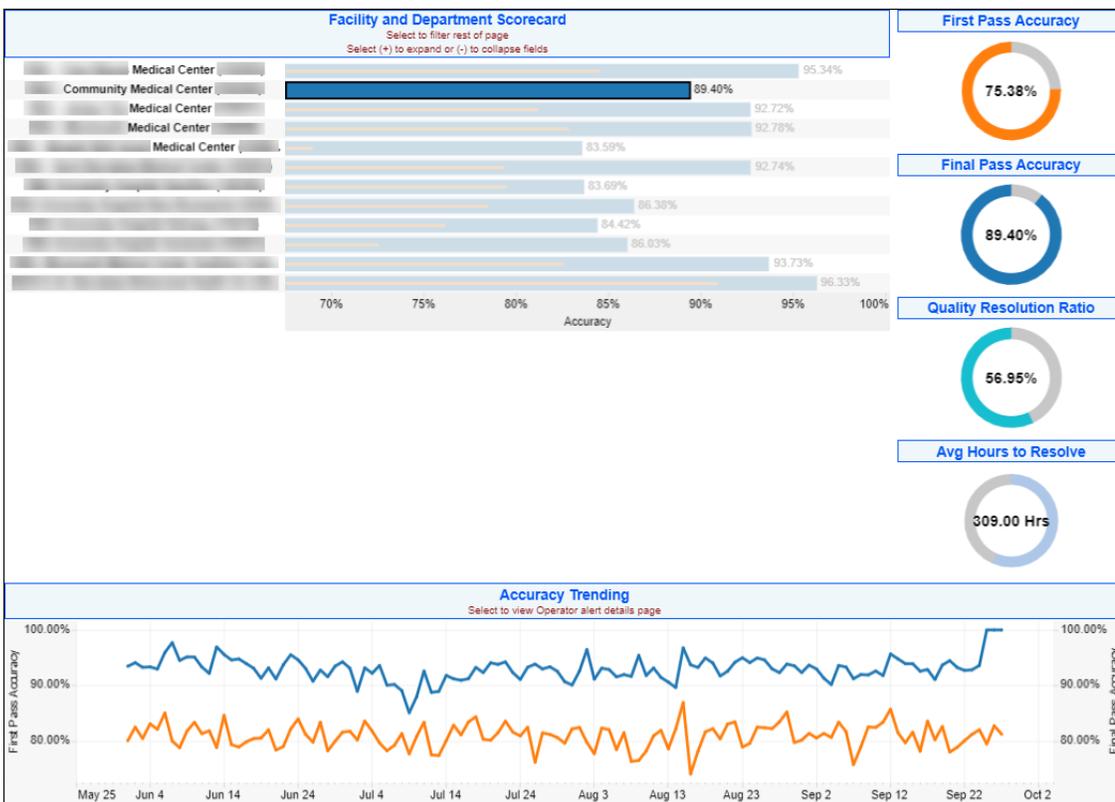
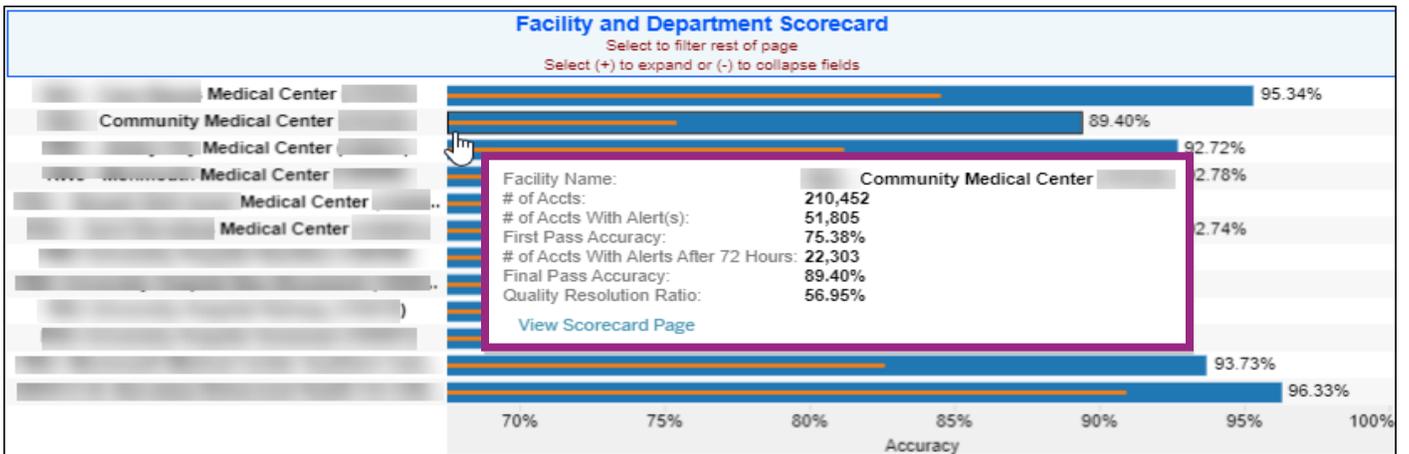
Hover over a data field in Facility and Department Scorecard to display a pop-up window with a condensed view of the details.

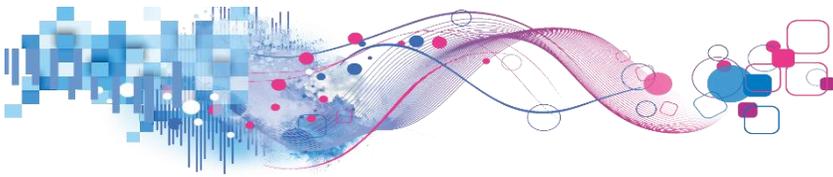
Orange – First Pass Accuracy

Blue – Final Pass Accuracy

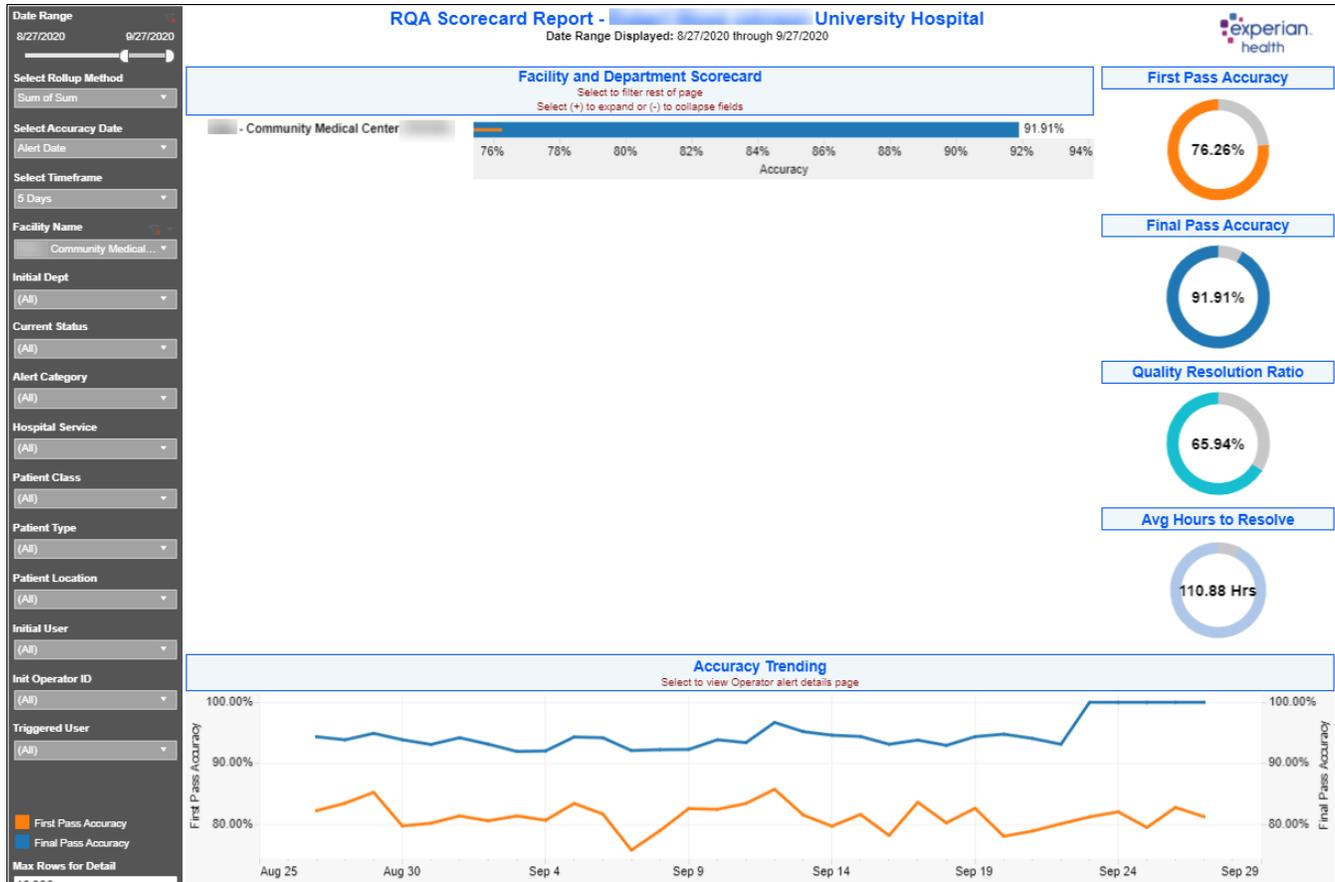
Select the data point to change the corresponding graphs to that specific facility's details.

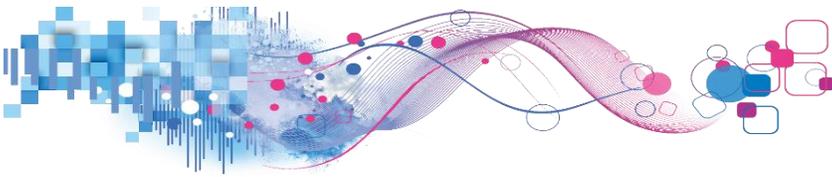
Click on **View Scorecard Page** to view the scorecard.





Example: Filters are set to display data with a date range of the last 30 days for facility *Community Medical Center*.





RQA Scorecard

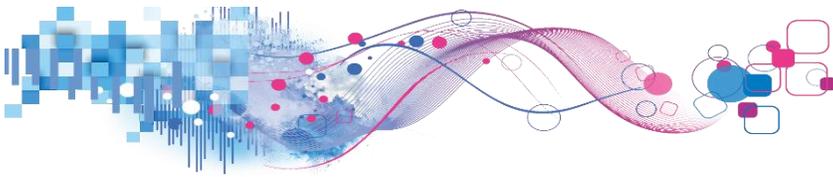
The RQA Scorecard displays the results in a tabular form. The two sections included in the scorecard are Facility and Department Scorecard and the Initial User Scorecard.

Date Range		RQA Scorecard Report - University Hospital						experian health	
8/27/2020 - 9/27/2020		Date Range Displayed: 8/27/2020 through 9/27/2020							
Facility and Department Scorecard									
Select to filter Initial Users Select (+) to expand or (-) to collapse fields									
Facility Name	# of Accts	# of Accts With Alert(s)	First Pass Accuracy	# of Accts With Alerts After Timeframe Hrs	# of Accounts With No Open Alerts After Timeframe	Final Pass Accuracy	Quality Resolution Ratio		
Grand Total	350,964	74,801	78.69%	26,211	324,753	92.53%	64.96%		
Medical Center	44,674	7,181	83.93%	1,495	43,179	96.65%	79.18%		
Community Medical Center	58,694	13,935	76.26%	4,746	53,948	91.91%	65.94%		
Medical Center	54,640	9,290	83.00%	2,457	52,183	95.50%	73.55%		
Medical Center	74,333	9,834	86.77%	2,987	71,346	95.98%	69.63%		
Medical Center	118,623	34,561	70.86%	14,526	104,097	87.75%	57.97%		
Initial User Scorecard									
Select to view User Details page Select (+) to expand to Triggered User or (-) to collapse to Initial User									
Initial User	# of Accts	# of Accts With Alert(s)	First Pass Accuracy	# of Accts With Alerts After Timeframe Hrs	# of Accounts With No Open Alerts Afte.	Final Pass Accuracy	Quality Resolution Ratio	Timeframe	
Grand Total	350,964	74,801	78.69%	26,211	324,753	92.53%	64.96%	120	
	378	73	80.69%	10	368	97.35%	86.30%	120	
	3	0	100.00%	0	3	100.00%		120	
	144	56	61.11%	2	142	96.61%	96.43%	120	
	73	0	100.00%	0	73	100.00%		120	
	323	36	88.85%	4	319	98.76%	88.89%	120	
	1	0	100.00%	0	1	100.00%		120	
	465	51	89.03%	17	448	96.34%	66.67%	120	
	1	0	100.00%	0	1	100.00%		120	
	20	0	100.00%	0	20	100.00%		120	
	236	37	84.32%	1	235	99.58%	97.30%	120	
	728	107	85.30%	36	692	95.05%	66.36%	120	
	274	68	75.18%	2	272	99.27%	97.06%	120	
	141	58	58.87%	24	117	82.98%	58.62%	120	
	824	169	79.49%	5	819	99.39%	97.04%	120	
	115	17	85.22%	4	111	96.52%	76.47%	120	
	65	13	80.00%	1	64	98.46%	92.31%	120	

Pro Tip

Remember the filter criteria set on the Scorecard Summary tab follows through to this tab. This filter criteria can be changed using the filter box on the left.

In the bottom graph – Select (+) to expand to Triggered User or (-) to collapse Initial User.



Hover over any data field in Facility and Department Scorecard to display a pop-up window with a condensed view of the details.

Select the data point to change the bottom graph to that specific facility's details.

Click **View Operator Alert Details Page** for greater details.

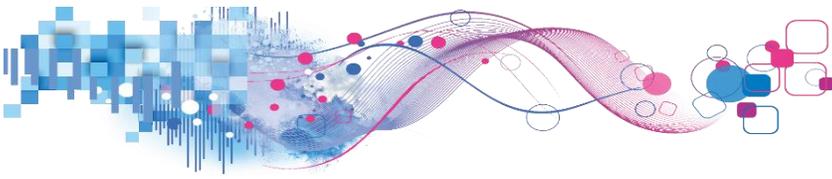
Facility and Department Scorecard							
Select to filter Initial Users							
Select (+) to expand or (-) to collapse fields							
Facility Name	# of Accts	# of Accts With Alert(s)	First Pass Accuracy	# of Accts With Alerts After Timeframe Hrs	# of Accounts With No Open Alerts After Timeframe	Final Pass Accuracy	Quality Resolution Ratio
Grand Total	350,964	74,801	78.69%	26,211	324,753	92.53%	64.96%
Medical Center	44,674	7,181	83.93%	1,495	43,179	96.65%	79.18%
Community Medical Center				4,746	53,948	91.91%	65.94%
Jersey City Medical Center				2,457	52,183	95.50%	73.55%
Medical Center				2,987	71,346	95.98%	69.63%
Medical Center				14,526	104,097	87.75%	57.97%

Facility Name: Medical Center ()

of Accts: 44,674

[View Operator Alert Details Page](#)

Initial User Scorecard								
Select to view User Details page								
Select (+) to expand to Triggered User or (-) to collapse to Initial User								
Initial User	# of Accts	# of Accts With Alert(s)	First Pass Accuracy	# of Accts With Alerts After Timeframe Hrs	# of Accounts With No Open Alerts After Timeframe	Final Pass Accuracy	Quality Resolution Ratio	Timeframe
Grand Total	44,674	7,181	83.93%	1,495	43,179	96.65%	79.18%	120
	728	107	85.30%	36	692	95.05%	66.36%	120
	824	169	79.49%	5	819	99.39%	97.04%	120
	15	4	73.33%	1	14	93.33%	75.00%	120
	16	0	100.00%	0	16	100.00%		120
	6	0	100.00%	0	6	100.00%		120
	28	11	60.71%	7	21	75.00%	36.36%	120
	5	0	100.00%	0	5	100.00%		120
	856	109	87.27%	5	851	99.42%	95.41%	120
	33	12	63.64%	3	30	90.91%	75.00%	120
	435	114	73.79%	22	413	94.94%	80.70%	120
	1	0	100.00%	0	1	100.00%		120
	203	36	82.27%	4	199	98.03%	88.89%	120
	20	11	45.00%	1	19	95.00%	90.91%	120
	50	12	76.00%	10	40	80.00%	16.67%	120
	9,952	673	93.24%	190	9,762	98.09%	71.77%	120
	834	132	84.17%	1	833	99.88%	99.24%	120



Select a data point to in the bottom graph to display a pop-up box of the alert messages and the first pass accuracy percentage.

Click **View Operator Alert Details Page** for greater details.

Initial User Scorecard								
Select to view User Details page								
Select (+) to expand to Triggered User or (-) to collapse to Initial User								
Initial User	# of Accts	# of Accts With Alert(s)	First Pass Accuracy	# of Accts With Alerts After Timeframe Hrs	# of Accounts With No Open Alerts Afte..	Final Pass Accuracy	Quality Resolution Ratio	Timeframe
Grand Total	44,674	7,181	83.93%	1,495	43,179	96.65%	79.18%	120
	728	107	85.30%	36	692	95.05%	66.36%	120
	824	169	79.49%	5	819	99.39%	97.04%	120
	15	4	73.33%			3%	75.00%	120
	16	0	100.00%			0%		120
	6	0	100.00%			0%		120
	28	11	60.71%			0%	36.36%	120
	5	0	100.00%			0%		120
	856	109	87.27%			2%	95.41%	120
	33	12	63.64%			1%	75.00%	120
	435	114	73.79%			4%	80.70%	120
	1	0	100.00%			0%		120
	203	36	82.27%			3%	88.89%	120
	20	11	45.00%			0%	90.91%	120
	50	12	76.00%			0%	16.67%	120
	9,952	673	93.24%			8%	71.77%	120
	834	132	84.17%			8%	99.24%	120

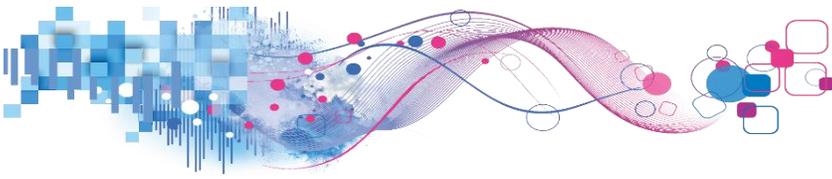
Initial User: [Redacted]

First Pass Accuracy: **79.49%**

334 - INACTIVE Coverage Found - 334	52 - Policy number in registration does not match Policy number	699 1 -
25975 - Subscriber Middle name in registration does not match Middle name in eligibility response	1461 -	1461 -

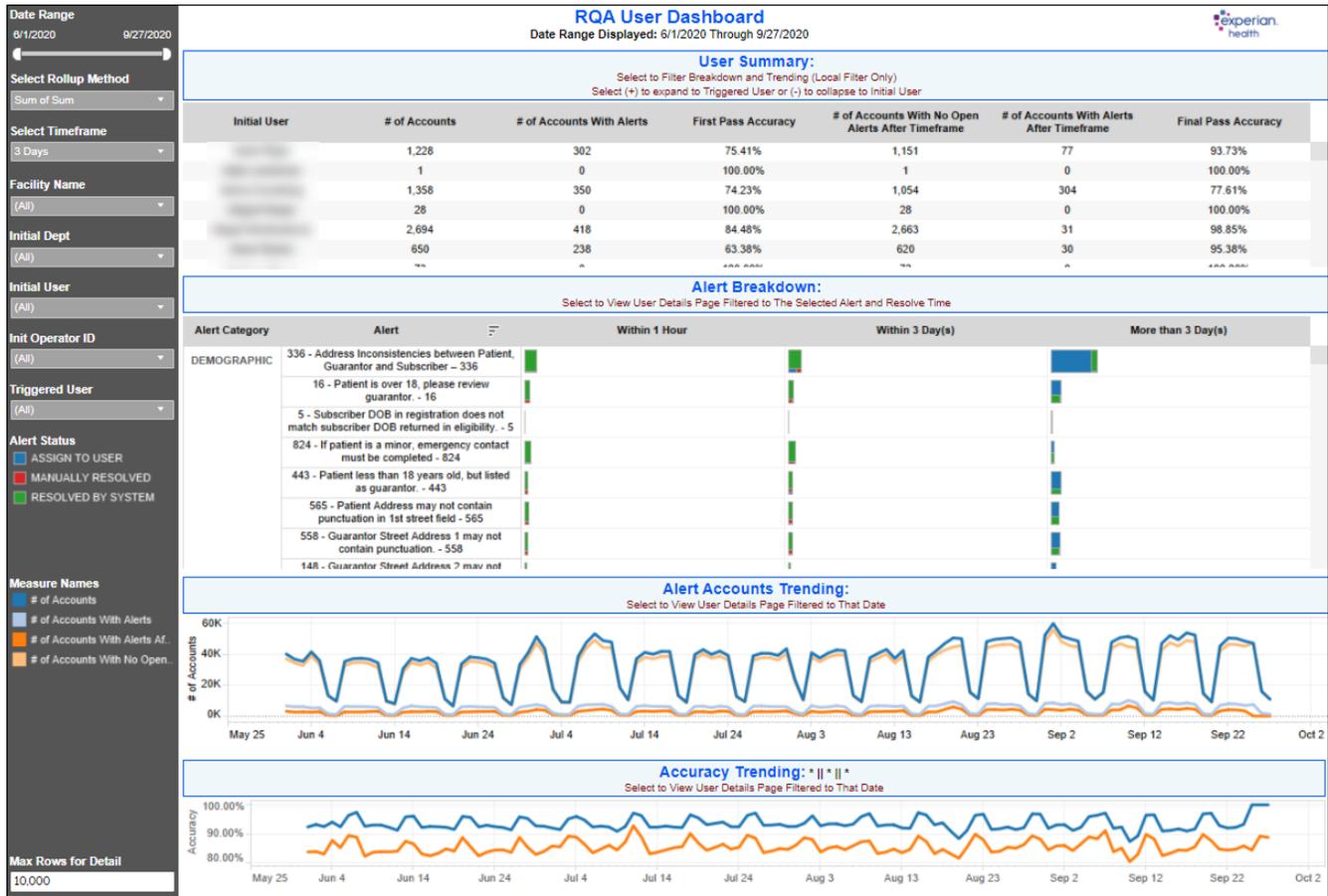
Select (+) to expand to Triggered User or (-) to collapse to Initial User

[View Operator Alert Details Page](#)



RQA User Dashboard

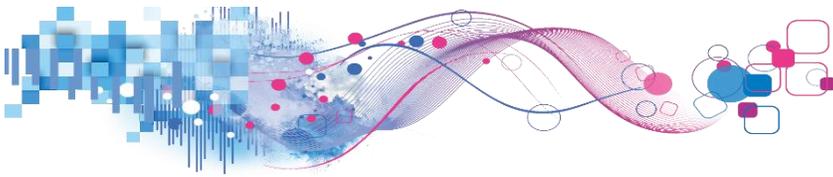
This dashboard displays information about initial or triggered users and the different alerts that were fired.



Pro Tip

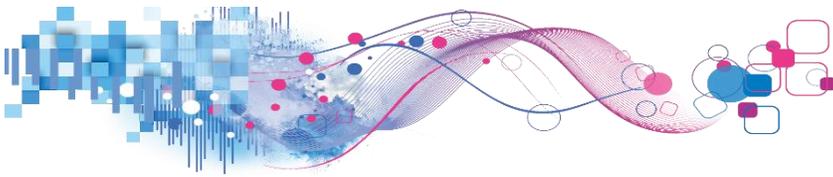
Remember the filter criteria set on the Scorecard Summary tab follows through to this tab. This filter criteria can be changed using the filter box on the left.

Select (+) to expand to Triggered User or (-) to collapse Initial User.



Filter criteria box includes:

<p>Date Range 6/1/2020 9/27/2020</p> <p>Select Rollup Method Sum of Sum</p> <p>Select Timeframe 3 Days</p> <p>Facility Name (All)</p> <p>Initial Dept (All)</p> <p>Initial User (All)</p> <p>Init Operator ID (All)</p> <p>Triggered User (All)</p> <p>Alert Status <input type="checkbox"/> ASSIGN TO USER <input type="checkbox"/> MANUALLY RESOLVED <input type="checkbox"/> RESOLVED BY SYSTEM</p> <p>Measure Names <input type="checkbox"/> # of Accounts <input type="checkbox"/> # of Accounts With Alerts <input type="checkbox"/> # of Accounts With Alerts Af.. <input type="checkbox"/> # of Accounts With No Open..</p> <p>Max Rows for Detail 10,000</p>	<p>Date Range</p> <p>Select Rollup Method</p> <p>Select Timeframe</p> <p>Facility Name</p> <p>Initial Dept</p> <p>Initial User</p> <p>Init Operator ID</p> <p>Triggered User</p> <p>Alert Status Legend</p> <p>Measure Names Legend</p> <p>Max Rows for Detail</p>	<p>Adjust the slider to view a specified date range.</p> <p>Choose to view the results either by Sum of Sum or Direct Sum. <i>Sum of Sum – Count the distinct number of patient accounts for the operator level, then sum those for higher levels.</i> <i>Direct Sum – Count the distinct number of patient accounts for each level.</i></p> <p>Choose to view results for one day or up to seven (7) days.</p> <p>Choose to view data from all facilities or select specific facilities to view.</p> <p>Choose to view data from all initial departments or select specific initial departments to view.</p> <p>Choose to view data of all initial users or select specific initial users to view.</p> <p>Choose to view data of all initial operator IDs or select specific initial operator IDs to view.</p> <p><i>A Triggered User is the actual user coming in from the ADT feed. In most cases, the Initial User and the Triggered User will be the same person.</i></p> <p>Choose to view data of all triggered users or select specific triggered users to view.</p> <p>Color legend for Alert Status.</p> <p>Color legend for Measure Names.</p> <p>Ability to adjust the number of maximum rows that display.</p>
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Select a data point for a specific user to change the corresponding graphs to that user's details.

Date Range: 8/1/2020 - 9/27/2020

Select Rollup Method: Sum of Sum

Select Timeframe: 7 Days

Facility Name: (All)

Initial Dept: (All)

Initial User: (All)

Init Operator ID: (All)

Triggered User: (All)

Alert Status:

 ASSIGN TO USER

 MANUALLY RESOLVED

 RESOLVED BY SYSTEM

Measure Names:

 # of Accounts

 # of Accounts With Alerts

 # of Accounts With Alerts Af.

 # of Accounts With No Open.

Max Rows for Detail: 10,000

RQA User Dashboard

Date Range Displayed: 8/1/2020 Through 9/25/2020

User Summary:

Select to Filter Breakdown and Trending (Local Filter Only)
Select (+) to expand to Triggered User or (-) to collapse to Initial User

Initial User	# of Accounts	# of Accounts With Alerts	First Pass Accuracy	# of Accounts With No Open Alerts After Timeframe	# of Accounts With Alerts After Timeframe	Final Pass Accuracy
...	667	138	79.31%	646	21	96.85%
...	1,055	297	72.11%	801	264	75.21%
...	22	0	100.00%	1	0	100.00%
...	1,436	243	83.08%	1,432	4	99.72%
...	295	194	60.75%	263	2	99.25%

Alert Breakdown:

Select to View User Details Page Filtered to The Selected Alert and Resolve Time

Alert Category	Alert	Within 1 Hour	Within 7 Day(s)	More than 7 Day(s)
DEMOGRAPHIC	5 - Subscriber DOB in registration does not match subscriber DOB returned in eligibility. - 5	■	■	
	565 - Patient Address may not contain punctuation in 1st street field - 565	■	■	
	558 - Guarantor Street Address 1 may not contain punctuation. - 558	■	■	
	148 - Guarantor Street Address 2 may not contain punctuation. - 148	■		
	336 - Address Inconsistencies between Patient			■
	16 - Patient is over 18, please review guarantor.	■		
	443 - Patient less than 18 years old, but listed as guarantor. - 443			■
	824 - If patient is a minor emergency contact			■

Alert Accounts Trending:

Select to View User Details Page Filtered to That Date

Accuracy Trending:

Medical Center | Admissions |

Select to View User Details Page Filtered to That Date

Select a data point in Alert Breakdown to display a pop-up box with condensed details.

Click **View User Alerts** to view their specific alerts.

Alert Breakdown:

Select to View User Details Page Filtered to The Selected Alert and Resolve Time

Alert Category	Alert	Within 1 Hour	Within 7 Day(s)	More than 7 Day(s)
DEMOGRAPHIC	5 - Subscriber DOB in registration does not match subscriber DOB returned in eligibility. - 5	■	■	
	565 - Patient Address may not contain punctuation in 1st street field - 565	■	■	
	558 - Guarantor Street Address 1 may not contain punctuation. - 558	■	■	
	148 - Guarantor Street Address 2 may not contain punctuation. - 148	■		
	336 - Address Inconsistencies between Patient			■
	16 - Patient is over 18, please review guarantor.	■		
	443 - Patient less than 18 years old, but listed as guarantor. - 443			■
	824 - If patient is a minor emergency contact			■

Category: **DEMOGRAPHIC**

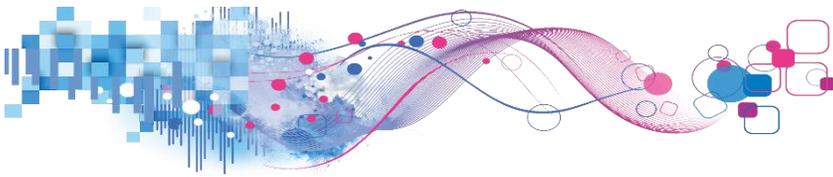
Alert Description: **5 - Subscriber DOB in registration does not match subscriber DOB returned in eligibility. - 5**

Time to Resolve: **Within 1 Hour**

Alert Status: **RESOLVED BY SYSTEM**

of Accounts with Alerts: **2**

[View User Alerts](#)



Example: Filters are set to display data with a date range of the last 60 days for all facilities with a selected timeframe of 7 days.

Date Range
8/1/2020 - 9/27/2020

Select Rollup Method
Sum of Sum

Select Timeframe
7 Days

Facility Name
(All)

Initial Dept
(All)

Initial User
(All)

Init Operator ID
(All)

Triggered User
(All)

Alert Status
 ASSIGN TO USER
 MANUALLY RESOLVED
 RESOLVED BY SYSTEM

Measure Names
 # of Accounts
 # of Accounts With Alerts
 # of Accounts With Alerts Af.
 # of Accounts With No Open.

Max Rows for Detail
10,000

RQA User Dashboard

Date Range Displayed: 8/1/2020 Through 9/27/2020

User Summary:
Select to Filter Breakdown and Trending (Local Filter Only)
 Select (+) to expand to Triggered User or (-) to collapse to Initial User

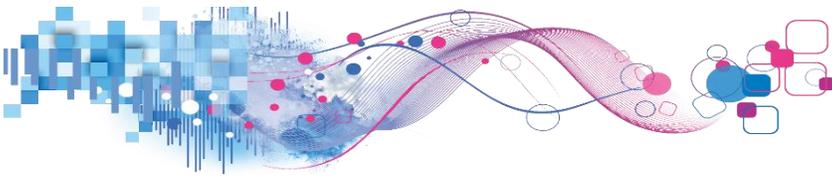
Initial User	# of Accounts	# of Accounts With Alerts	First Pass Accuracy	# of Accounts With No Open Alerts After Timeframe	# of Accounts With Alerts After Timeframe	Final Pass Accuracy
[blurred]	667	138	79.31%	646	21	96.85%
[blurred]	1	0	100.00%	1	0	100.00%
[blurred]	1,065	297	72.11%	801	264	75.21%
[blurred]	22	0	100.00%	22	0	100.00%
[blurred]	1,436	243	83.08%	1,432	4	99.72%
[blurred]	265	104	60.75%	263	2	99.25%

Alert Breakdown:
Select to View User Details Page Filtered to The Selected Alert and Resolve Time

Alert Category	Alert	Within 1 Hour	Within 7 Day(s)	More than 7 Day(s)
DEMOGRAPHIC	336 - Address Inconsistencies between Patient, Guarantor and Subscriber - 336	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: blue;"></div>
	16 - Patient is over 18, please review guarantor - 16	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: blue;"></div>
	824 - If patient is a minor, emergency contact must be completed - 824	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: blue;"></div>
	443 - Patient less than 18 years old, but listed as guarantor - 443	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: blue;"></div>
	558 - Guarantor Street Address 1 may not contain punctuation - 558	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: blue;"></div>
	5 - Subscriber DOB in registration does not match subscriber DOB returned in eligibility - 5	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: blue;"></div>
	565 - Patient Address may not contain punctuation in 1st street field - 565	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: blue;"></div>
	148 - Guarantor Street Address 2 may not	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: green;"></div>	<div style="width: 100%; height: 10px; background-color: blue;"></div>

Alert Accounts Trending:
Select to View User Details Page Filtered to That Date

Accuracy Trending: *||*||*
Select to View User Details Page Filtered to That Date



RQA Scorecard Account Details Report

The RQA Scorecard Account Details Report displays the account details in a tabular format.

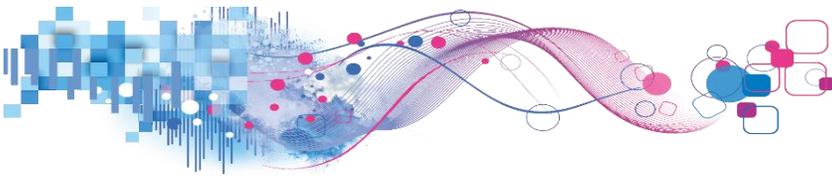
The filter criteria box is at the top of this page.

RQA Scorecard Account Details Report												
Date Range Displayed: 8/1/2020 through 9/27/2020												
Use tabs above to return to previous page. Limited to 10,000 rows												
Encounter Date	Account	Initial User	Triggered User	Resolving User	HRS to Resolve	Current Status	Max Rows for Detail					
8/1/2020	9/27/2020	(All)	(All)	(All)	(All)	(All)	10,000					
Account	Initial Dept	Initial User	Alert Category	Alert	Encounter Date	Current Status	Resolving User	Resolve Date	Patient Type	Patient Location	Alert Open After Timeframe	Avg. HRS to Resolve
	Hospital	Generic User	DEMOGRAPHIC	565 - Patient Address may not contain punctuation in 1st street field - 565	8/2/2020	ASSIGN TO USER			-	-	Y	1,359
					9/4/2020	ASSIGN TO USER			-	-	Y	562
	Hospital So.	Generic User	DEMOGRAPHIC	16 - Patient is over 18, please review guarantor - 16	9/17/2020	ASSIGN TO USER			MS	SV	Y	255
	Hospital So.	Generic User	DEMOGRAPHIC	558 - Guarantor Street Address 1 may not contain ..	8/31/2020	ASSIGN TO USER			EH	-	Y	662
	Hospital	Generic User	ELIGIBILITY	698 - Eligibility response indicates Invalid/Missing ..	8/6/2020	ASSIGN TO USER			R	BP	Y	1,264
			INSURANCE	653 - Insured id, group number, and/or policy num...	8/6/2020	ASSIGN TO USER			R	BP	Y	1,264
				25975 - Subscriber Middle name in registration doe...	8/6/2020	ASSIGN TO USER			R	BP	Y	1,264
			INSURANCE	334 - INACTIVE Coverage Found - 334	8/11/2020	ASSIGN TO USER			EH	-	Y	1,147
				25975 - Subscriber Middle name in registration doe...	8/11/2020	ASSIGN TO USER			EH	-	Y	1,147
	Hospital So.	Generic User	DEMOGRAPHIC	16 - Patient is over 18, please review guarantor - 16	9/15/2020	MANUALLY RESO.		9/16/2020	8	BC		25
	Hospital	Generic User	INSURANCE	7 - Medicare may be the secondary payer. Review ..	9/17/2020	ASSIGN TO USER			MI	-	Y	258
				25975 - Subscriber Middle name in registration doe...	9/17/2020	ASSIGN TO USER			MI	-	Y	258
	Hospital So.	Generic User	INSURANCE	25975 - Subscriber Middle name in registration doe...	8/6/2020	ASSIGN TO USER			P	BC	Y	1,269
	Hospital So.	Generic User	INSURANCE	24554 - Subscriber name in registration does not ..	8/11/2020	ASSIGN TO USER			P	BC	Y	1,146
	Hospital		INSURANCE	10 - Medicare replacement policy in effect. - 10	8/28/2020	RESOLVED BY SY...		8/31/2020	P	SG		67
				52 - Policy number in registration does not match P...	8/28/2020	RESOLVED BY SY...		8/31/2020	P	SG		67
	Hospital So.	Generic User	INSURANCE	25975 - Subscriber Middle name in registration doe...	8/18/2020	ASSIGN TO USER			P	BC	Y	977
	Hospital So.	Generic User	INSURANCE	25975 - Subscriber Middle name in registration doe...	8/12/2020	ASSIGN TO USER			P	BC	Y	1,122
	Hospital	Generic User	DEMOGRAPHIC	558 - Guarantor Street Address 1 may not contain ..	9/11/2020	ASSIGN TO USER			P	SG	Y	400
				565 - Patient Address may not contain punctuation ..	9/11/2020	ASSIGN TO USER			P	SG	Y	400
	Hospital	Generic User	INSURANCE	25975 - Subscriber Middle name in registration doe...	9/11/2020	RESOLVED BY SY...	Generic User	9/11/2020	2	VC	Y	184
				25975 - Subscriber Middle name in registration doe...	9/11/2020	ASSIGN TO USER			2	VC	Y	389
	Hospital	Generic User	INSURANCE	24554 - Subscriber name in registration does not ..	9/17/2020	ASSIGN TO USER			P	SH	Y	260
				25975 - Subscriber Middle name in registration doe...	9/17/2020	ASSIGN TO USER			P	SH	Y	260
	Hospital	Generic User	DEMOGRAPHIC	558 - Guarantor Street Address 1 may not contain ..	9/11/2020	ASSIGN TO USER			P	SG	Y	400
				565 - Patient Address may not contain punctuation ..	9/11/2020	ASSIGN TO USER			P	SG	Y	400
	Hospital So.	Generic User	INSURANCE	25975 - Subscriber Middle name in registration doe...	9/14/2020	ASSIGN TO USER			P	NU	Y	326
	Hospital So.	Generic User	INSURANCE	653 - Insured id, group number, and/or policy num...	8/12/2020	ASSIGN TO USER			P	SH	Y	1,121
	Hospital So.	Generic User	INSURANCE	25975 - Subscriber Middle name in registration doe...	8/26/2020	ASSIGN TO USER			P	MR	Y	780
	Hospital So.	Generic User	INSURANCE	25975 - Subscriber Middle name in registration doe...	9/25/2020	ASSIGN TO USER			P	MR		62
	Hospital So.	Generic User	INSURANCE	25975 - Subscriber Middle name in registration doe...	8/10/2020	ASSIGN TO USER			P	PT	Y	1,164
	Hospital	Generic User	ELIGIBILITY	698 - Eligibility response indicates Invalid/Missing ..	9/8/2020	ASSIGN TO USER			7	US	Y	466
			INSURANCE	277 - Policy Number must not contain punctuation ..	9/8/2020	ASSIGN TO USER			7	US	Y	466
				653 - Insured id, group number, and/or policy num...	9/8/2020	ASSIGN TO USER			7	US	Y	466
			ELIGIBILITY	698 - Eligibility response indicates Invalid/Missing ..	8/12/2020	RESOLVED BY SY...	Generic User	8/12/2020	P	SH		0
			INSURANCE	52 - Policy number in registration does not match P...	8/12/2020	RESOLVED BY SY...	Generic User	8/12/2020	P	SH		0



Pro Tip

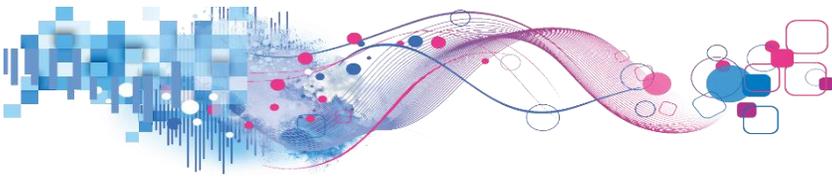
Remember the filter criteria set on the Scorecard Summary tab follows through to this tab. This filter criteria can be changed using the filter box at the top of the page.



Filter criteria box includes:

Encounter Date	Account	Initial User	Triggered User	Resolving User	HRS to Resolve	Current Status	Max Rows for Detail
8/1/2020	9/27/2020	[All]	[All]	[All]	[All]	[All]	10,000

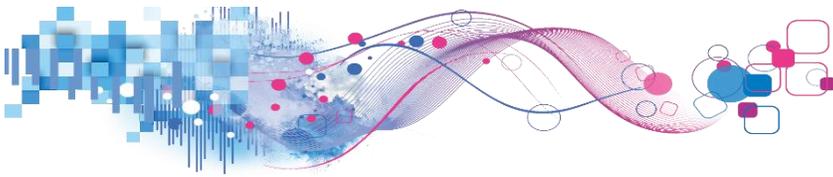
Encounter Date	Adjust the slider to view a specified date range.
Account	Enter a specific account to view.
Initial User	Choose to view data of all initial users or select specific initial users to view.
Init Operator ID	Choose to view data of all initial operator IDs or select specific initial operator IDs to view.
Triggered User	<p><i>A Triggered User is the actual user coming in from the ADT feed. In most cases, the Initial User and the Triggered User will be the same person.</i></p> <p>Choose to view data of all triggered users or select specific triggered users to view.</p>
Resolving User	Choose to view data of all resolving users or select specific resolving users to view.
HRS to Resolve	Choose to view all data or within certain timeframes.
Current Status	Choose to view data for all statuses or specific statuses.
Max Rows for Detail	Ability to adjust the number of maximum rows that display.



Hover over any data field in Avg. HRS to Resolve to display a pop-up window with a condensed view of the details.

Encounter Date	Account	Initial User	Triggered User	Resolving User	HRS to Resolve	Current Status	Max Rows for Detail					
8/1/2020	9/27/2020	(All)	(All)	(All)	(All)	(All)	10,000					
Account	Initial Dept	Initial User	Alert Category	Alert	Encounter Date	Current Status	Resolving User	Resolve Date	Patient Type	Patient Location	Alert Open After Timeframe	Avg. HRS to Resolve
	Hospital	Generic User	DEMOGRAPHIC	565 - Patient Address may not contain punctuation in 1st street field - 565	8/2/2020	ASSIGN TO USER					Y	1,359
	Hospital So.	Generic User	DEMOGRAPHIC	16 - Patient is over 18, please review guarantor. - 16	9/17/2020	ASSIGN TO USER						
	Hospital So.	Generic User	DEMOGRAPHIC	558 - Guarantor Street Address 1 may not contain ..	8/31/2020	ASSIGN TO USER						
	Hospital	Generic User	ELIGIBILITY	698 - Eligibility response indicates Invalid/Missing ..	8/6/2020	ASSIGN TO USER						
			INSURANCE	653 - Insured id, group number, and/or policy num. ..	8/6/2020	ASSIGN TO USER						
			INSURANCE	25975 - Subscriber Middle name in registration doe. ..	8/6/2020	ASSIGN TO USER						
			INSURANCE	334 - INACTIVE Coverage Found. - 334	8/11/2020	ASSIGN TO USER						
			INSURANCE	25975 - Subscriber Middle name in registration doe. ..	8/11/2020	ASSIGN TO USER						
	Hospital So.	Generic User	DEMOGRAPHIC	16 - Patient is over 18, please review guarantor. - 16	9/15/2020	MANUALLY RESO						
	Hospital	Generic User	INSURANCE	7 - Medicare may be the secondary payer. Review ..	9/17/2020	ASSIGN TO USER						
			INSURANCE	25975 - Subscriber Middle name in registration doe. ..	9/17/2020	ASSIGN TO USER						
	Hospital So.	Generic User	INSURANCE	25975 - Subscriber Middle name in registration doe. ..	8/6/2020	ASSIGN TO USER						
	Hospital So.	Generic User	INSURANCE	24554 - Subscriber name in registration does not ..	8/11/2020	ASSIGN TO USER						
	Hospital		INSURANCE	10 - Medicare replacement policy in effect. - 10	8/28/2020	RESOLVED BY SY						

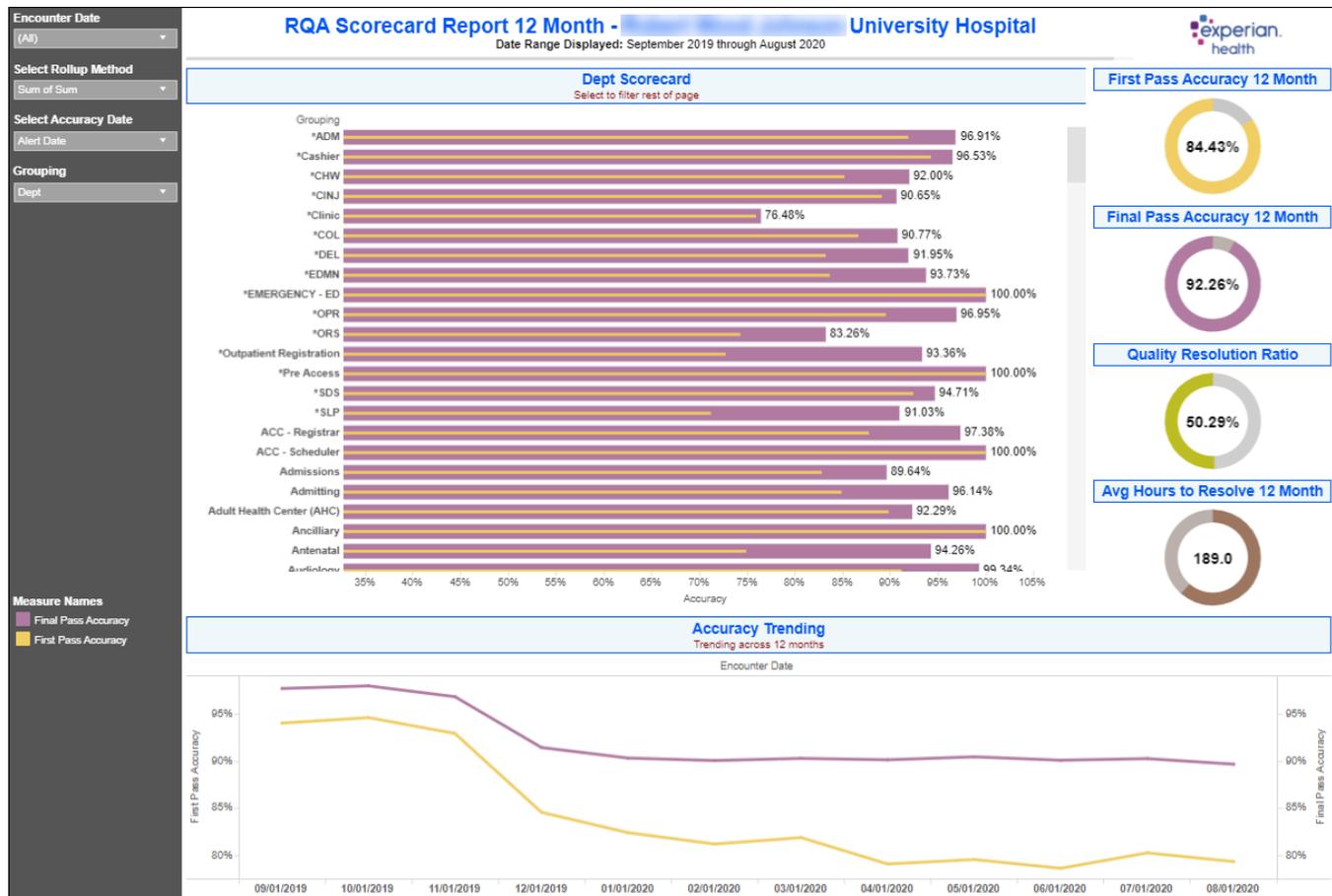
Facility Name: [REDACTED]
 Account: 000000000
 Initial User: Generic User [REDACTED]
 Initial User ID: 1665494
 Init Dept: [REDACTED]
 Alert Category: DEMOGRAPHIC
 Alert: 565 - Patient Address may not contain punctuation in 1st street field - 565
 Current Status: ASSIGN TO USER
 Patient Type: -
 Patient Location: -
 Patient Type: -
 Encounter Date: 8/2/2020
 Alert Date: 8/2/2020
 Visit Date: 8/2/2020
 Resolve Date: -
 Resolving User: -
 Resolving Dept: -
 Resolving Note: -
 Avg. HRS to Resolve: 1,359

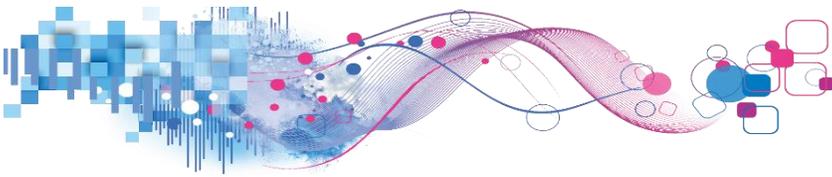


RQA 12 Month Scorecard Summary

This dashboard displays a summary of each department's scorecard details for the past 12 months. This includes first and final pass accuracy, quality resolution ratio and average hours to resolve. Accuracy trending can be seen in the bottom graph.

This dashboard and the following dashboards function in the same way the RQA User Scorecard functions.





Hover over a data field in Department Scorecard to display a pop-up window with a condensed view of the details.

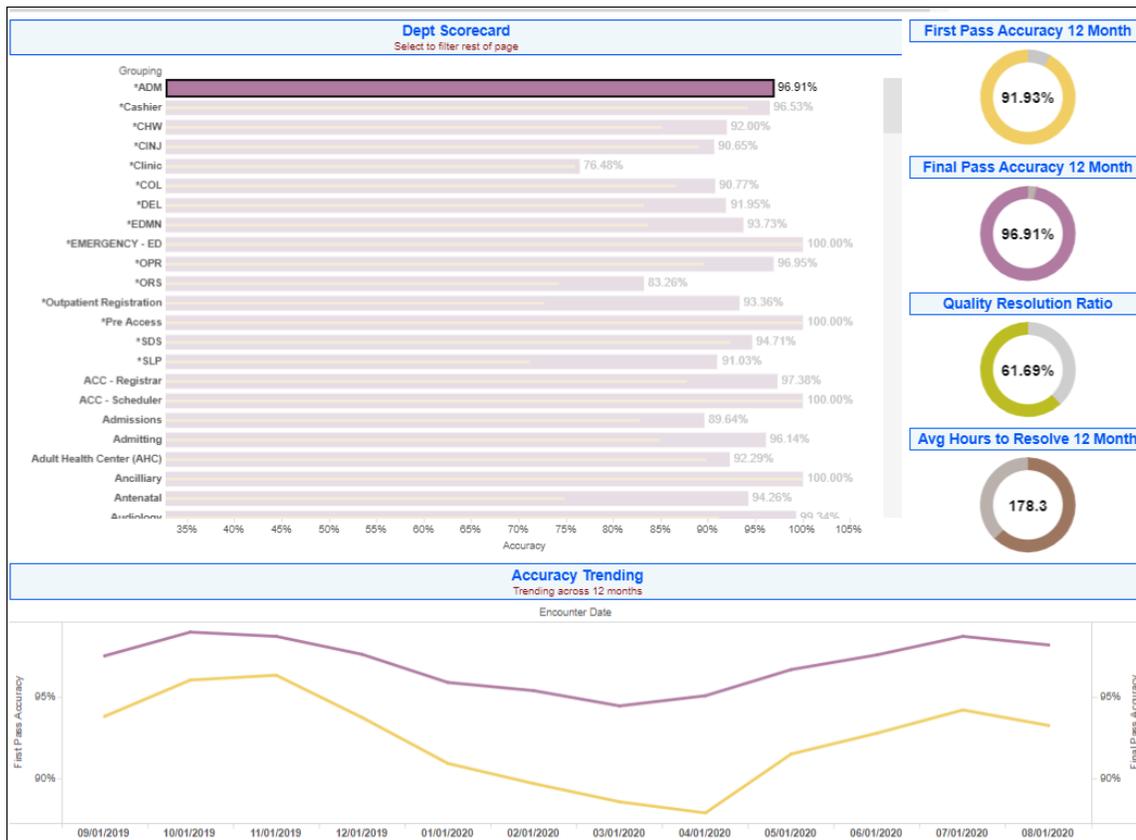
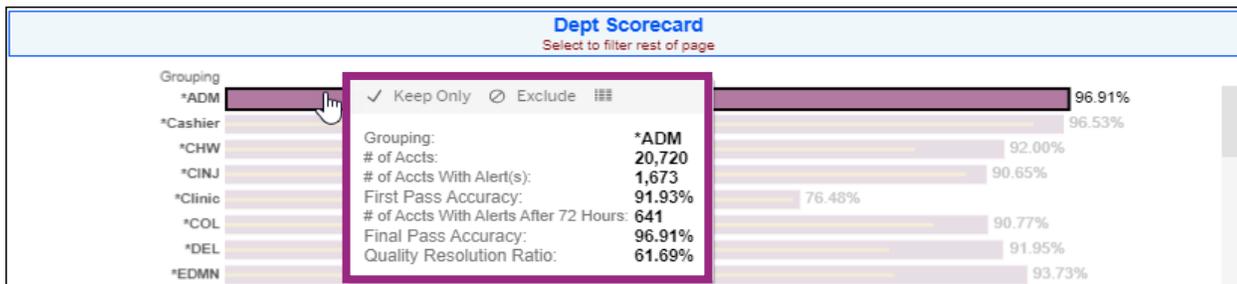
Yellow – First Pass Accuracy

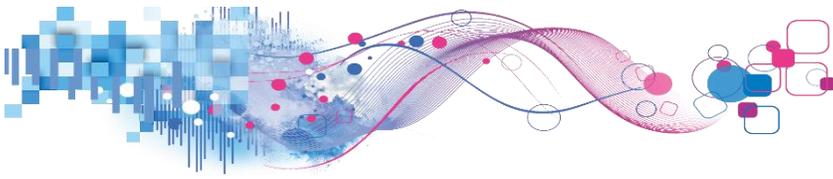
Purple – Final Pass Accuracy

Select the data point to change the corresponding graphs to that specific department's details.

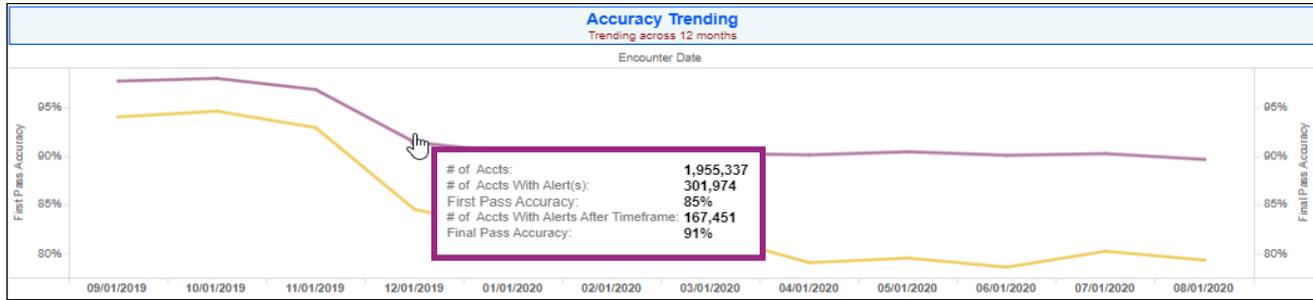
You can choose to keep only this data or exclude this data from the results.

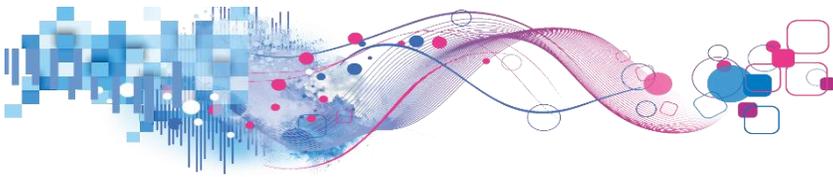
This data can be downloaded by clicking on the View Data icon (see pg. 8)





Click on any data point in the Accuracy Trending graph to display a pop-up with condensed details.





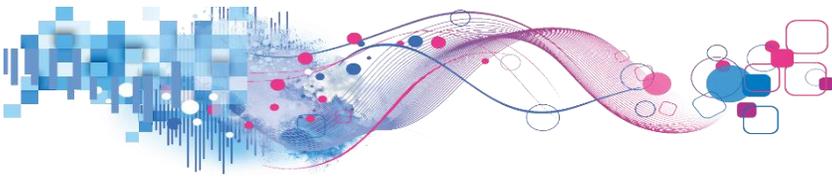
RQA 12 Month Scorecard

The 12-month Scorecard displays a Corporate, Department and User Summary in a tabular format.

Encounter Date	RQA 12 Month Scorecard: University Hospital						experian health
(All)	Date Range Displayed: September 2019 through August 2020						
Select Rollup Method	Corporate Summary						
Sum of Sum	Select Month for exact values						
	# of Accounts	# of Accounts With Alerts	First Pass Accuracy	Accounts With No Open Alerts After Timeframe	# of Accounts With Alerts After Timeframe	Final Pass Accuracy	Quality Resolution Ratio
	7,499,927	1,168,000	84.43%	6,919,364	580,563	92.26%	50.29%
	Department Summary						
	Select to Filter Trending						
Department	# of Accounts	# of Accounts With Alerts	First Pass Accuracy	Accounts With No Open Alerts After Timeframe	# of Accounts With Alerts After Timeframe	Final Pass Accuracy	Quality Resolution Ratio
*ADM	20,720	1,673	91.93%	20,079	641	96.91%	61.69%
*Cashier	3,455	196	94.33%	3,335	120	96.53%	38.78%
*CHW	15,691	2,317	85.23%	14,435	1,256	92.00%	45.79%
*CINJ	39,003	4,245	89.12%	35,358	3,645	90.65%	14.13%
*Clinic	608	146	75.99%	465	143	76.48%	2.05%
*COL	1,647	220	86.64%	1,495	152	90.77%	30.91%
	User Summary						
	Select to Filter Trending						
User	# of Accounts	# of Accounts With Alerts	First Pass Accuracy	Accounts With No Open Alerts After Timeframe	# of Accounts With Alerts After Timeframe	Final Pass Accuracy	Quality Resolution Ratio
	1,602	355	77.84%	1,457	145	90.95%	59.15%
	23	3	86.96%	20	3	86.96%	0.00%
	2,817	369	86.90%	2,632	185	93.43%	49.86%
	27	0	100.00%	27	0	100.00%	
	2,206	346	84.32%	2,181	25	98.87%	92.77%
	2,336	698	70.12%	2,160	176	92.47%	74.79%
	1,725	45	97.39%	1,690	35	97.97%	22.22%
	94	0	100.00%	94	0	100.00%	
	262	0	100.00%	262	0	100.00%	
	167	0	100.00%	167	0	100.00%	

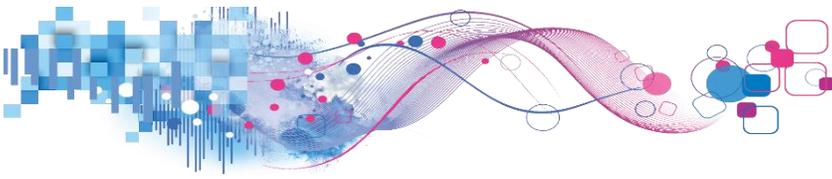
Filter criteria box includes:

Encounter Date (All)	Encounter Date Choose to view all encounter dates or a specific encounter date.
Select Rollup Method Sum of Sum	Select Rollup Method Choose to view the results either by Sum of Sum or Direct Sum. <i>Sum of Sum – Count the distinct number of patient accounts for the operator level, then sum those for higher levels.</i> <i>Direct Sum – Count the distinct number of patient accounts for each level.</i>



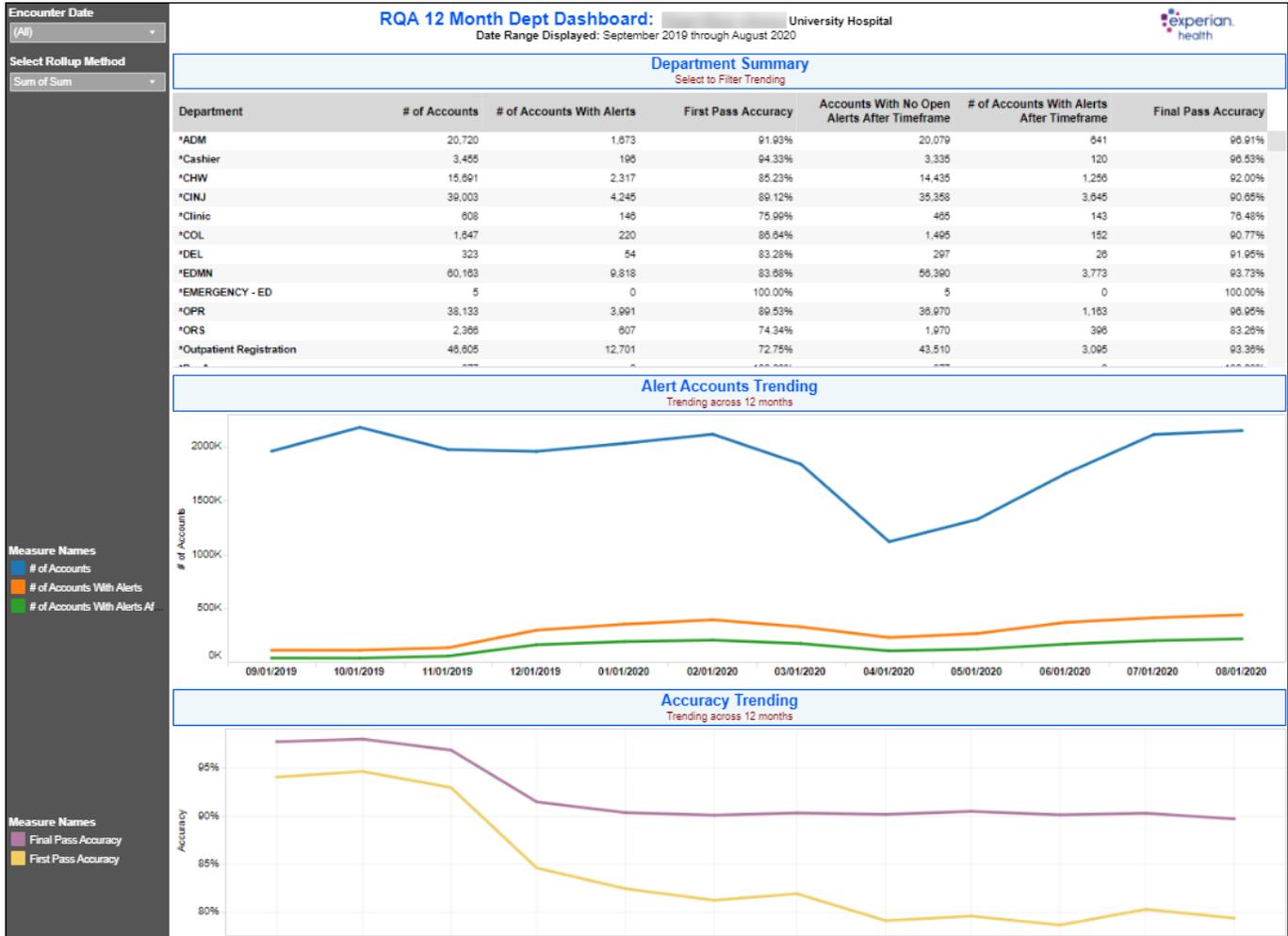
Example: Filters are set to display data with an Encounter Date of 7/1/2020.

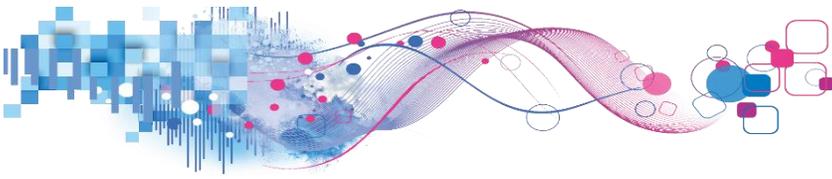
Encounter Date	RQA 12 Month Scorecard: University Hospital						experian health
07/01/2020	Date Range Displayed: July 2020 through July 2020						
Select Rollup Method	Corporate Summary						
Sum of Sum	Select Month for exact values						
	# of Accounts	# of Accounts With Alerts	First Pass Accuracy	Accounts With No Open Alerts After Timeframe	# of Accounts With Alerts After Timeframe	Final Pass Accuracy	Quality Resolution Ratio
	703,919	138,985	80.26%	635,359	68,560	90.26%	50.67%
	Department Summary						
	Select to Filter Trending						
Department	# of Accounts	# of Accounts With Alerts	First Pass Accuracy	Accounts With No Open Alerts After Timeframe	# of Accounts With Alerts After Timeframe	Final Pass Accuracy	Quality Resolution Ratio
*ADM	2,403	139	94.22%	2,373	30	98.75%	78.42%
*Cashier	527	14	97.34%	524	3	99.43%	78.57%
*CHW	928	179	80.71%	838	90	90.30%	49.72%
*CINJ	3,334	194	94.18%	3,191	143	95.71%	26.29%
*Clinic	168	15	91.07%	153	15	91.07%	0.00%
*COL	112	18	83.93%	99	13	88.39%	27.78%
	User Summary						
	Select to Filter Trending						
User	# of Accounts	# of Accounts With Alerts	First Pass Accuracy	Accounts With No Open Alerts After Timeframe	# of Accounts With Alerts After Timeframe	Final Pass Accuracy	Quality Resolution Ratio
	289	76	73.70%	271	18	93.77%	76.32%
	121	10	91.74%	117	4	96.69%	60.00%
	6	0	100.00%	6	0	100.00%	
	1,178	159	86.50%	1,160	18	98.47%	88.68%
	226	76	66.37%	212	14	93.81%	81.58%
	6	0	100.00%	6	0	100.00%	
	101	10	90.10%	101	0	100.00%	100.00%
	337	33	90.21%	337	0	100.00%	100.00%
	75	0	100.00%	75	0	100.00%	
	470	194	58.72%	459	11	97.66%	94.33%
	946	87	90.80%	926	20	97.89%	77.01%



RQA 12 Month Dept Dashboard

The 12-month Dept Scorecard displays a Department Summary, Alert Accounts Trending and Accuracy Trending based on departments.





Filter criteria box includes:

Encounter Date
 (All) ▾

Select Rollup Method
 Sum of Sum ▾

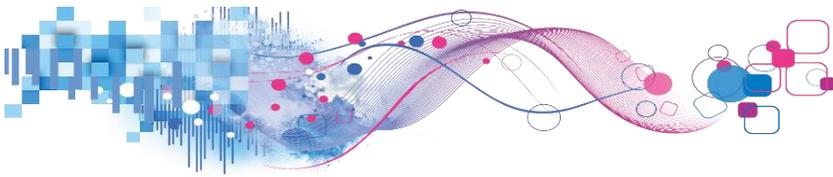
Measure Names Legend

- # of Accounts
- # of Accounts With Alerts
- # of Accounts With Alerts Af...

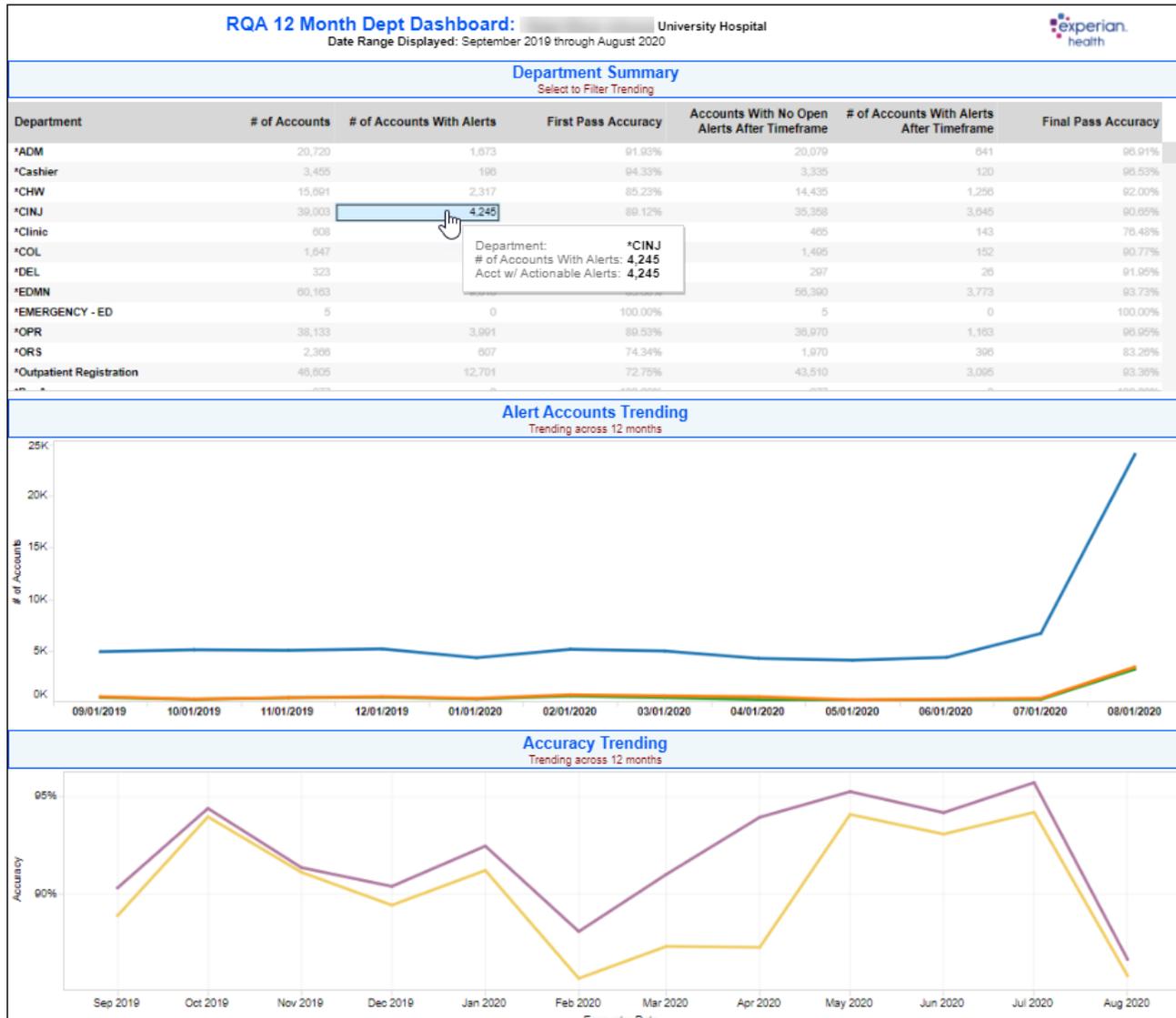
Measure Names Legend

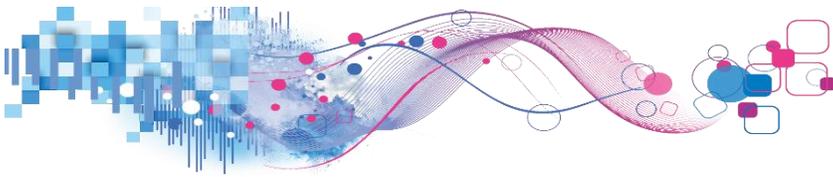
- Final Pass Accuracy
- First Pass Accuracy

Encounter Date	Choose to view all encounter dates or a specific encounter date.
Select Rollup Method	Choose to view the results either by Sum of Sum or Direct Sum. <i>Sum of Sum – Count the distinct number of patient accounts for the operator level, then sum those for higher levels.</i> <i>Direct Sum – Count the distinct number of patient accounts for each level.</i>
Measure Names Legend	Color legend for number of accounts.
Measure Names Legend	Color legend for first and final pass accuracy.



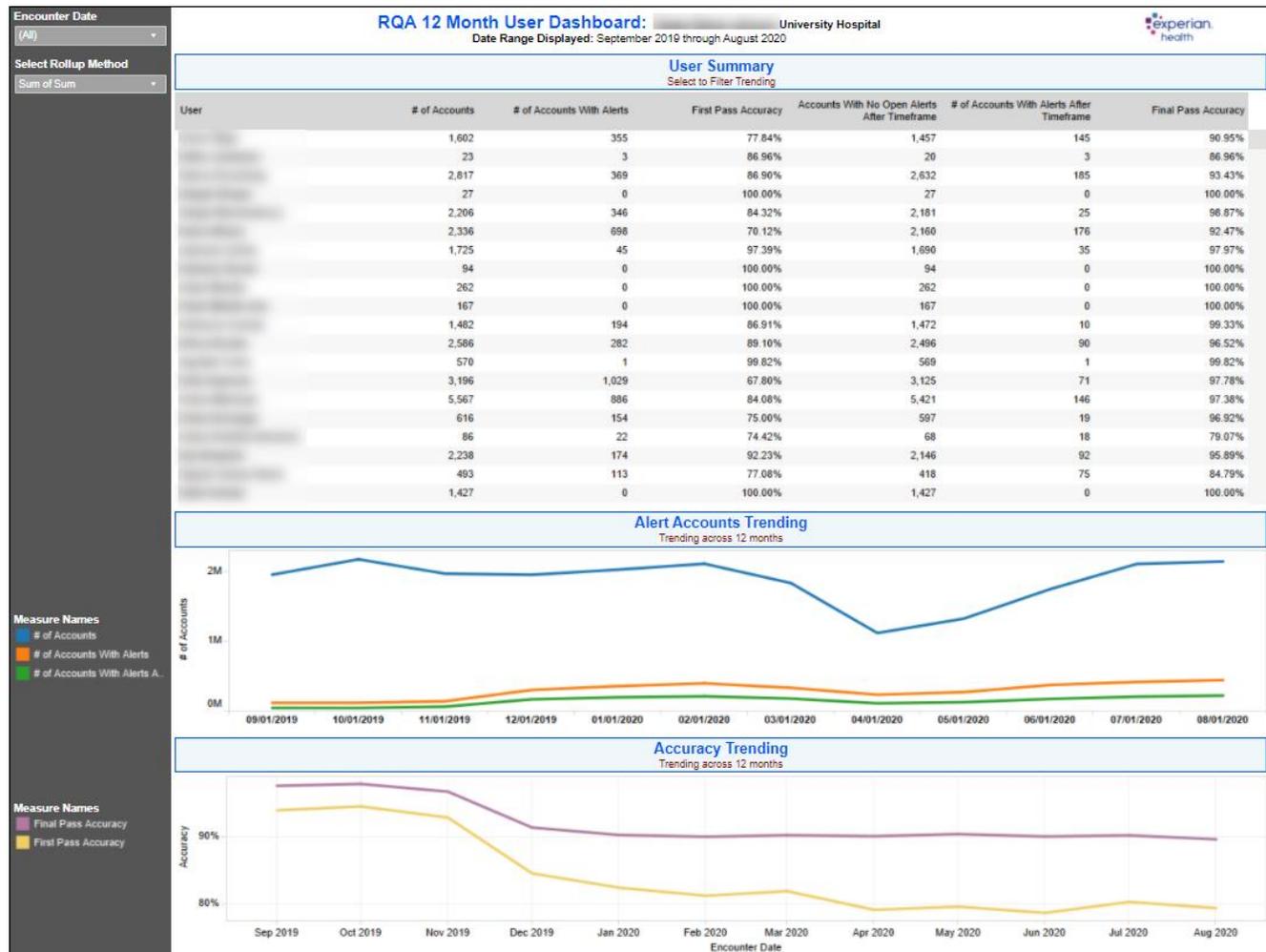
Hover over a data field in Department Summary to display a pop-up window with a condensed view of the details. Select the data point to change the corresponding graphs to that specific department's details.

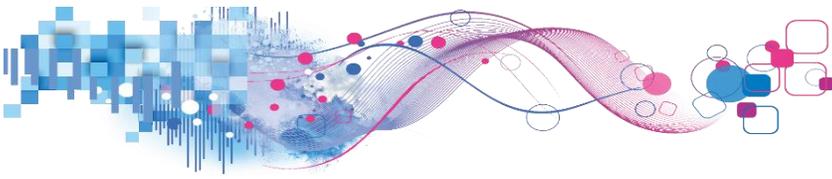




RQA 12 Month User Dashboard

The 12-month User Scorecard displays a User Summary, Alert Accounts Trending and Accuracy Trending based on users.





Filter criteria box includes:

Encounter Date
(All) ▾

Select Rollup Method
Sum of Sum ▾

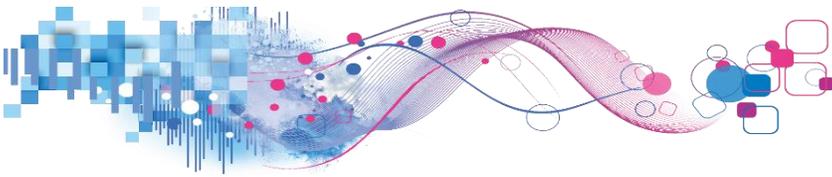
Measure Names Legend

- # of Accounts
- # of Accounts With Alerts
- # of Accounts With Alerts Af ...

Measure Names Legend

- Final Pass Accuracy
- First Pass Accuracy

Encounter Date	Choose to view all encounter dates or a specific encounter date.
Select Rollup Method	Choose to view the results either by Sum of Sum or Direct Sum. <i>Sum of Sum – Count the distinct number of patient accounts for the operator level, then sum those for higher levels.</i> <i>Direct Sum – Count the distinct number of patient accounts for each level.</i>
Measure Names Legend	Color legend for number of accounts.
Measure Names Legend	Color legend for first and final pass accuracy.



Hover over a data field User Summary to display a pop-up window with a condensed view of the details.

Select the data point to change the corresponding graphs to that specific user's details.

Encounter Date
(All)

Select Rollup Method
Sum of Sum

RQA 12 Month User Dashboard: Robert Wood Johnson University Hospital

Date Range Displayed: September 2019 through August 2020

User Summary

Select to Filter Trending

User	# of Accounts	# of Accounts With Alerts	First Pass Accuracy	Accounts With No Open Alerts After Timeframe	# of Accounts With Alerts After Timeframe	Final Pass Accuracy
	1,602	355	77.84%	1,457	145	90.95%
	23	3	86.96%	20	3	86.96%
	2,817	369	86.90%	2,632	185	93.43%
	27	0	100.00%	27	0	100.00%
	2,206	346	84.32%	2,181	25	98.87%
	2,336			2,100	176	92.47%
	1,725			1,690	35	97.97%
	94			94	0	100.00%
	262			262	0	100.00%
	167	0	100.00%	167	0	100.00%
	1,482	194	86.91%	1,472	10	98.33%
	2,586	282	89.10%	2,496	90	96.52%
	570	1	99.82%	569	1	99.82%
	3,196	1,029	67.80%	3,125	71	97.78%
	5,567	886	84.08%	5,421	146	97.38%
	616	154	75.00%	597	19	96.92%
	86	22	74.42%	68	18	79.07%
	2,238	174	92.23%	2,146	92	95.89%
	493	113	77.08%	418	75	84.79%
	1,427	0	100.00%	1,427	0	100.00%

User: [Redacted]

of Accounts With Alerts: 346

Acct w/ Actionable Alerts: 346

Alert Accounts Trending

Trending across 12 months

Accuracy Trending

Trending across 12 months

Measure Names

- # of Accounts
- # of Accounts With Alerts
- # of Accounts With Alerts A.

Measure Names

- Final Pass Accuracy
- First Pass Accuracy

Hover over a data point within the bottom two graphs to display a pop-up with condensed details.

Alert Accounts Trending

Trending across 12 months

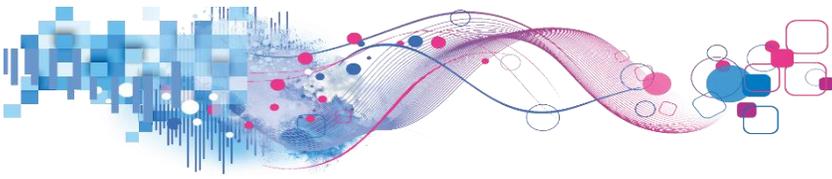
Encounter Date: 07/01/2020

of Accounts: 1,178

of Accounts with Alerts: 159

Accts Resolved Within 72 Hours: 18

of Accounts with Alerts After 72 Hours: 18



Coverage Discovery Dashboard

Coverage Discovery uncovers previously unknown coverage to help reduce bad debt write-offs. It helps healthcare providers find billable Medicaid, Medicare and commercial insurances that were previously unidentified. In many instances, these accounts are unnecessarily destined for write-off or inappropriately qualified as charity.

Coverage Discovery uses a proven search heuristics, historical information and multiple data sources finding hidden coverage or additional coverage on Self-Pay, Medicaid, Medicare and commercial accounts.

Coverage Discovery Cover Page

The cover page contains helpful overview information about the report such as definitions of terms that appear in the report.

Cover Page | Summary - Total | Summary - Unique | Tabular | Details

Coverage Discovery Dashboard

Coverage Discovery helps healthcare providers find billable Medicaid, Medicare and commercial insurances that were previously unidentified.

Coverage Discovery identifies billable accounts that may be submitted for immediate payment as primary, secondary, or tertiary coverage. In many instances, these accounts are unnecessarily destined for write-off or inappropriately qualified as charity.

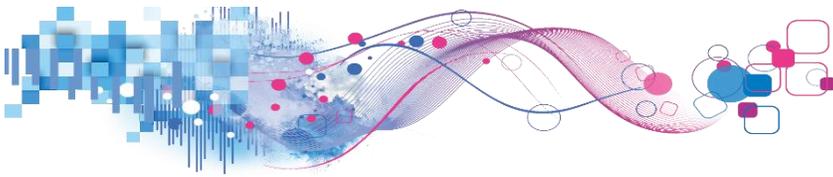
The **Coverage Discovery Dashboard** is designed to give the report user a summary overview of Coverage Discovery transactions, including request and found coverage counts, trending, and payer level comparisons. The report user can drill down to user and account level details.

NOTE: Data is limited to the prior 12 months plus the current month

Definitions:

CD Date	Choose between Submitted Date and Billed Date
Submitted Date	Reports metrics on when requests were received by Coverage Discovery
Billed Date	Reports metrics on when requests were finished processing and billed, this should closely align with invoices
	Note: "Billed Requests" are not applicable to the Submitted Date report
	Note: Sometimes metrics between submitted and billed are slightly different, this typically is caused by first and end of month processing where a transaction may have been received at the end of a month, but not completed processing until the 1st of the month
Requests	Unique or distinct count of all transactions
Total Requests	Count of all transactions
Duplicate Requests	Unique count of all transactions flagged as 'reuse'
Total Requests Coverage Found	The # of Total Requests that found coverage
Unique Requests Coverage Found	The # of Requests that found coverage
Value of Found Coverage	The maximum value of found coverage for each Patient Account Number (sum of distinct values)

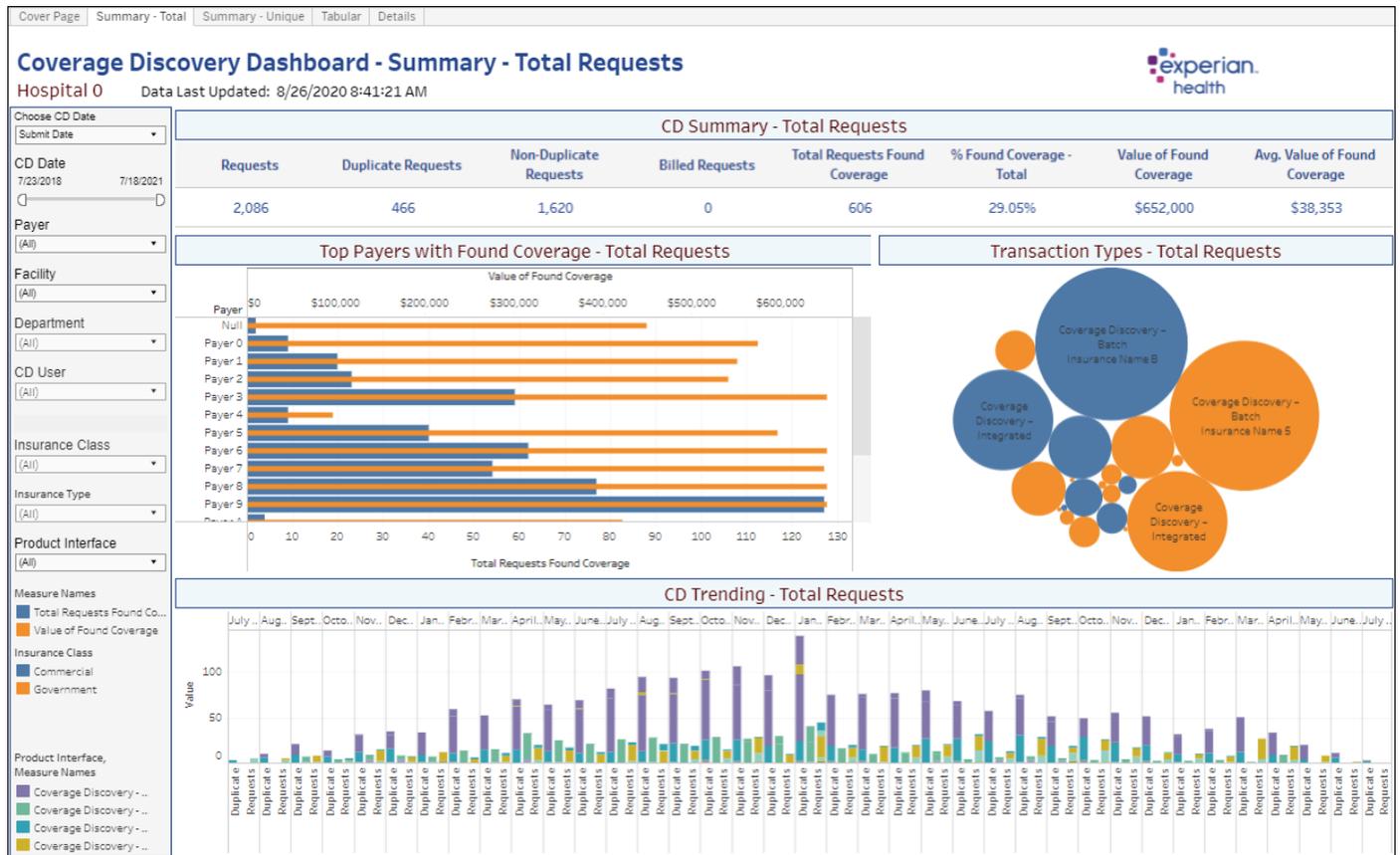
This document contains confidential and proprietary information. Not to be used for billing purposes. Any disclosure of this document or information without the express written consent of Experian is strictly prohibited.

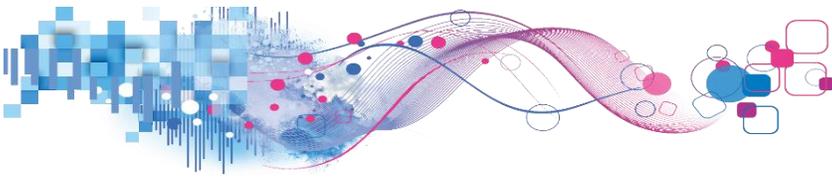


Summary – Total

The Summary-Total tab displays a count of all Coverage Discovery transactions. This is a one-to-many view, meaning that one patient may have multiple identified coverages and this report accounts for all found coverages.

Graphs are displayed with breakdowns of top payers with found coverage, transaction types and trending.



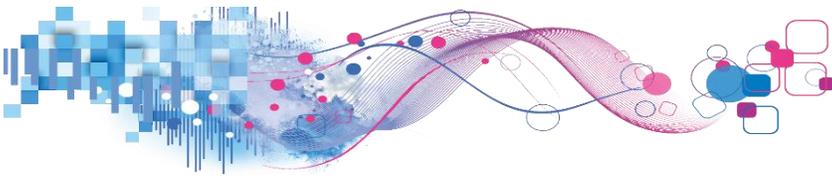


Filter criteria box includes:

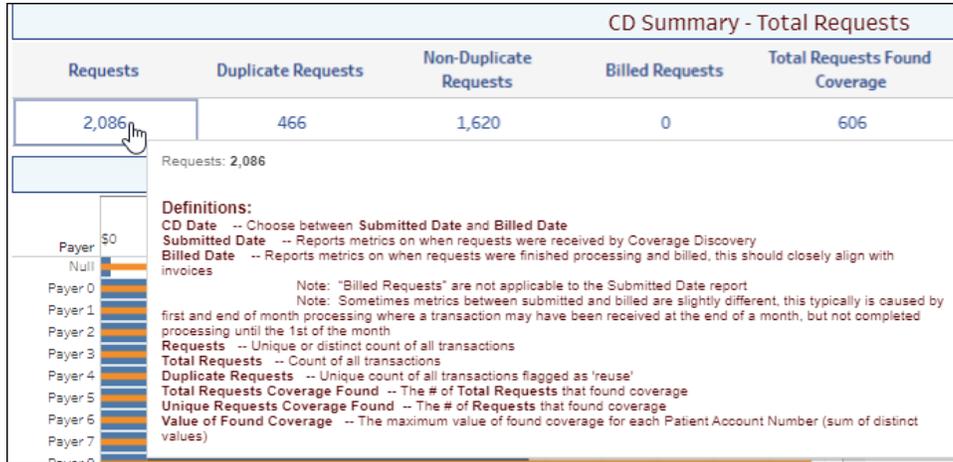
Choose CD Date
 Submit Date ▾
 CD Date
 7/23/2018 7/18/2021

 Payer
 (All) ▾
 Facility
 (All) ▾
 Department
 (All) ▾
 CD User
 (All) ▾
 Insurance Class
 (All) ▾
 Insurance Type
 (All) ▾
 Product Interface
 (All) ▾
 Measure Names
 ■ Total Requests Found Co...
 ■ Value of Found Coverage
 Insurance Class
 ■ Commercial
 ■ Government
 Product Interface, Measure Names
 ■ Coverage Discovery - ...
 ■ Coverage Discovery - ...
 ■ Coverage Discovery - ...
 ■ Coverage Discovery - ...

Choose CD Date	Choose to view data by Submit Date or Billed Date.
CD Date	Adjust slider to view a specific date range.
Payer	Choose to view data from all operators or select specific operators to view.
Facility	Choose to view data from all facilities or select specific facilities to view.
Department	Choose to view data from all departments or select specific departments to view.
CD User	Choose to view data of all users or select specific initial users to view.
Insurance Class	Choose to view data of from both Commercial and Government insurance or select a specific insurance class to view.
Insurance Type	Choose to view data from all insurance types or select specific insurance types to view.
Product Interface	Choose to view all data from all product interfaces or select a specific product interface to view. <i>Product Interfaces include On Demand, Batch, Integrated and Web.</i>
Measure Names Legend	Color legend for Measure Names.
Product Interface, Measure Names Legend	Color legend for Product Interface, Measure Names.



Hover over a data point within the Total Requests section and a pop-up displays a list of definitions that you are seeing within dashboard.

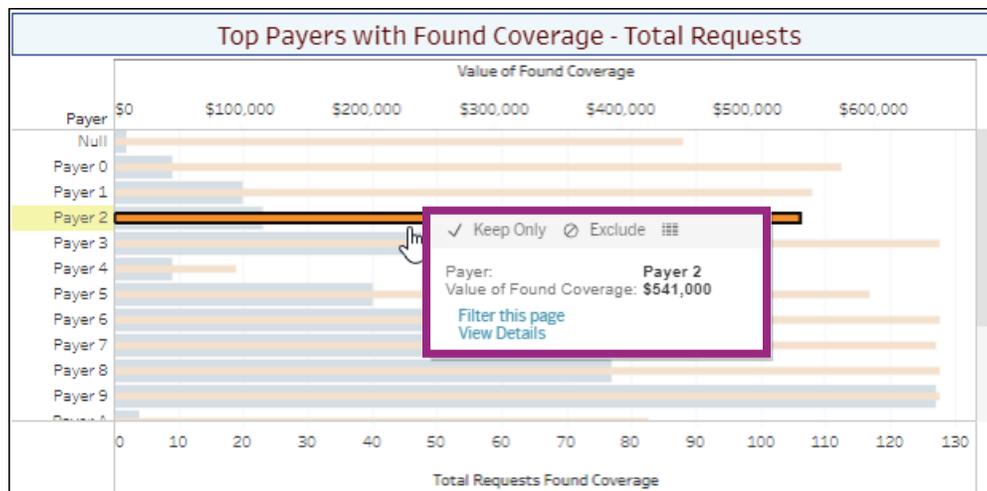


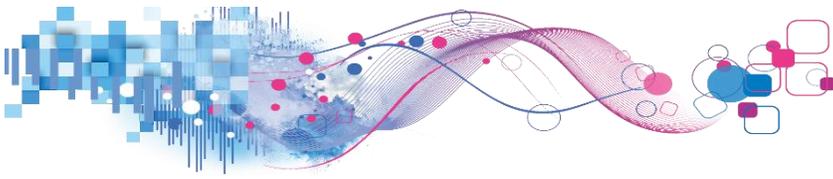
Hover over a data point in any of the graphs to display a pop-up with quick details.

Select the data point to **Filter this page** or **View Details** (Details tab at top of page) for this specific data point.

You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)





Filtered Page

Coverage Discovery Dashboard - Summary - Total Requests

Hospital 0 Data Last Updated: 8/26/2020 8:41:21 AM

Choose CD Date

Submit Date

CD Date: 7/23/2018

CD Date: 7/18/2021

Payer: (All)

Facility: (All)

Department: (All)

CD User: (All)

Insurance Class: (All)

Insurance Type: (All)

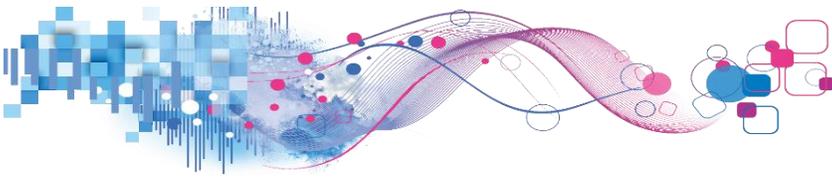
Product Interface: (All)

CD Summary - Total Requests							
Requests	Duplicate Requests	Non-Duplicate Requests	Billed Requests	Total Requests Found Coverage	% Found Coverage - Total	Value of Found Coverage	Avg. Value of Found Coverage
729	210	519	0	23	3.16%	\$541,000	\$54,100

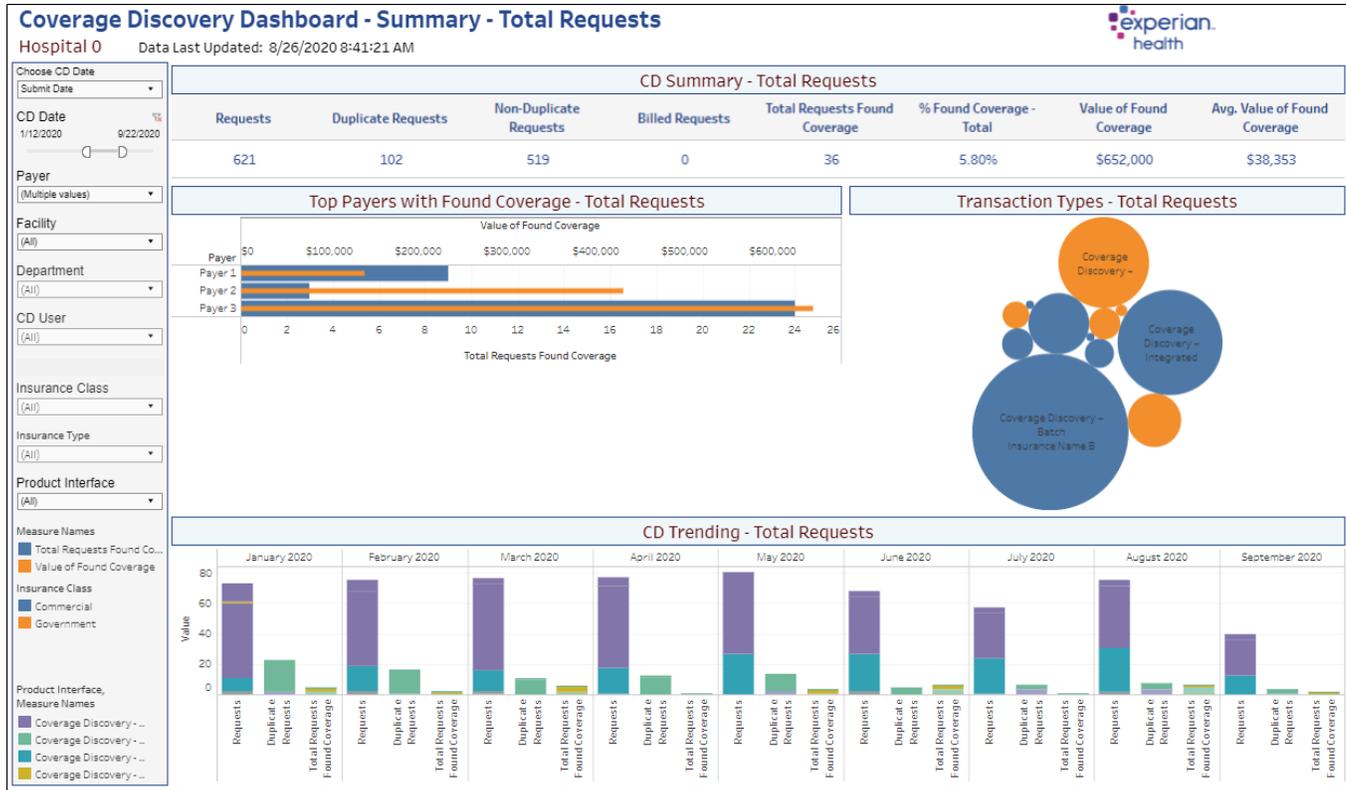
Top Payers with Found Coverage - Total Requests

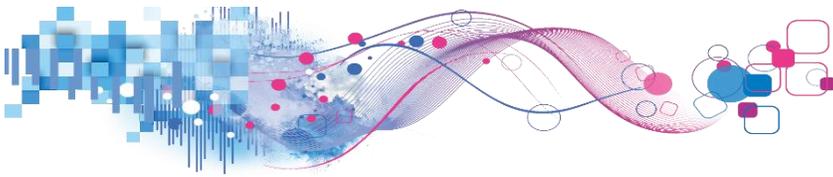
Transaction Types - Total Requests

CD Trending - Total Requests



Example: Filters are set to display by submit date, CD date is set to January to July 2020 for Payers 1, 2 and 3.

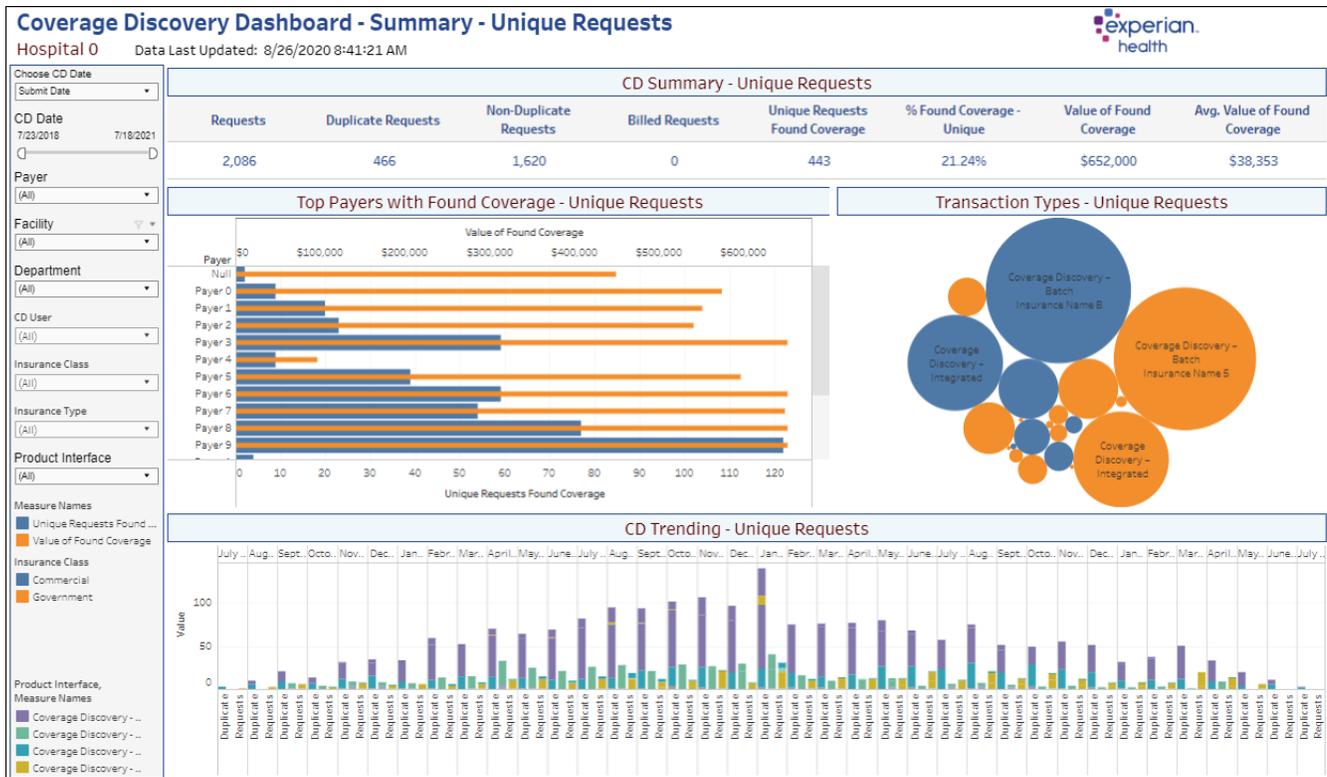


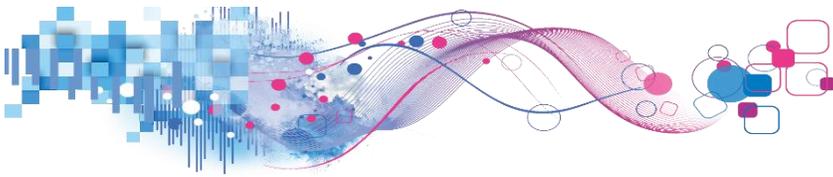


Summary – Unique

The Summary-Unique tab displays the total number of ‘one-to-one’ transactions. In this 1:1 view, one patient equals one request, regardless if multiple coverages were found for that patient.

The reports functions in the same way Summary-Total report functions.

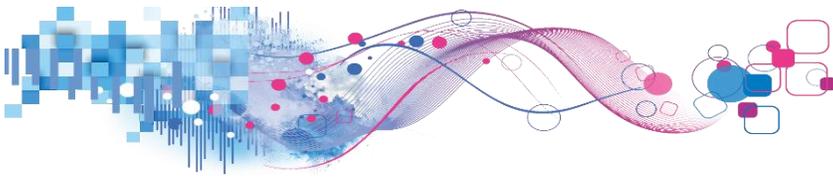




Tabular

The Tabular report displays the details of each

Coverage Discovery Dashboard - Tabular													
Hospital 0 Data Last Updated: 8/26/2020 8:41:21 AM													
Grouping Selection	Grand Total		7/1/2018		8/1/2018		9/1/2018		10/1/2018		11/1/2018		
	Found Coverage	Value of Found Coverage											
Clinic 0	19	\$522,000											
Clinic 1	54	\$652,000			1	\$8,000		3	\$8,000	0	\$0	4	\$407,000
Clinic 2	16	\$543,000										0	\$0
Clinic 3	41	\$647,000	2	\$98,000	3	\$42,000		0	\$0	3	\$59,000	2	\$31,000
Clinic 4	13	\$538,000								1	\$2,000	0	\$0
Clinic 5	42	\$652,000											
Clinic 6	31	\$644,000			0	\$0		1	\$5,000			0	\$0
Clinic 7	15	\$536,000								0	\$0	0	\$0
Clinic 8	4	\$99,000										0	\$0
Clinic 9	47	\$651,000										0	\$0
Clinic A	4	\$9,000											
Clinic B	39	\$652,000						3	\$402,000	0	\$0	3	\$430,000
Clinic C	27	\$646,000			0	\$0						0	\$0
Clinic D	50	\$652,000											
Clinic E	23	\$157,000											
Clinic F	18	\$591,000											

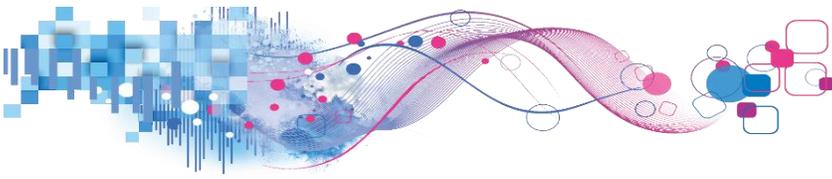


Data columns included in this report:

Initial User	Alert Message
Triggered User	Hospital Service
Account Number	Visit Date
Payer	Age in Hours
Alert Category	Days from Visit

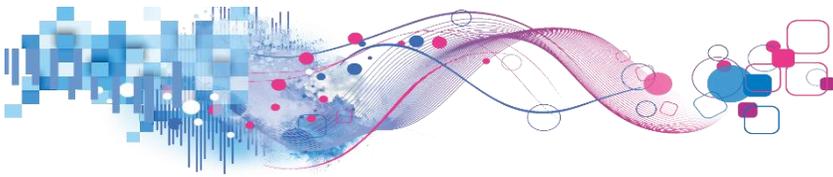
 **Pro Tip**

Remember the filter criteria set on the Summary tab follows through to this tab. This filter criteria can be changed using the filter box on the left.



Filter criteria box includes:

<p>Facility <input type="text" value="(All)"/></p> <p>Department <input type="text" value="(All)"/></p> <p>Init User <input type="text" value="(All)"/></p> <p>Triggered User <input type="text" value="(All)"/></p> <p>Patient Class <input type="text" value="(All)"/></p> <p>Alert Category <input type="text" value="(All)"/></p> <p>Hospital Service <input type="text" value="(All)"/></p> <p>Patient Location <input type="text" value="(All)"/></p> <p>Payer <input type="text" value="(All)"/></p> <p>Account Number <input type="text"/></p> <p>Age Color ■ 24-72 Hours ■ Over 72 Hours ■ Within 24 Hours</p> <p>Age in Hours <input type="text" value="5"/> <input type="text" value="120"/></p> <p>Days from Visit <input type="text" value="190"/> <input type="text" value="13,883"/></p>	<p>Facility</p> <p>Department</p> <p>Init User</p> <p>Triggered User</p> <p>Patient Class</p> <p>Alert Category</p> <p>Hospital Service</p> <p>Patient Location</p> <p>Payer</p> <p>Account Number</p> <p>Age Color Legend</p> <p>Age in Hours</p> <p>Days from Visit</p>	<p>Group results by Facility Name, Department, Operator, Payer, Benefit Category, Patient Class, Hospital Service, Patient Type or Procedure Code.</p> <p>Choose to view data from all departments or select specific departments to view.</p> <p>Choose to view data of all initial users or select specific initial users to view.</p> <p>Choose to view data of all triggered users or select specific triggered users to view.</p> <p>Choose to view data from all patient classes or select specific patient classes to view.</p> <p>Choose to view all alert categories or select specific alert categories to view.</p> <p>Choose to view data from all hospital services or select specific hospital services to view.</p> <p>Choose to view data from all patient types or select specific patient types to view.</p> <p>Choose to view data from all payers or select specific payers to view.</p> <p>Enter a specific account number to view.</p> <p>Color legend for Age Color.</p> <p>Use the slider to adjust the Age in Hours to view.</p> <p>Use the slider to adjust the Days from Visit to view.</p>
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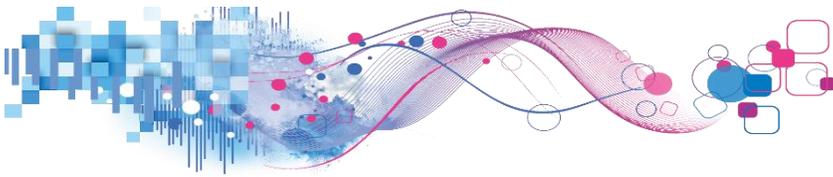
Example: Filters are set to display data from all facilities and departments with an alert category of Eligibility.

Blast Detail										
Init User	Triggered User	Account Number	Payer	Alert Category	Alert Message	Hospital Service	Visit Date	Age in Hours	Days from Visit	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-01-27	104	5,356	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-01-27	104	5,356	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-02-09	104	5,343	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-02-17	104	5,335	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-03-07	104	5,317	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDS	2006-03-14	104	5,310	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2013-09-23	104	2,560	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2013-10-01	104	2,552	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2011-07-15	64	3,361	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2011-07-19	64	3,357	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM	2011-10-25	107	3,259	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM	2012-01-31	107	3,161	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	RON	2012-02-27	107	3,134	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2012-02-29	107	3,132	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SUR	2012-04-02	107	3,099	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2012-06-15	107	3,025	
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDS	2012-07-02	107	3,008	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2005-12-19	8	5,395	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM	2005-12-21	8	5,393	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-01-09	8	5,374	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-01-10	8	5,373	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-02-09	8	5,343	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-02-10	8	5,342	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-03-02	8	5,322	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-03-03	8	5,321	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-03-30	8	5,294	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-03-31	8	5,293	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-04-24	8	5,269	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-04-25	8	5,268	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-05-15	8	5,248	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	CHO	2006-05-16	8	5,247	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-06-05	8	5,227	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM	2006-09-18	8	5,122	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-12-05	8	5,044	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2007-06-04	8	4,863	
			MEDICARE OUTP.	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-11-19	8	5,060	

Hover over a data field in the Age in Hours or Days from Visit columns to display a pop-up window with a condensed view of the details.

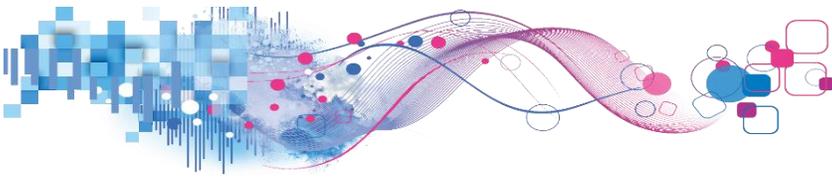
Blast Detail										
Init User	Triggered User	Account Number	Payer	Alert Category	Alert Message	Hospital Service	Visit Date	Age in Hours	Days from Visit	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD	2006-01-27	104	5,356	
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDS				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			SELF PAY	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SDM				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	RON				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	OPD				
			NJ MEDICAID	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698	SUR				

Visit Date: 2006-01-27
Age in Hours: 104
Days from Visit: 5,356
Facility: [redacted]
Department: Campus Drive
Initial User: [redacted]
Triggered User: [redacted]
Alert Message: Eligibility response indicates Invalid/Missing Subscriber/Insured ID. - 698
Alert Category: Eligibility
Payer: SELF PAY
Account Number: [redacted]
Visit Date: 2006-01-27
Alert Date: 9/21/2020
Patient Class: 0
Hospital Service: OPD
Patient Location: OPD



Example: Filters are set to display data on all details that are at 40 hours and under for Age in Hours and under 1,670 Days from Visit.

Blast Detail											
Init User	Triggered User	Account Number	Payer	Alert Category	Alert Message	Hospital Service	Visit Date	Age in Hours	Days from Visit		
			HORIZ HMO POS	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	ONC	2020-09-01	11	25		
			MEDICARE PART A	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	MED	2017-05-06	8	1,239		
			MEDICARE OUTP	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OPD	2017-06-29	8	1,185		
			MEDICARE-ELIG	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	MED	2020-07-28	10	60		
			MEDICARE-ELIG	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	MED	2020-07-28	10	60		
			AARP	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	MED	2020-08-06	13	51		
			BLUE CROSS M C	Insurance	Insured id, group number, and/or policy number can only contain alpha and/..	MED	2020-08-18	6	39		
			HORIZON OMNIA	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	MED	2020-08-21	11	36		
			HORIZON NJ HEA	Demograph	Patient less than 18 years old, but listed as guarantor - 443	MED	2020-08-17	12	40		
			UHC COMMUNIT	Insurance	Incorrect Plan Code {0} should be replaced with one of the following: {1}	MED	2020-08-15	35	42		
			CIGNA MANAGED CARE	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	MED	2020-08-17	32	40		
			HORIZON OTHER PPO	Eligibility	Subscriber name in registration does not match subscriber name in eligibilit..	MED	2020-08-17	32	40		
			HORIZON BLUE C	Insurance	Eligibility response indicates Invalid/Missing Patient ID - 693	THY	2020-08-01	10	56		
			HORIZON BLUE C	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	THY	2020-08-01	10	56		
			MEDICAID NEW J	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	PSYR	2020-09-01	12	25		
			MEDICAID NEW JERSEY MDD00	Insurance	Medicaid Eligibility Response indicates that coverage is HMO. Please use a..	PSYR	2020-09-01	13	25		
			MEDICAID NEW JERSEY MDD00	Insurance	Incorrect Plan Code {0} should be replaced with one of the following: {1}	XXXO	2020-08-28	33	29		
			MEDICAID NEW JERSEY MDD00	Insurance	Medicaid Eligibility Response indicates Managed Medicaid Coverage - use t..	XXXO	2020-08-28	33	29		
			AETNA BETTER HLTH	Eligibility	Eligibility response indicates Subscriber/Insured not found. - 701	ONC	2020-09-03	16	23		
			AETNA BETTER HLTH	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	ONC	2020-09-03	16	23		
			AETNA BETTER HLTH	Insurance	Subscriber name in registration does not match subscriber name in eligibilit..	ONC	2020-09-03	16	23		
			MEDICAID UNITED	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..		2019-06-10	16	474		
			HORIZON OTHER PPO	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	OBS	2020-01-21	34	249		
			MEDICAID NEW J	Insurance	INACTIVE Coverage Found. - 334	MED	2020-02-22	12	217		
			UNITED HEALTH HMO	Insurance	INACTIVE Coverage Found. - 334	FTC	2020-06-01	15	117		
			UNITED HEALTH HMO	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	FTC	2020-06-01	15	117		
			MEDICAID NEW J	Insurance	Subscriber name in registration does not match subscriber name in eligibilit..	NUR	2020-03-29	9	181		
			EMBLEM HEALTH	Eligibility	Eligibility response indicates Invalid/Missing Subscriber/Insured ID - 698	CAR	2020-05-21	37	128		
			MEDICAID HORIZ	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	PHC	2020-06-29	13	89		
			MEDICAID NEW J	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	DSU	2020-07-16	40	72		
			MEDICARE AETNA	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	ONC	2020-09-01	16	25		
			MEDICAID NEW JERS	Insurance	Policy number in registration does not match Policy number in eligibility. - 52	NEI	2020-07-29	34	59		
			MEDICAID NEW JERS	Insurance	Subscriber DOB in registration does not match subscriber DOB returned in e..	NEI	2020-07-29	34	59		
			MEDICAID NEW JERS	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	NEI	2020-07-29	34	59		
			MEDICAID NEW JERS	Insurance	Subscriber name in registration does not match subscriber name in eligibilit..	NEI	2020-07-29	34	59		
			MEDICAID NEW J	Insurance	Subscriber Middle name in registration does not match Middle name in eligi..	MNT	2020-09-04	38	22		



Medical Necessity Dashboard

Experian Health Medical Necessity triggers issues and alerts based on Medicare and commercial payer rules, eliminating reliance on manual and paper processes.

It also provides extensive management reporting to better educate clinicians on coding practices. Integrating seamlessly within existing workflow practices, the solution interfaces directly with registration and order entry systems and updates automatically and continuously from your charge master.

Medical Necessity Cover Page

The cover page provides a brief description of the product and states that the report is only showing those accounts where an alert was fired indicating a medical necessity transaction was required. It will then show if a corresponding med rec was run and if an ABN was required and performed.

Cover Page | Summary | Trending | Detail

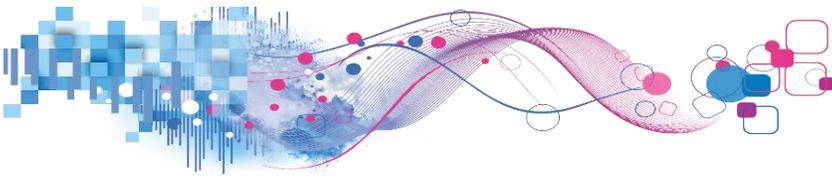


Medical Necessity Dashboard

Experian Health Medical Necessity triggers issues and alerts based on Medicare and commercial payer rules, eliminating reliance on manual and paper processes. It also provides extensive management reporting to better educate clinicians on coding practices. Integrating seamlessly within existing workflow practices, the solution interfaces directly with registration and order entry systems, and updates automatically and continuously from your charge master.

The report is only showing those accounts where an alert was fired indicating a medical necessity transaction was required. It will then show if a corresponding med nec was run and if an ABN was required and performed.

Report data is limited to the last three months.



Medical Necessity - Summary

The Medical Necessity Summary report provides a Corporate Summary regarding issues and alerts based on Medicare and commercial payer rules. The Summary view allows for quickly identifying opportunities to improve Advanced Beneficiary Notice process adherence.

Cover Page | Summary | Trending | Detail

Medical Necessity Report

Experian Demo Facility Dates Included: 10/29/2019 through 1/29/2020 Data Last Updated: 2/2/2020 9:14:55 PM

Transaction Date
9/1/2019 to 9/27/2020

Total Accounts vs Unique Counts
Total Counts

Grouping Selection
Client

Client
(All)

Registrar Dept
(All)

Screener Dept
(All)

Registrar
(All)

Screener
(All)

Hospital Service
(All)

Patient Class
(All)

Patient Type
(All)

Physician
(All)

Primary Insurance
(All)

Select Comparison
MCN Screened

Corporate Summary

Click to filter Dept and User graphs

Client	MCN Requi.	MCN Screened	MCN Screen %	ABN Required	ABN Req %	ABN Printed	ABN Print %	ABN Signed	ABN Sign %	ABN Accepted	ABN Accept %
Grand Total	129,274	52,553	40.7%	987	0.8%	277	28.1%	197	20.0%	97	9.8%
Facility-5	26,438	1,388	5.3%	146	0.6%	126	86.3%	120	82.2%	47	32.2%
Facility-1	18,853	11,193	59.4%	93	0.5%	4	4.3%	3	3.2%	2	2.2%
Facility-B	16,205	11,761	72.6%	165	1.0%	20	12.1%	20	12.1%	17	10.3%
Facility-8	14,456	5,381	37.2%	125	0.9%	14	11.2%	14	11.2%	6	4.8%
Facility-4	12,645	3,733	29.5%	168	1.3%	90	53.6%	19	11.3%	6	3.6%

Department by MCN Screened

Click to View Details for Selection(s)

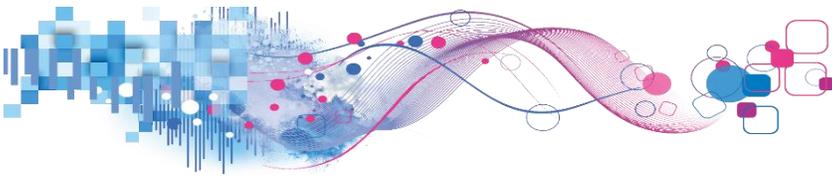
Users by MCN Screened

Click to View Details for Selection(s)

Pro Tips

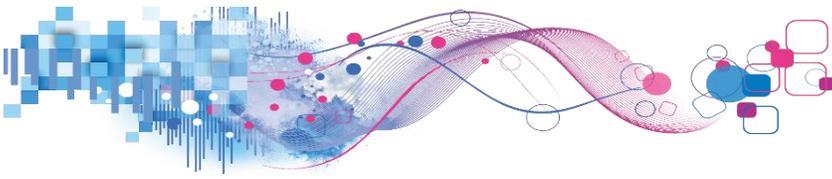
Filter criteria populated in the filter on the Summary tab carries through to the Trending and Detail tabs.

Adjusting the 'Grouping Selection' and 'Select Comparison' criteria filters together allows for visually exploring many combinations of metrics in the bottom two graphs. Don't forget to save your favorite combination!



Filter Criteria box includes:

<p>Transaction Date 9/1/2019 9/27/2020</p> <p>Total Accounts vs Unique Counts Total Counts</p> <p>Grouping Selection Client</p> <p>Client (All)</p> <p>Registrar Dept (All)</p> <p>Screener Dept (All)</p> <p>Registrar (All)</p> <p>Screener (All)</p> <p>Hospital Service (All)</p> <p>Patient Class (All)</p> <p>Patient Type (All)</p> <p>Physician (All)</p> <p>Primary Insurance (All)</p> <p>Select Comparison MCN Screened</p>	<table border="1"> <tr> <td>Transaction Date</td> <td>Adjust slider to view a specified date range.</td> </tr> <tr> <td>Total Accounts vs. Unique Accounts</td> <td>Select to modify calculations at either the individual encounter level, counting multiple interactions on the same account, or at the unique account level to more holistically track account completion versus individual activities.</td> </tr> <tr> <td>Grouping Selection</td> <td>Choose to view data by different groupings: <i>Client, Department, User Name, Primary Insurance or Physician.</i></td> </tr> <tr> <td>Client</td> <td>Choose to view data from all clients or select specific clients to view.</td> </tr> <tr> <td>Registrar Dept</td> <td>The department associated with the Registrar User on record</td> </tr> <tr> <td>Screener Dept</td> <td>The department associated with the screener on record, which can potentially be different than the registrar dependent on setup.</td> </tr> <tr> <td>Registrar</td> <td>Registrar User on record that completed the ABN events of the process.</td> </tr> <tr> <td>Screener</td> <td>User on record that completed the MCN Screening steps of the process, not always different from Registrar.</td> </tr> <tr> <td>Hospital Service</td> <td>Choose to view data from all hospital services or select specific hospital services to view.</td> </tr> <tr> <td>Patient Class</td> <td>Choose to view all data from all patient classes or select a specific patient class to view.</td> </tr> <tr> <td>Patient Type</td> <td>Choose to view all patient types or select a specific patient type to view.</td> </tr> <tr> <td>Physician</td> <td>Choose to view data from all physicians or select specific physicians to view.</td> </tr> <tr> <td>Primary Insurance</td> <td>Choose to view data from all primary insurances or select specific primary insurance to view.</td> </tr> <tr> <td>Select Comparison</td> <td>Choose a view for different comparisons within the graphs.</td> </tr> </table>	Transaction Date	Adjust slider to view a specified date range.	Total Accounts vs. Unique Accounts	Select to modify calculations at either the individual encounter level, counting multiple interactions on the same account, or at the unique account level to more holistically track account completion versus individual activities.	Grouping Selection	Choose to view data by different groupings: <i>Client, Department, User Name, Primary Insurance or Physician.</i>	Client	Choose to view data from all clients or select specific clients to view.	Registrar Dept	The department associated with the Registrar User on record	Screener Dept	The department associated with the screener on record, which can potentially be different than the registrar dependent on setup.	Registrar	Registrar User on record that completed the ABN events of the process.	Screener	User on record that completed the MCN Screening steps of the process, not always different from Registrar.	Hospital Service	Choose to view data from all hospital services or select specific hospital services to view.	Patient Class	Choose to view all data from all patient classes or select a specific patient class to view.	Patient Type	Choose to view all patient types or select a specific patient type to view.	Physician	Choose to view data from all physicians or select specific physicians to view.	Primary Insurance	Choose to view data from all primary insurances or select specific primary insurance to view.	Select Comparison	Choose a view for different comparisons within the graphs.
Transaction Date	Adjust slider to view a specified date range.																												
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Primary Insurance	Choose to view data from all primary insurances or select specific primary insurance to view.																												
Select Comparison	Choose a view for different comparisons within the graphs.																												



The Corporate Summary displays an overall summary of all the different facilities.

Corporate Summary											
Click to filter Dept and User graphs											
Client	MCN Requi.	MCN Screened	MCN Screen %	ABN Required	ABN Req %	ABN Printed	ABN Print %	ABN Signed	ABN Sign %	ABN Accepted	ABN Accept %
Grand Total	129,274	52,553	40.7%	987	0.8%	277	28.1%	197	20.0%	97	9.8%
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Facility-4	12,645	3,733	29.5%	168	1.3%	90	53.6%	19	11.3%	6	3.6%

The bottom left graph can be filtered by using the Grouping Selection and Select Comparison in the filter criteria box.

Example: The bottom left graph is being filtered by the Grouping Selection 'Department' and Select Comparison 'MCN Screened' and the graph on the right displays the users at that specific facility.

Notice the bottom left graph is now displaying the different departments and the right graph is displaying the users of the department that is selected.

Transaction Date
9/1/2019 9/27/2020

Total Accounts vs Unique Counts
Total Counts

Grouping Selection
Client

Client
(All)

Registrar Dept
(All)

Screener Dept
(All)

Registrar
(All)

Screener
(All)

Hospital Service
(All)

Patient Class
(All)

Patient Type
(All)

Physician
(All)

Primary Insurance
(All)

Select Comparison
MCN Screened

Corporate Summary

Click to filter Dept and User graphs

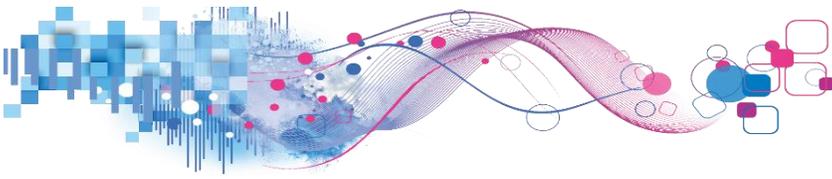
Client	MCN Requi.	MCN Screened	MCN Screen %	ABN Required	ABN Req %	ABN Printed	ABN Print %	ABN Signed	ABN Sign %	ABN Accepted	ABN Accept %
Grand Total	129,274	52,553	40.7%	987	0.8%	277	28.1%	197	20.0%	97	9.8%
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Facility-4	12,645	3,733	29.5%	168	1.3%	90	53.6%	19	11.3%	6	3.6%

Department by MCN Screened

Click to View Details for Selection(s)

Users by MCN Screened

Click to View Details for Selection(s)



Click on a specific facility under the Client column to filter the bottom graphs.

Remember that the bottom left graph is being filtered by the Grouping Selection and Select Comparison filters.

Example: Facility-5 is selected and the bottom graphs are now filtered for that specific facility. The bottom left graph is being filtered by the Grouping Selection 'Department' and Select Comparison 'MCN Screened'.



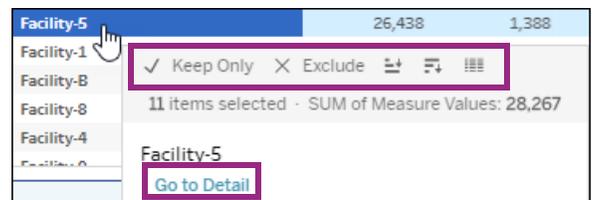
Hover over the facility to display a pop-up box.

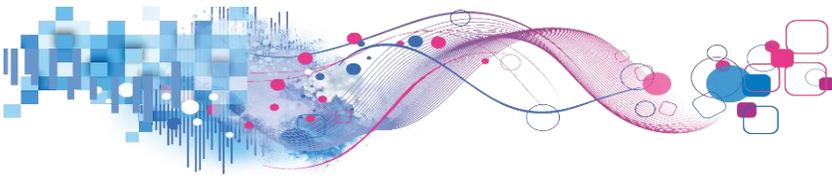
You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

Click on the link 'Go to Detail' to display the data in greater detail.

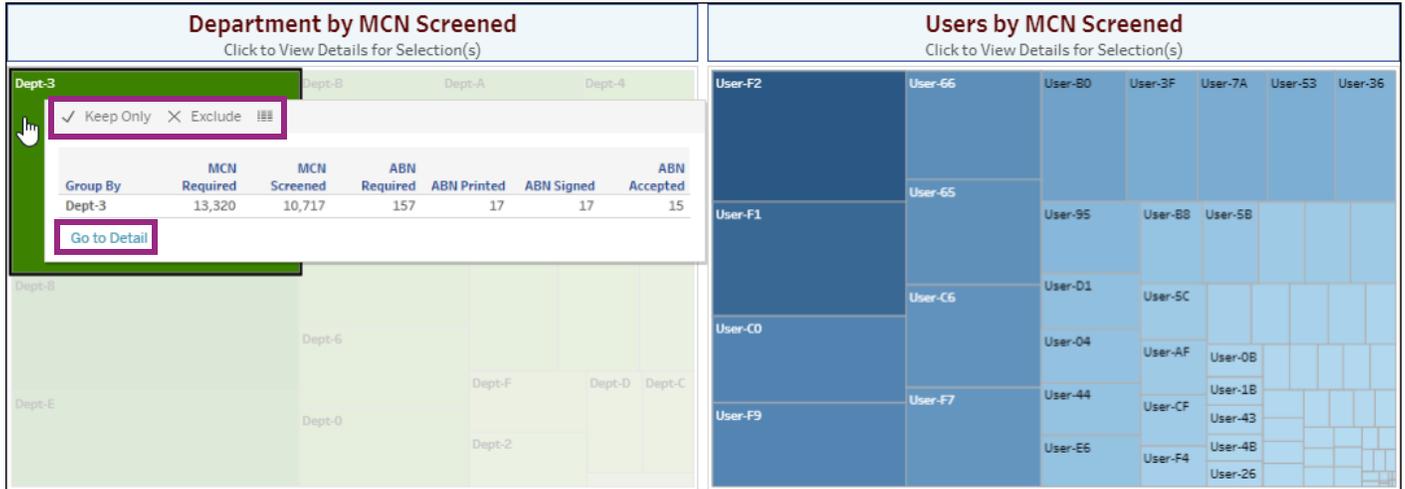
This detail can also be viewed by using the corresponding tab 'Detail' at the top of the dashboard.



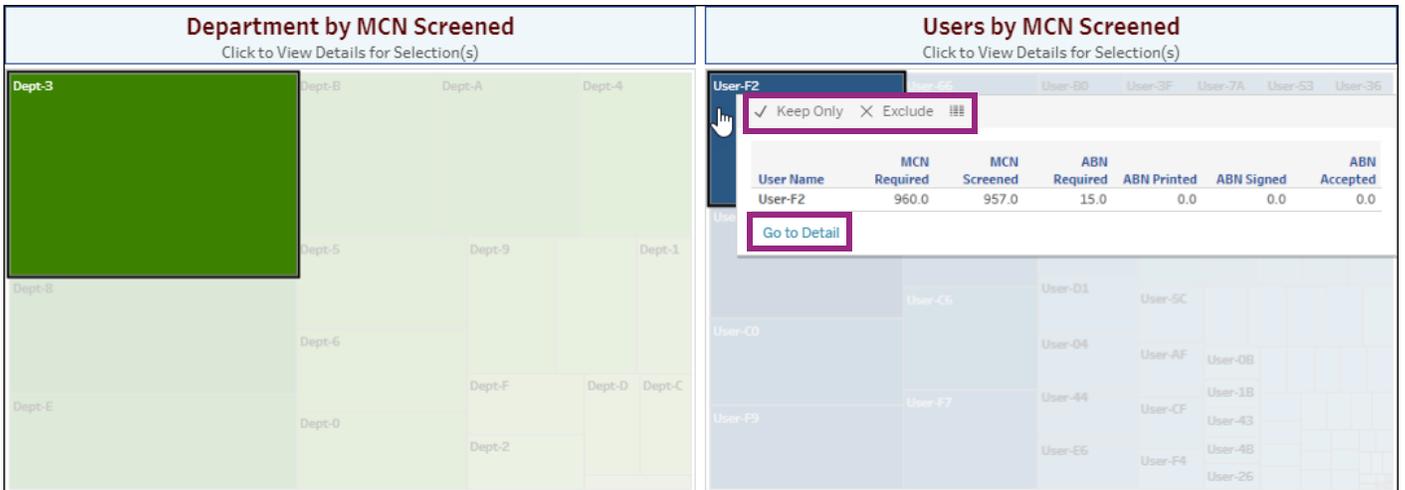


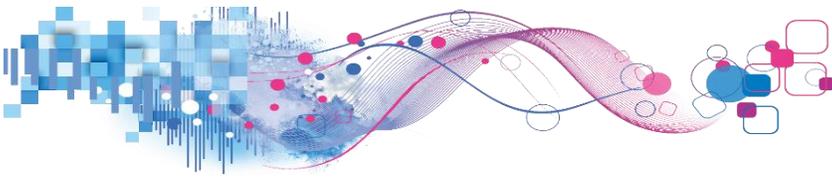
The same functionality applies to the graphs.

Reading left to right; this example is looking at Dept 3 with a display of their users.



Reading left to right; this example is looking at Dept 3, User F2.





Medical Necessity - Trending

The Trending report displays trends based off the filter criteria used by the main grouping of your choice. It is a quick way to compare performance across many Locations, Users, Departments, Insurances or Physicians.

Cover Page | Summary | **Trending** | Detail

Medical Necessity Report

Experian Demo Facility
Dates Included: 10/29/2019 through 1/29/2020 Data Last Updated: 2/2/2020 9:14:55 PM

Transaction Date
9/1/2019 to 9/27/2020

Total Accounts vs Unique Counts
Total Counts

Grouping Selection
Client

Client
(All)

Registrar Dept
(All)

Screener Dept
(All)

Registrar
(All)

Screener
(All)

Hospital Service
(All)

Patient Class
(All)

Patient Type
(All)

Physician
(All)

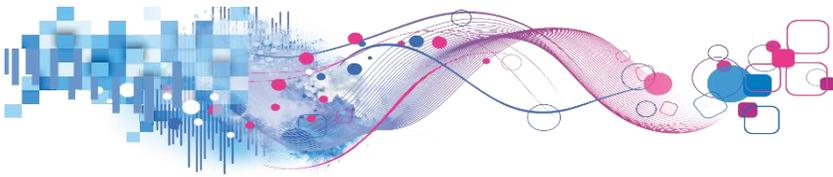
Primary Insurance
(All)

Select Comparison
MCN Screened

Medical Necessity Trends												
Click + to Expand or - to Collapse Fields Use Tabs Above to Return to Originating Page												
Group By	MCN Required	MCN Screened	MCN Screen %	ABN Required	ABN Req %	ABN Printed	ABN Print %	ABN Signed	ABN Sign %	ABN Accepted	ABN Accept %	
Grand Total	129,274	52,553	40.7%	987	0.8%	277	28.1%	197	20.0%	97	9.8%	
Null	35,192	2,072	5.9%	26	0.1%	0	0.0%	0	0.0%	0	0.0%	
Dept-E	13,569	5,118	37.7%	57	0.4%	14	24.6%	14	24.6%	11	19.3%	
Dept-3	13,320	10,717	80.5%	157	1.2%	17	10.8%	17	10.8%	15	9.6%	
Dept-A	13,017	4,264	32.8%	61	0.5%	0	0.0%	0	0.0%	0	0.0%	
Dept-8	8,018	6,280	78.3%	85	1.1%	5	5.9%	5	5.9%	6	7.1%	
Dept-0	6,916	2,469	35.7%	162	2.3%	128	79.0%	120	74.1%	47	29.0%	
Dept-4	6,769	3,384	50.0%	45	0.7%	17	37.8%	16	35.6%	8	17.8%	
Dept-B	5,972	4,298	72.0%	105	1.8%	58	55.2%	3	2.9%	2	1.9%	
Dept-6	4,781	2,570	53.8%	92	1.9%	33	35.9%	17	18.5%	5	5.4%	
Dept-5	3,541	2,924	82.6%	26	0.7%	2	7.7%	2	7.7%	2	7.7%	
Dept-1	3,541	1,379	38.9%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	
Dept-9	3,472	2,238	64.5%	71	2.0%	1	1.4%	1	1.4%	1	1.4%	
Dept-F	2,887	1,349	46.7%	10	0.3%	1	10.0%	1	10.0%	0	0.0%	
Dept-C	2,736	961	35.1%	29	1.1%	0	0.0%	0	0.0%	0	0.0%	
Dept-2	2,596	1,196	46.1%	3	0.1%	0	0.0%	0	0.0%	0	0.0%	
Dept-D	2,393	1,054	44.0%	35	1.5%	0	0.0%	0	0.0%	0	0.0%	
Dept-7	554	280	50.5%	22	4.0%	1	4.5%	1	4.5%	0	0.0%	

Pro Tips

Remember the 'Grouping Selection' criteria set on the Summary tab follows through to this tab. This filter criteria can be changed using the filter box on the left.



The plus sign (+) can be used to expand the column to see greater detail.

Group By

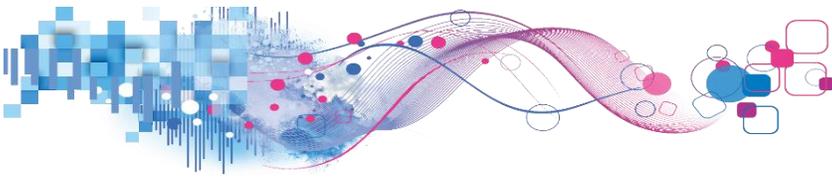
Grand Total

Null

Dept-E

Dept-3

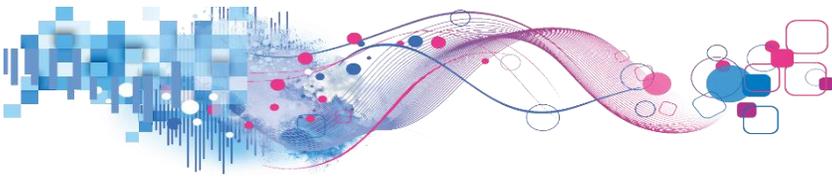
Medical Necessity Trends													
Click + to Expand or - to Collapse Fields													
Use Tabs Above to Return to Originating Page													
Group By	Tran Date	MCN Required	MCN Screened	MCN Screen %	ABN Required	ABN Req %	ABN Printed	ABN Print %	ABN Signed	ABN Sign %	ABN Accepted	ABN Accept %	
Grand Total		129,274	52,553	40.7%	987	0.8%	277	28.1%	197	20.0%	97	9.8%	
Null	1/22/2020	3,881	213	5.5%	2	0.1%	0	0.0%	0	0.0%	0	0.0%	
	1/15/2020	3,463	178	5.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	12/17/2019	3,031	131	4.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	11/19/2019	3,011	205	6.8%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	
	12/10/2019	2,951	170	5.8%	3	0.1%	0	0.0%	0	0.0%	0	0.0%	
	1/8/2020	2,872	173	6.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	12/3/2019	2,802	153	5.5%	2	0.1%	0	0.0%	0	0.0%	0	0.0%	
	1/29/2020	2,569	86	3.3%	5	0.2%	0	0.0%	0	0.0%	0	0.0%	
	11/12/2019	2,554	222	8.7%	5	0.2%	0	0.0%	0	0.0%	0	0.0%	
	1/1/2020	2,066	134	6.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	12/24/2019	1,829	80	4.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	11/26/2019	1,662	120	7.2%	3	0.2%	0	0.0%	0	0.0%	0	0.0%	
	11/5/2019	1,655	141	8.5%	3	0.2%	0	0.0%	0	0.0%	0	0.0%	
	10/29/2019	475	48	10.1%	2	0.4%	0	0.0%	0	0.0%	0	0.0%	
	12/31/2019	371	18	4.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Dept-0	11/19/2019	750	215	28.7%	12	1.6%	9	75.0%	7	58.3%	1	8.3%	
	12/10/2019	634	232	36.6%	21	3.3%	17	81.0%	16	76.2%	5	23.8%	
	12/3/2019	632	256	40.5%	24	3.8%	18	75.0%	18	75.0%	9	37.5%	
	1/22/2020	595	200	33.6%	20	3.4%	16	80.0%	16	80.0%	3	15.0%	



Medical Necessity - Details

The Details report displays the granular detail of the data in the previous tabs.

<div style="display: flex; justify-content: space-between;"> Cover Page Summary Trending Detail </div> <h3 style="text-align: center;">Medical Necessity Report</h3> <p style="text-align: center;">Experian Demo Facility Dates Included: 10/29/2019 through 1/29/2020 Data Last Updated: 2/2/2020 9:14:55 PM</p>												
Medical Necessity Trends Detail report is limited to 5,000 rows. Can be adjusted in bottom left field. Use Tabs Above to Return to Originating Page												
Account Number	Tran Date	Dept Name	User Name	Primary Insurance	Physician	CPT Code	MCN Required	MCN Screened	ABN Required	ABN Printed	ABN Signed	ABN Accepted
0A0A5FAA48	12/24/2019	Null	Null	Null	Null		1	0	0	0	0	0
0A0A8B7632	11/19/2019	Dept-8	User-25	Payer-BD	DD4B2, 9E4A7		1	1	0	0	0	0
0A0A437264	1/15/2020	Null	Null	Null	Null		1	0	0	0	0	0
0A0B3CB31D	11/12/2019	Dept-E	User-07	Payer-BD	1FD31, 85831		1	1	0	0	0	0
0A0CD3ED49	1/15/2020	Null	Null	Null	Null		1	0	0	0	0	0
0A0CF76E08	1/22/2020	Dept-2	User-DA	Payer-6E	077A4, 92633		1	1	0	0	0	0
0A0E4A0F55	1/15/2020	Null	Null	Null	Null		1	0	0	0	0	0
0A0E7C1A13	11/5/2019	Dept-3	User-7A	Payer-87	5367F, 90468		1	1	0	0	0	0
0A0E7C1A13	11/12/2019	Dept-9	User-A1	Payer-BD	04E3E, 73FD5		1	1	0	0	0	0
0A0EC71239	12/3/2019	Dept-3	User-F2	Payer-7D	06CF8, 1A3E7		1	1	0	0	0	0
0A0F828087	1/29/2020	Dept-A	User-84	Payer-E0	58AF9, A17BD		1	1	0	0	0	0
0A1A6C41C0	12/24/2019	Null	Null	Null	Null		1	0	0	0	0	0
0A1A35157B	11/12/2019	Dept-E	User-07	Payer-6E	A2F44, 92B50		1	1	0	0	0	0
0A1ACB9A00	11/5/2019	Dept-6	User-0D	Null	Null		1	0	0	0	0	0
0A1B0F99F1	1/15/2020	Dept-3	User-43	Payer-71	CE70E, E84C5		1	1	0	0	0	0
0A1B7B32D2	12/10/2019	Dept-A	User-08	Null	Null		1	0	0	0	0	0
0A1B7EBF7F	1/29/2020	Null	Null	Null	Null		1	0	0	0	0	0
0A1BAF8556	11/19/2019	Dept-3	User-36	Payer-0D	7CEFA, A9973		1	1	0	0	0	0
0A1BF26B19	12/10/2019	Dept-0	User-49	Payer-E7	A2316, 2B732		1	1	0	0	0	0
0A1CF5E5ED	1/8/2020	Dept-4	User-38	Null	Null		1	0	0	0	0	0
0A1DB3EE5C	12/3/2019	Dept-3	User-CF	Payer-E7	57217, 1C867		1	1	0	0	0	0
0A1E637859	11/12/2019	Dept-9	User-E0	Payer-87	D7A04, 0D29F		1	1	0	0	0	0
0A1E972A41	11/19/2019	Dept-3	User-C0	Payer-7D	0E05E, 9F299		1	1	0	0	0	0
0A2AB4D387	11/19/2019	Dept-6	User-2D	Null	Null		1	0	0	0	0	0
0A2CFDFE93	1/23/2020	Null	Null	Null	Null		1	0	0	0	0	0



Hover over a metric to receive a pop-up box with a snapshot of the details.

Medical Necessity Trends													
Detail report is limited to 5,000 rows. Can be adjusted in bottom left field. Use Tabs Above to Return to Originating Page													
Account Number	Tran Date	Dept Name	User Name	Primary Insurance	Physician	CPT Code	MCN Required	MCN Screened	ABN Required	ABN Printed	ABN Signed	ABN Accepted	
0A0A5FAA48	12/24/2019	Null	Null	Null	Null		1	0	0	0	0	0	
0A0A8B7632	11/19/2019	Dept-8	User-25	Payer-BD	DD4B2, 9E4A7						0	0	
0A0A437264	1/15/2020	Null	Null	Null	Null						0	0	
		Dept-E	User-07	Payer-B0	1FD31, 85831						0	0	
0A0B3CB31D	11/12/2019	Dept-E	User-11	Null	Null						0	0	
0A0CD3ED49	1/15/2020	Null	Null	Null	Null						0	0	
	1/22/2020	Dept-2	User-DA	Payer-6E	077A4, 92633						0	0	
0A0CF76ED8	1/15/2020	Null	Null	Null	Null						0	0	
0A0E4A0F55	11/5/2019	Dept-3	User-7A	Payer-87	5367F, 90468						0	0	
0A0E7C1A13	11/12/2019	Dept-9	User-A1	Payer-BD	04E3E, 73FD5						0	0	
0A0EC71239	12/3/2019	Dept-3	User-F2	Payer-7D	06CFB, 1A3E7						0	0	
0A0F828087	1/29/2020	Dept-A	User-84	Payer-E0	58AF9, A17BD						0	0	
0A1A6C41C0	12/24/2019	Null	Null	Null	Null						0	0	
0A1A35157B	11/12/2019	Dept-E	User-07	Payer-6E	A2F44, 92B50						0	0	

Client: **Facility-5**

Dept Name:

User Name:

Physician:

Primary Insurance:

Tran Date: **12/24/2019**

CPT Code:

ICD:

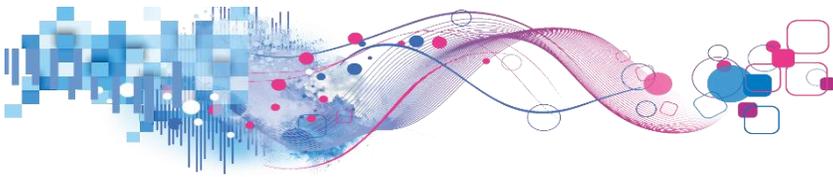
Hospital Service:

Patient Class: **0**

Patient Type:

Account Number: **0A0A5FAA48**

MCN Required: **1**



Notice of Admission (NOA) Dashboard

Experian Health Notice of Admission (NOA) solution enables healthcare providers to submit accurate patient admission data within the payer’s required time frames. It uses a simple data interface that keeps the NOA process within your workflow. It pre-fills the required patient and procedure information and eliminates errors that can occur with manual data entry.

This dashboard is designed to give you a high-level view of NOA activity. The user can then drill down to a more granular account and line item detail level.

Notice of Admission Cover Page

The cover page provides a brief description of the product.

It also provides a Response Category Legend.

Cover Page | NOA-Summary | NOA-Tabular | NOA-Detail



DEMO Notice of Admission Dashboard

Experian Health Notice of Admission (NOA) solution enables healthcare providers to submit accurate patient admission data within the payer’s required time frames. It uses a simple data interface that keeps the NOA process within your workflow. It pre-fills the required patient and procedure information and eliminates errors that can occur with manual data entry.

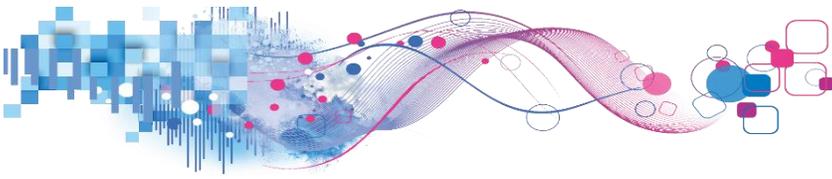
This Dashboard is designed to give a high level view of NOA activity. The user can then drill down to a more granular account and line item detail level.

Report data is limited to the last 12 months.

Response Type Category	Response Type Desc
Cancelled	Cancelled
Contact Payer	Contact Payer
Duplicate Subscriber or Patient	Duplicate Subscriber or Patient
Not Eligible	Not Eligible
Other	Account Configuration Error - Passport
	Not Set
	Other
Payer System Error	Account Configuration Error - Payer
	Invalid Response from Host/Payer
	Payer Down

Date Range Filter Source
Admission Dates that are not recorded will appear as NULL and will not be included when filtering by Admission Dates

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NOA – Summary

The NOA Summary provides an overall summary of all Notice of Admission transactions, the top ten payers and trending by response type category.

Cover Page
NOA-Summary
NOA-Tabular
NOA-Detail

DEMO Notice of Admission Dashboard

All NOA report(s) contain data from the following date(s): Friday, December 13, 2019 to Wednesday, October 9, 2019

Trending Date Interval
Month

Date Range Filter Source
Transaction Date

Date Range
10/1/2019 1/5/2020

Clt Name
(All)

Dept Name
(All)

User
(All)

Payer Name
(All)

Response Type Category
(All)

Channel
(All)

Response Type Category

- Cancelled
- Contact Payer
- Duplicate Subscriber or Patient
- Not Eligible
- Other
- Payer System Error
- Results Found
- Results Not Found
- Search Error

Notice of Admission Transaction Summary
For Facilities: All
For Payers: All

Tran Count	Results Found	Results Not Found	Cancelled	Search Error	Not Eligible	Payer System Error	Other	Contact Payer	Duplicate Subscriber or P.
50,000	20,329	1,107	19	5,848	488	19,435	851	1,914	9

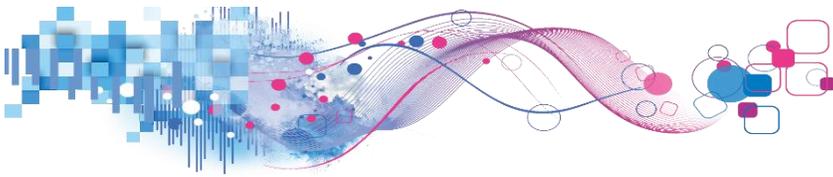
Top 10 Payers

NOA Trending by Response Type Category

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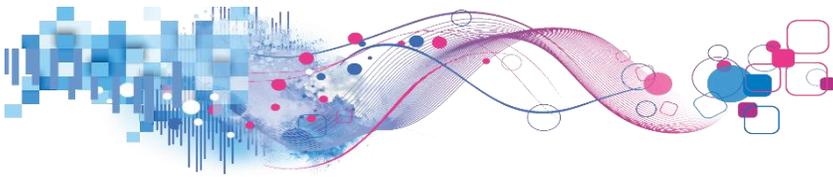
★ Pro Tips

Filter criteria populated in the filter on the Summary tab carries through to the Tabular and Detail tabs.

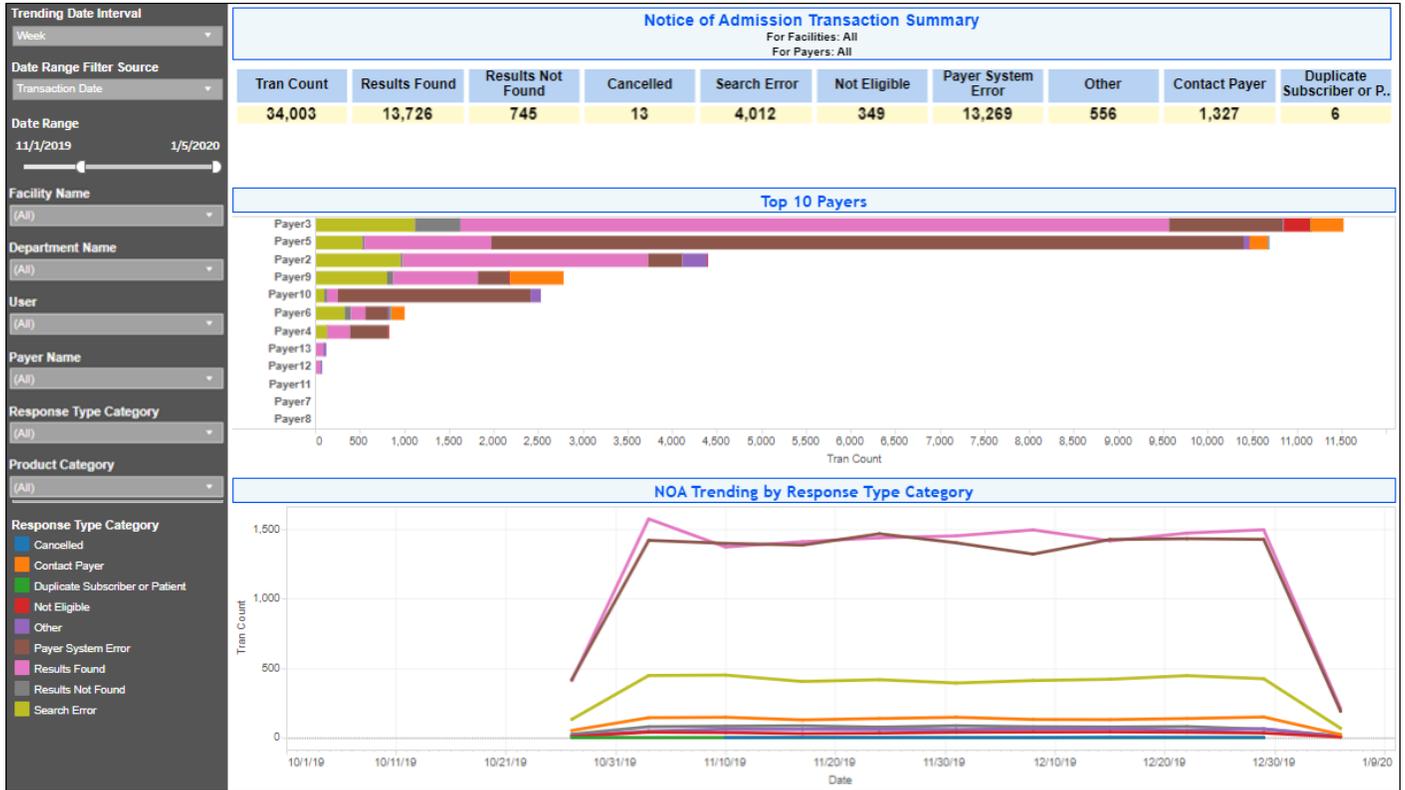


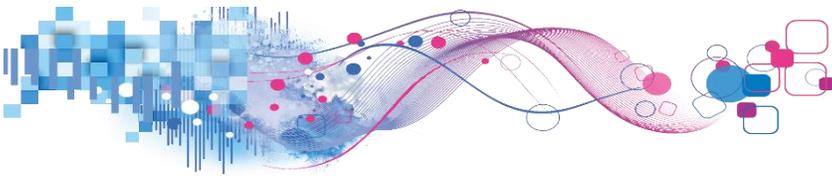
Filter criteria box includes:

	<p>Trending Date Interval</p>	<p>Display results in day, week or month intervals.</p>
	<p>Date Range Filter Source</p>	<p>Display date range by Transaction or Admission date.</p>
	<p>Date Range</p>	<p>Adjust the slider to desired date range.</p>
	<p>Facility Name</p>	<p>Choose to view data from all clients or select specific clients to view. Ability to enter text to aide in filtering.</p>
	<p>Department Name</p>	<p>Choose to view data from all departments or select specific departments to view. Ability to enter text to aide in filtering.</p>
	<p>User</p>	<p>Choose to view data from all users or select specific users to view. Ability to enter text to aide in filtering.</p>
	<p>Payer Name</p>	<p>Choose to view data from all payers or select specific payers to view. Ability to enter text to aide in filtering.</p>
	<p>Response Type Category</p>	<p>Choose to view data from all response types or select response types to view. Ability to enter text to aide in filtering.</p>
	<p>Product Category</p>	<p>Choose to view data from all channels or select specific channels to view (<i>eCare NEXT/IntelliSource and Web</i>). Ability to enter text to aide in filtering.</p>
	<p>Response Type Category Legend</p>	<p>Response Type Category is color coded within the graphs.</p>

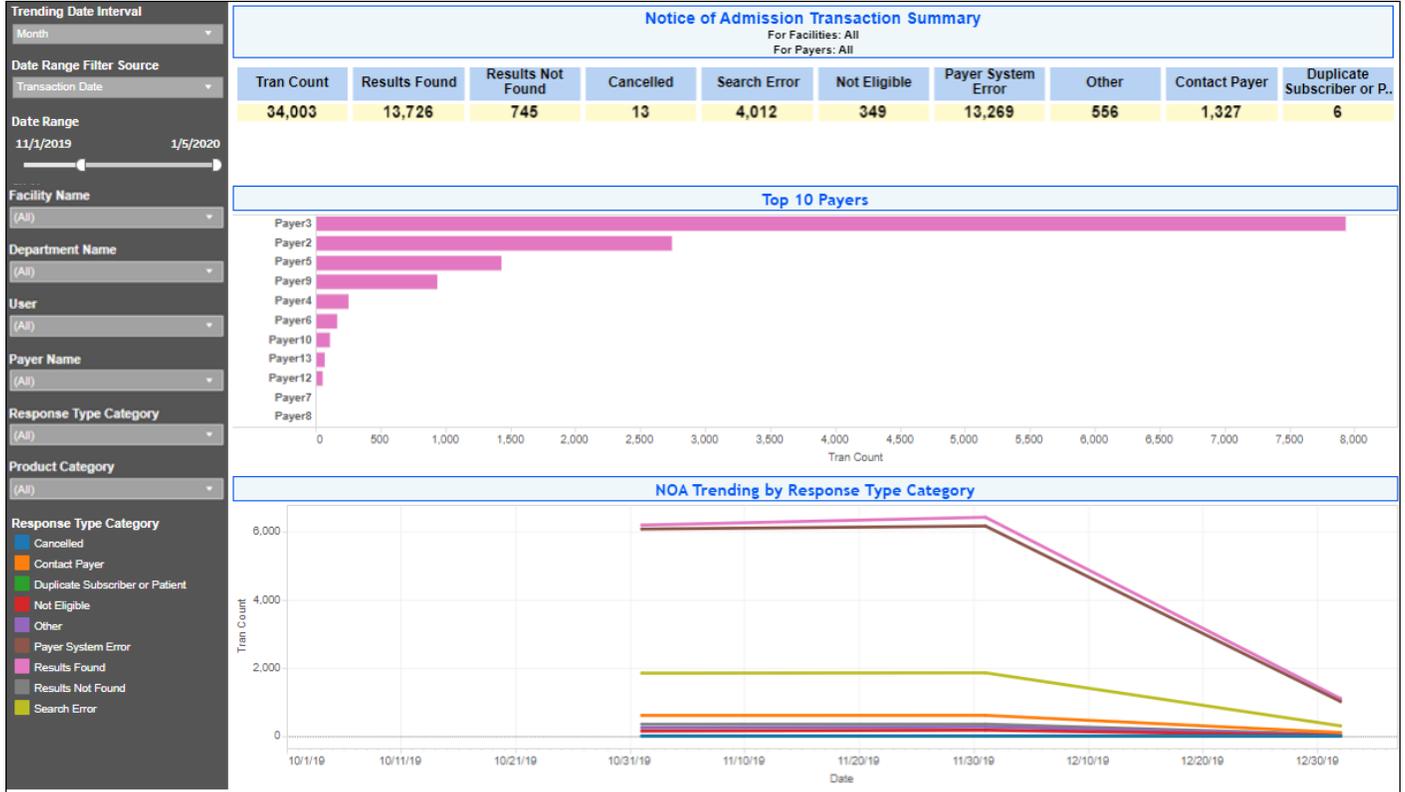


Example: Filters are set to display all NOA transactions from November 1, 2019 to January 5, 2020 in weekly intervals.

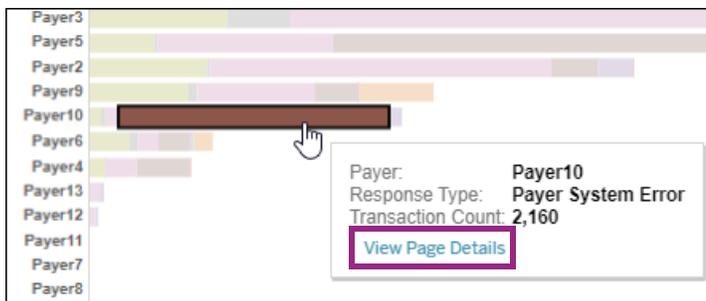


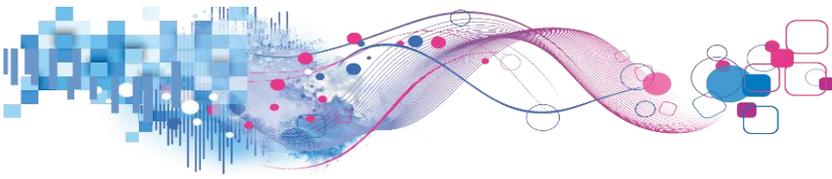


Example: Filters are set to display set to display all NOA transactions with a Response Type Category of 'Results Found' from November 1, 2019 to January 5, 2020 in monthly intervals.



Select a data point to display a pop-up box. Click on 'View Page Details' to view greater details. This can also be viewed on the Details above at the top of the dashboard.

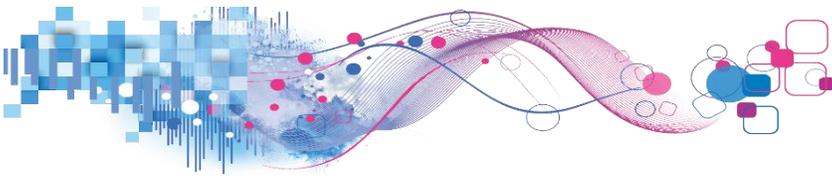




NOA – Tabular

Displays a summary of NOA transactions in a spreadsheet-like view.

Grouping Level		NOA-Tabular - Grouped By Payer		
Payer		For Facilities: All		
Grouping Selection	Response Type Desc	No Measure Value		
Payer2	Certified in Total	91		
	Invalid Response from Host/Payer	85		
	Invalid search criteria (not enough data to perform a search or the data provided was not valid)	308		
	Not Certified	1		
	Not Eligible	12		
	Not Set	53		
	Other	231		
	Patient Not Found	26		
	Payer Down	209		
	Pended	2,657		
	Provider Identification Error	2		
	Search Criteria Error	645		
	Timeout waiting for payer response	85		
	Payer3	Contact Payer	368	
Duplicate Subscriber or Patient		5		
Invalid Response from Host/Payer		32		
Invalid search criteria (not enough data to perform a search or the data provided was not valid)		1,081		
Missing Search Criteria		36		
Modified		7,565		
Not Certified		349		
Not Eligible		303		
Other		4		
Payer Down		908		
Payer4	Results Not Found	513		
	Timeout waiting for payer response	340		
	Account Configuration Error - Payer	3		
	Invalid search criteria (not enough data to perform a search or the data provided was not valid)	125		
	Not Certified	10		
	Not Eligible	11		
	Patient Not Found	5		



Filter criteria box includes:

Grouping Level
 Payer

Date Range Filter Source
 Transaction Date

Date Range
 11/1/2019 1/5/2020

Facility Name
 (All)

Department Name
 (All)

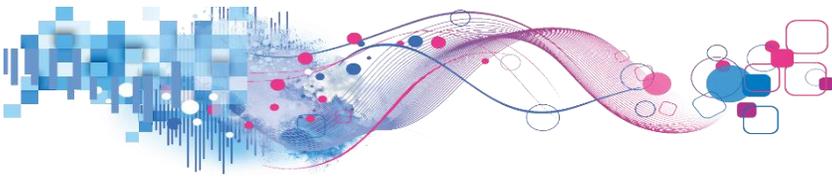
User
 (All)

Payer Name
 (All)

Response Type Category
 (All)

Product Category
 (All)

Grouping Level	Display results by Payer, Facility Name, Department or User.
Date Range Filter Source	Display date range by Transaction or Admission date.
Date Range	Adjust the slider to desired date range.
Facility Name	Choose to view data from all clients or select specific clients to view. Ability to enter text to aide in filtering.
Department Name	Choose to view data from all departments or select specific departments to view. Ability to enter text to aide in filtering.
User	Choose to view data from all users or select specific users to view. Ability to enter text to aide in filtering.
Payer Name	Choose to view data from all payers or select specific payers to view. Ability to enter text to aide in filtering.
Response Type Category	Choose to view data from all response types or select response types to view. Ability to enter text to aide in filtering.
Product Category	Choose to view data from all product categories or select specific product categories to view.



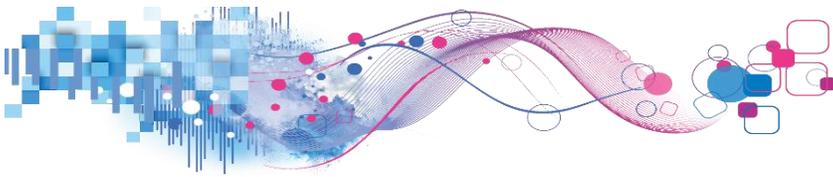
Example: Filters are set to display set to display all NOA transactions grouped by Department from November 1, 2019 to January 5, 2020.

NOA-Tabular - Grouped By Department For Facilities: All		
Grouping Selection	Response Type Desc	No Measure Value
Dept0	Account Configuration Error - Passport	1
	Account Configuration Error - Payer	9
	Cancelled	3
	Certified In Total	149
	Contact Payer	419
	Duplicate Subscriber or Patient	3
	Invalid Response from Host/Payer	35
	Invalid search criteria (not enough data to perform a search or the data provided was not valid)	943
	Missing Search Criteria	108
	Modified	2,631
	No Action Required	89
	Not Certified	308
	Not Eligible	109
	Not Set	39
	Other	167
	Patient Not Found	67
	Payer Down	4,062
	Pended	1,440
	Provider Identification Error	23
	Results Not Found	175
Search Criteria Error	263	
Subscriber found / Patient not found	9	
Subscriber Not Found	14	
Timeout waiting for payer response	413	
Dept1	Account Configuration Error - Payer	5
	Cancelled	5
	Certified In Total	116
	Contact Payer	426
	Invalid Response from Host/Payer	39
	Invalid search criteria (not enough data to perform a search or the data provided was not valid)	940
	Missing Search Criteria	123
	Modified	2,631
	No Action Required	89
	Not Certified	308

Select a data point to display a pop-up box. Click on 'View Page Details' to view greater details. This can also be viewed on the Details above at the top of the dashboard.

Grouping Selection	Response Type Desc
Dept0	Account Configuration Error - Passport
	Account Configuration Error - Payer
	Cancelled
	Certified In Total
	Contact Payer
	Duplicate Subscriber or Patient
	Invalid Response from Host/Payer
	Invalid search criteria (not enough data to perform a search or the data provided was not valid)
	Missing Search Criteria
	Modified
No Action Required	

Contact Payer
[View Page Details](#)



NOA – Details

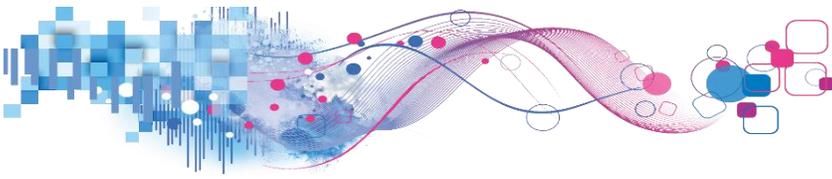
The NOA Details tab provides details of all Notice of Admission transactions.

Cover Page NOA-Summary NOA-Tabular NOA-Detail

DEMO Notice of Admission Dashboard

All NOA report(s) contain data from the following date(s): Friday, December 13, 2019 to Wednesday, November 6, 2019

		NOA-Detail							
		For Facilities: All							
		Limited to 10,000 Rows							
Clt Name	Response Type Desc	Patient Account N.	Dept Name	User Name	Payer Name	Datestamp	Admission Date	Transaction Count	
Client0	Account Configuration Error - Passport	PAN41847	Dept2	USER6	Payer9	Friday, Novemb..	Saturday, November 30, 2..	1	
	Account Configuration Error - Payer	PAN26145	Dept1	USER3	Payer6	Sunday, Novemb..	Tuesday, December 17, 2..	1	
		PAN28508	Dept2	USER0	Payer6	Monday, Novemb..	Sunday, December 8, 2019	1	
		PAN31232	Dept2	USER0	Payer6	Saturday, Novemb..	Sunday, November 3, 2019	1	
		PAN34644	Dept0	USER0	Payer6	Sunday, Novemb..	Saturday, December 14, 2..	1	
		PAN39496	Dept0	USER6	Payer6	Tuesday, Novemb..	Thursday, November 28, ..	1	
		PAN41597	Dept0	USER4	Payer6	Monday, Decemb..	Sunday, January 5, 2020	1	
		PAN45378	Dept1	USER2	Payer6	Friday, Decemb..	Friday, January 3, 2020	1	
		PAN45385	Dept1	USER0	Payer6	Wednesday, Ja..	Wednesday, January 1, 2..	1	
		PAN45796	Dept0	USER3	Payer4	Monday, Decemb..	Tuesday, December 31, 2..	1	
		PAN47189	Dept0	USER3	Payer6	Saturday, Novemb..	Thursday, January 2, 2020	1	
		PAN48179	Dept2	USER0	Payer6	Monday, Decemb..	Monday, December 30, 2..	1	
	Cancelled	PAN112	Dept2	USER0	Payer5	Friday, Decemb..	Friday, December 27, 2019	1	
		PAN330	Dept1	USER2	Payer5	Thursday, Novemb..	Wednesday, December 1..	1	
		PAN659	Dept0	USER0	Payer5	Sunday, Decemb..	Thursday, December 19, ..	1	
		PAN859	Dept0	USER3	Payer5	Sunday, Decemb..	Saturday, January 4, 2020	1	
		PAN1016	Dept2	USER1	Payer5	Wednesday, De..	Sunday, January 5, 2020	1	
	Certified In Total	PAN8269	Dept0	USER2	Payer6	Sunday, Januar..	Sunday, January 5, 2020	1	
		PAN8272	Dept2	USER5	Payer6	Tuesday, Novemb..	Monday, December 23, 2..	1	
		PAN11934	Dept2	USER3	Payer5	Sunday, Decemb..	Saturday, December 28, 2..	1	
		PAN11938	Dept1	USER7	Payer5	Thursday, Dece..	Wednesday, January 1, 2..	1	
		PAN11943	Dept2	USER6	Payer5	Saturday, Novemb..	Friday, November 8, 2019	1	
		PAN11946	Dept2	USER3	Payer5	Monday, Novemb..	Saturday, December 14, 2..	1	
		PAN11948	Dept2	USER5	Payer5	Tuesday, Dece..	Thursday, January 2, 2020	1	
		PAN11950	Dept0	USER7	Payer5	Saturday, Novemb..	Monday, December 30, 2..	1	
		PAN11954	Dept0	USER4	Payer5	Tuesday, Novemb..	Wednesday, December 2..	1	
		PAN11960	Dept0	USER5	Payer5	Friday, Novemb..	Saturday, January 4, 2020	1	
		PAN11961	Dept0	USER3	Payer5	Monday, Decemb..	Monday, December 23, 2..	1	
		PAN11962	Dept2	USER7	Payer5	Monday, Decemb..	Friday, December 20, 2019	1	
		PAN11963	Dept2	USER2	Payer5	Tuesday, Novemb..	Friday, December 27, 2019	1	



Filter criteria box includes:

Date Range Filter Source
 Transaction Date

Date Range
 11/1/2019 1/5/2020

Facility Name
 (All)

Department Name
 (All)

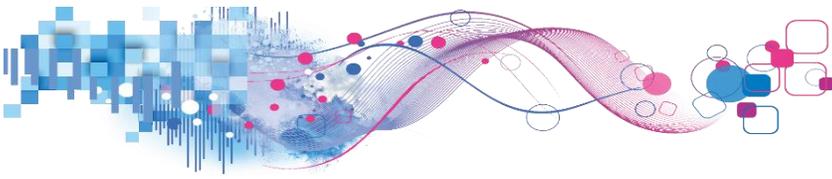
User
 (All)

Payer Name
 (All)

Response Type Category
 (All)

Product Category
 (All)

Date Range Filter Source	Display date range by Transaction or Admission date.
Date Range	Adjust the slider to desired date range.
Facility Name	Choose to view data from all clients or select specific clients to view. Ability to enter text to aide in filtering.
Department Name	Choose to view data from all departments or select specific departments to view. Ability to enter text to aide in filtering.
User	Choose to view data from all users or select specific users to view. Ability to enter text to aide in filtering.
Payer Name	Choose to view data from all payers or select specific payers to view. Ability to enter text to aide in filtering.
Response Type Category	Choose to view data from all response types or select response types to view. Ability to enter text to aide in filtering.
Product Category	Choose to view data from all channels or select specific channels to view (<i>eCare NEXT/IntelliSource and Web</i>). Ability to enter text to aide in filtering.



PE Collections Dashboard

The PE Collections reports gives an overview of PEs that were run and corresponding PaymentSafe collections made. The report is looking for PE run and PaymentSafe collections made in the last 12 months and connecting on account number to show what percent of PE are producing a collection.

PE Collection Cover Page

The cover page provides a brief description of the product and what is included in the Collections report. Five filters are included on the cover page in addition to the filter options on each individual tab. These include:

Max Rows for Detail Tab	Limits # of rows available in the Detail tab. Increasing the # can extend report load times.
Include Zero Value Estimates	Option to exclude PE that had an estimate responsible of zero.
Set Encounter Date	Option to toggle between the patient visit date and the date PE was run.
Days Allowance for Collection	Only includes collections within X number of days from the visit date in the summary calculations. The Detail tab will still show all available data.
Include Shopper PE	Include estimates with temporary account numbers.

Cover Page
Summary
Trending
Detail

PE Collection Report

PaymentSafe Data

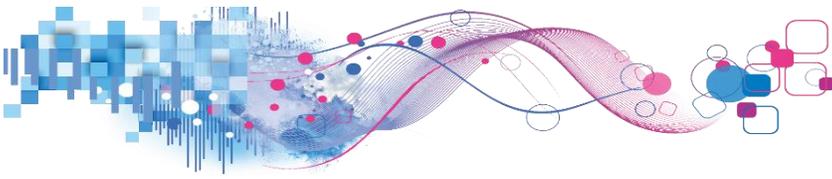
Patient Estimates (PE) is a user-friendly, web-based pricing transparency tool that empowers users to create accurate estimates of authorized services for patients before or at the point-of-service. PaymentSafe is the health care industry's most advanced solution for processing patient payments prior to or at the point of service.

The PE Collection report gives an overview of PEs that were run and corresponding PaymentSafe collections made. The report is looking for PE run and PaymentSafe collections made in the last 12 months and connecting on account number to show what percent of PE are producing a collection. The summary and trending tab will let you select various factors to group by such as facility, department, operator, etc. The report also has a number of filters that can be used to best find increased opportunities to collect.

This report will show the most recent PE run for a patient if multiple have been run.

Report contains last 12 months of data plus the current month.

<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;"> <div style="font-size: 0.8em; margin: 0;">Max rows for Detail tab</div> <input style="width: 90%; border: none;" type="text" value="10,000"/> </div> <div style="font-size: 0.7em; margin: 0;">Limits number of rows available in Detail tab. Increasing the number can extend report load times.</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;"> <div style="font-size: 0.8em; margin: 0;">Include Zero Value Estimates</div> <div style="display: flex; align-items: center;"> No ▼ </div> </div> <div style="font-size: 0.7em; margin: 0;">Option to exclude PE that had an estimate responsible of zero.</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;"> <div style="font-size: 0.8em; margin: 0;">Set Encounter Date</div> <div style="display: flex; align-items: center;"> PE Run Date ▼ </div> </div> <div style="font-size: 0.7em; margin: 0;">Option to toggle between the patient visit date and the date the PE was run</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;"> <div style="font-size: 0.8em; margin: 0;">Days Allowance for Collection</div> <input style="width: 90%; border: none;" type="text" value="5"/> </div> <div style="font-size: 0.7em; margin: 0;">Only includes collections within X number of days from the visit date in the summary calculations. The detail tab will still show all available data.</div>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;"> <div style="font-size: 0.8em; margin: 0;">Include Shopper PE</div> <div style="display: flex; align-items: center;"> No ▼ </div> </div> <div style="font-size: 0.7em; margin: 0;">Include estimates with temporary account numbers.</div>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



PE Collection Report – Summary

The Summary tab provides summary totals of all PE Collection accounts. Use the filters on the left-hand side to select different groupings, facilities, departments, payers, patient class, the hospital service, patient type and operator.

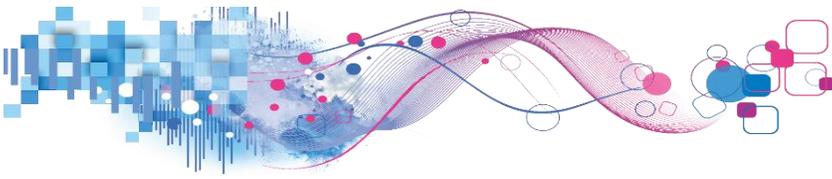
PE Collection Report - Summary												experian health	
Demo System ID PE Run Date: 1/7/2018 through 12/15/2020 Data Last Updated: 1/12/2020 7:54:29 PM													
Group By: Department Summary Tabular View Group By: Department Global Filters Applied: Facility: All, Department: All Click (+) or (-) to expand or collapse fields													
Grouping Selection	Est Patient Resp	Est Copay	Est Coins	Est Deduct Fam	Est Deduct Ind	# of PE Run	# of Paysafe Found	% of Paysafe Found	PE if Paysafe Found	Collection	% of Dollars		
Grand Total	\$9,895,445	\$831,360	\$344,207	\$243,137	\$983,012	24,994	17,525	70.12%	\$5,439,288	\$2,796,772	86.17%		
Department3	\$3,128,666	\$490,290	\$164,782	\$108,430	\$467,690	11,791	10,277	87.16%	\$2,561,808	\$1,576,566	74.96%		
Department4	\$1,351,144	\$18,442	\$25,976	\$13,360	\$38,330	1,294	946	73.11%	\$725,771	\$137,847	32.87%		
Department6	\$942,436	\$76,501	\$36,664	\$46,850	\$127,744	3,216	2,067	64.27%	\$426,833	\$297,444	135.70%		
DepartmentC	\$839,980	\$12,900	\$14,685	\$6,700	\$35,400	662	403	60.88%	\$139,410	\$64,342	85.56%		
DepartmentF	\$621,320	\$31,565	\$19,050	\$8,900	\$34,670	915	508	55.52%	\$339,440	\$99,170	49.76%		
Department11	\$476,100	\$19,990	\$12,620	\$1,700	\$30,900	847	593	70.01%	\$375,790	\$72,814	27.59%		
DepartmentE	\$421,120	\$9,170	\$14,212	\$13,300	\$24,120	1,256	401	31.93%	\$112,120	\$62,316	246.70%		
Department0	\$418,020	\$66,980	\$12,665	\$7,440	\$84,430	1,399	906	64.76%	\$212,780	\$167,568	126.83%		
Department8	\$343,668	\$20,408	\$9,660	\$7,130	\$28,440	586	166	28.33%	\$65,018	\$42,063	311.60%		
Department8	\$289,136	\$6,650	\$3,290	\$11,400	\$10,000	895	168	18.77%	\$45,100	\$28,200	627.86%		
DepartmentA	\$244,477	\$37,810	\$8,577	\$7,200	\$20,450	519	269	51.83%	\$109,950	\$77,166	121.28%		
Department2	\$233,097	\$8,640	\$12,324	\$8,140	\$34,608	631	398	63.07%	\$138,611	\$57,995	79.10%		
Department9	\$134,240	\$7,640	\$3,020	\$23,100	\$23,100	255	120	47.06%	\$74,450	\$16,546	69.09%		
Department5	\$126,370	\$18,660	\$2,863	\$1,207	\$15,190	400	198	49.50%	\$60,870	\$63,375	170.87%		
DepartmentD	\$107,090	\$3,950	\$3,251	\$900	\$5,160	243	141	58.02%	\$37,300	\$21,658	119.79%		
Department7	\$18,581	\$1,764	\$568	\$480	\$2,780	88	65	73.86%	\$14,037	\$11,702	94.41%		

Data columns included in this report:

Grouping Selection	# of PE Run
Est Patient Resp	# of PaySafe Found
Est Copay	% of PaySafe Found
Est Coins	PE if PaySafe Found
Est Deduct Fam	Collection
Est Deduct Ind	% of Dollars

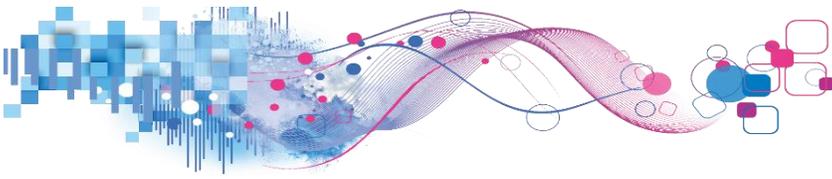
★ Pro Tip

Filter criteria populated in the filter on the Cover Page and on the Summary tab carries through to the Trending and Detail tabs.



Filter criteria box includes:

Group By Department ▼	Group By	Group results by Facility Name, Department, Operator, Payer, Benefit Category, Patient Class, Hospital Service, Patient Type or Procedure Code.
Encounter Date 9/1/2019 9/27/2020 <input type="text"/>	Encounter Date	Adjust the slider to capture desired date range.
Facility Name (All) ▼	Facility Name	Choose to view data from all facilities or select specific facilities to view.
Department (All) ▼	Department	Choose to view data from all departments or select specific departments to view.
Payer (All) ▼	Payer	Choose to view data from all payers or select specific payers to view.
Patient Class (All) ▼	Patient Class	Choose to view data from all patient classes or select specific patient classes to view.
Hospital Service (All) ▼	Hospital Service	Choose to view data from all hospital services or select specific hospital services to view.
Patient Type (All) ▼	Patient Type	Choose to view data from all patient types or select specific patient types to view.
Patient Location (All) ▼	Patient Location	Choose to view data from all patient locations or select specific patient locations to view.
PE Source (All) ▼	PE Source	Choose to view data from all PE sources or select specific PE sources to view.
PE User (All) ▼	PE User	Choose to view data from all users or select specific users to view.



Example: Filters are set to display the data from the month of January 2020 to present and grouped by Department. The corresponding data displays information that matches that specific criteria.

Summary Tabular View Group By: Department												
Global Filters Applied: Facility: All, Department: All												
Click (+) or (-) to expand or collapse fields												
Grouping Selection	Est Patient Resp	Est Copay	Est Coins	Est Deduct Fam	Est Deduct Ind	# of PE Run	# of Paysafe Found	% of Paysafe Found	PE if Paysafe Found	Collection	% of Dollars	
Grand Total	\$256,884	\$20,161	\$7,217	\$16,000	\$30,350	713	316	44.32%	\$91,306	\$47,242	128.78%	
Department0	\$15,640	\$540			\$2,900	30	8	26.67%	\$1,540	\$730	340.35%	
Department1	\$74,500	\$4,040	\$300		\$3,200	155	85	54.84%	\$38,960	\$5,770	50.42%	
Department2	\$3,490	\$80		\$100	\$2,400	10	2	20.00%	\$900	\$130	122.22%	
Department3	\$11,820	\$320	\$430		\$2,170	23	6	26.09%	\$2,400	\$750	152.23%	
Department4	\$6,792	\$212	\$60	\$5,500		28	20	71.43%	\$5,392	\$3,590	79.75%	
Department5	\$4,300	\$1,600				9	4	44.44%		\$3,400		
Department6	\$44,358	\$6,921	\$2,530	\$2,000	\$3,680	211	74	35.07%	\$14,880	\$15,880	214.99%	
Department8	\$4,276	\$90	\$240		\$400	28	5	17.86%	\$220	\$170	21020.00%	
Department9	\$3,950	\$400			\$1,700	10	2	20.00%	\$1,300	\$600	181.36%	
DepartmentA	\$10,150	\$2,070	\$107	\$2,000	\$2,400	19	6	31.58%	\$1,680	\$322	150.77%	
DepartmentB	\$9,438	\$98	\$90		\$1,100	28	16	57.14%	\$1,284	\$720	381.62%	
DepartmentC	\$13,790	\$440	\$2,450	\$1,100	\$4,300	34	22	64.71%	\$6,540	\$1,300	27.45%	
DepartmentD	\$13,130	\$90				7	2	28.57%	\$40	\$800	20100.00%	
DepartmentE	\$20,930	\$1,150	\$20	\$4,600	\$1,700	55	34	61.82%	\$7,520	\$4,460	100.66%	
DepartmentF	\$20,320	\$2,110	\$990	\$700	\$4,400	66	34	51.52%	\$8,550	\$8,620	231.39%	

Example: Filters are set to display the data from the month of January 2020 to present for Departments 1 and 5. The corresponding data displays information that matches that specific criteria.

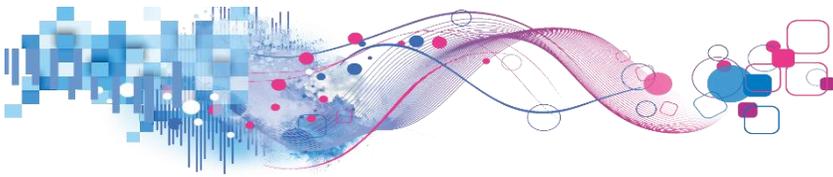
Summary Tabular View Group By: Department												
Global Filters Applied: Facility: All, Department: Department1 & Department5												
Click (+) or (-) to expand or collapse fields												
Grouping Selection	Est Patient Resp	Est Copay	Est Coins	Est Deduct Fam	Est Deduct Ind	# of PE Run	# of Paysafe Found	% of Paysafe Found	PE if Paysafe Found	Collection	% of Dollars	
Grand Total	\$78,000	\$5,640	\$300		\$3,200	164	88	53.66%	\$38,960	\$9,170	62.39%	
Department1	\$74,500	\$4,040	\$300		\$3,200	155	85	54.84%	\$38,960	\$5,770	50.42%	
Department5	\$4,300	\$1,600				9	4	44.44%		\$3,400		

You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

Click on the link 'Go to Detail' to display the data in greater detail.

This detail can also be viewed by using the corresponding tab 'Detail' at the top of the dashboard.



PE Collection Report – Trending

The Trending report displays PE Collection trends by monthly, weekly or daily intervals.

Trending View															
Group By: Department Compare On: Accounts															
Grouping Selection	Grand Total			12/1/2020			11/1/2020			10/1/2020			9/1/2020		
	Estimate	Paysafe	% Diff	Estimate	Paysafe	% Diff	Estimate	Paysafe	% Diff	Estimate	Paysafe	% Diff	Estimate	Paysafe	
Grand Total	713	316	44%	8	4	50%	17	4	24%	32	5	16%	16	6	
Department0	30	8	27%												
Department1	155	85	55%										1	0	
Department2	10	2	20%												
Department3	23	6	26%												
Department4	28	20	71%												
Department5	9	4	44%												
Department6	211	74	35%	6	3	50%	12	1	8%	25	4	16%	11	3	
Department8	28	5	18%	2	1	50%	1	1	100%	5	1	20%	2	1	
Department9	10	2	20%				3	1	33%	2	0	0%	1	1	
DepartmentA	19	6	32%												
DepartmentB	28	16	57%												
DepartmentC	34	22	65%				1	1	100%						
DepartmentD	7	2	29%												
DepartmentE	55	34	62%										1	1	
DepartmentF	66	34	52%												

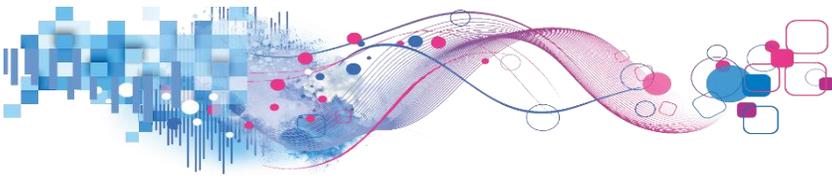
Data columns included in this report:

Grouping Selection
Estimate
PaySafe
% Diff



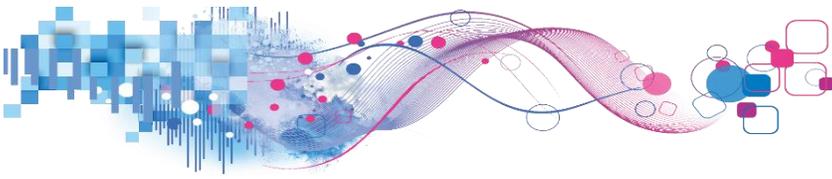
Pro Tip

Remember the filter criteria set on the Summary tab follows through to this tab. This filter criteria can be changed using the filter box on the left.



Filter criteria box includes:

Group By Department ▼	Group By	Group results by Facility Name, Department, Operator, Payer, Benefit Category, Patient Class, Hospital Service, Patient Type or Procedure Code.
Encounter Date 9/1/2019 9/27/2020 <input type="text"/>	Encounter Date	Adjust the slider to capture desired date range.
Facility Name (All) ▼	Facility Name	Choose to view data from all facilities or select specific facilities to view.
Department (All) ▼	Department	Choose to view data from all departments or select specific departments to view.
Payer (All) ▼	Payer	Choose to view data from all payers or select specific payers to view.
Patient Class (All) ▼	Patient Class	Choose to view data from all patient classes or select specific patient classes to view.
Hospital Service (All) ▼	Hospital Service	Choose to view data from all hospital services or select specific hospital services to view.
Patient Type (All) ▼	Patient Type	Choose to view data from all patient types or select specific patient types to view.
Patient Location (All) ▼	Patient Location	Choose to view data from all patient locations or select specific patient locations to view.
PE Source (All) ▼	PE Source	Choose to view data from all PE sources or select specific PE sources to view.
PE User (All) ▼	PE User	Choose to view data from all users or select specific users to view.

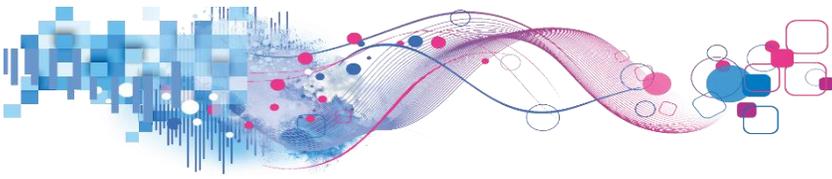


Example: Filters are set to display data by Department, Compare On is set to Accounts and the Encounter Date is set from January 2020 to present in monthly intervals. The corresponding data displays information that matches that specific criteria.

		Trending View Group By: Department Compare On: Accounts														
		5/1/2020			4/1/2020			3/1/2020			2/1/2020			1/1/2020		
Grouping Selection	Rate	Paysafe	% Diff	Estimate	Paysafe	% Diff	Estimate	Paysafe	% Diff	Estimate	Paysafe	% Diff	Estimate	Paysafe	% Diff	
Grand Total	69	42	61%	80	41	51%	109	56	51%	86	35	41%	63	21	33%	
Department0	4	0	0%				2	1	50%	7	1	14%				
Department1	12	8	67%	29	19	66%	33	14	42%	20	12	60%	19	11	58%	
Department2	2	1	50%	2	0	0%				1	0	0%				
Department3	3	1	33%	2	1	50%	4	1	25%	2	0	0%	2	0	0%	
Department4	2	2	100%	4	2	50%	15	13	87%	2	0	0%	2	0	0%	
Department5				1	0	0%										
Department6	22	11	50%	22	8	36%	17	5	29%	17	4	24%	5	2	40%	
Department8	4	0	0%	2	0	0%	1	0	0%	3	0	0%	2	0	0%	
Department9				1	0	0%	1	0	0%	1	0	0%				
DepartmentA	2	2	100%				1	1	100%				6	1	17%	
DepartmentB	3	3	100%	3	2	67%	3	2	67%	11	6	55%	1	0	0%	
DepartmentC	2	1	50%	1	1	100%	2	2	100%	3	1	33%	3	0	0%	
DepartmentD							1	1	100%	2	1	50%	2	0	0%	
DepartmentE	3	3	100%	7	4	57%	20	10	50%	7	5	71%	8	4	50%	
DepartmentF	10	10	100%	6	4	67%	9	6	67%	10	5	50%	13	3	23%	

Example: Filters are set to display data by Department, Compare On is set to Dollars and the Encounter Date is set from January 2020 to present in weekly intervals. The corresponding data displays information that matches that specific criteria.

		Trending View Group By: Department Compare On: Dollars																	
		6/28/2020				6/21/2020				6/14/2020				6/7/2020				5/31/20	
Grouping Selection	% Diff	Estimate	Paysafe	% Diff	Estimate	Paysafe	% Diff	Estimate	Paysafe	% Diff	Estimate	Paysafe	% Diff	Estimate	Paysafe	% Diff	Estimate	Pays	
Grand Total	70%	2,680	2,520	94%	5,300	1,030	19%	6,120	3,300	54%	1,200	700	58%	2,200					
Department0								540	300	56%									
Department1	98%	2,000	180	9%	2,100	40	2%							50			2,000		
Department2					800	30	4%												
Department3	46%																		
Department4		200	100	50%				80	60	75%									
Department5									2,700										
Department6	7%				1,900	390	21%	300	70	23%	1,200	140	12%						
Department8																			
Department9																			
DepartmentA		400	150	38%															
DepartmentB			10																
DepartmentC								540	4,000	60	2%								
DepartmentD																			
DepartmentE			80						1,200	110	9%		510						
DepartmentF	17%	80	2,000	2500%	500	30	6%										200		



You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

Click on the link 'Go to Detail' to display the data in greater detail.

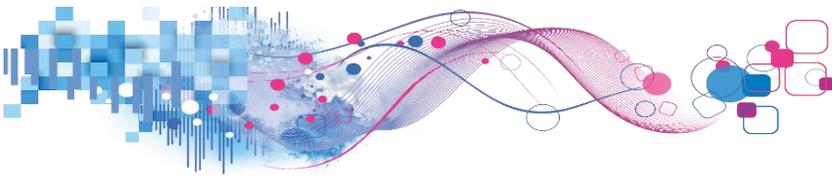
This detail can also be viewed by using the corresponding tab 'Detail' at the top of the dashboard.

Grouping Selection	% Diff	E
Grand Total	70%	
Department0		
Department1	98%	
Department2		
Department3		
Department4		
Department5		
Department6		
Department7		
Department8		
Department9		

81 items selected - SUM of Measure Values: 81,125

Department1

[Go to Detail](#)



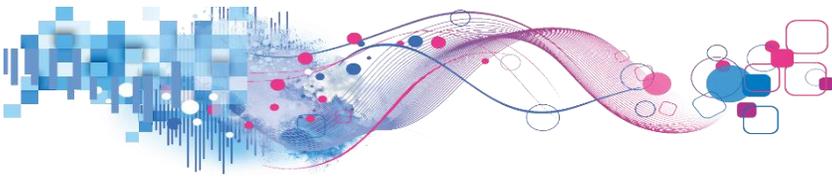
PE Collection Report – Detail

Displays the details of each PE collection account. Use the filters on the left-hand side to filter for specific accounts.

PE Collection Detail																	
Account Num	Reference Num	Visit Date	Operator	PE Run Date	Procedure Code	Est Pat Resp	Paysafe Date	Paysafe User	Source	Tran Type	Pat Est w/ Disc	Collection	Discount	Est Copay	Est Coins	Est Deduct Fam	Est Deduct Ind
0000011	1200J01C	5/8/2019	IALBAB AJLAJD	3/14/2020	99283	\$300.00	8/1/2019	JKAIBI_HKKA_AD.	OneSource	Payment		\$400.00	\$0.00				
0000020	BLJBKID1	7/14/2019	CLDCLJK_CCLIL	8/13/2020	99283	\$50.00	6/21/2020	IJCL_JDBDADUJ	ECaretext	Payment		\$40.00	\$10.00	\$50.00			
0000102	311CCKDJ	7/11/2019	ACCA JAICI	3/24/2020	99284	Null	6/1/2019	BKCLLLKDB_CDDLK	EPIC	Payment		\$50.00	\$0.00				
0000223	CJ2J3AJ	6/23/2019	KACBLC JJKCIC	3/6/2020	99283	Null	10/17/2018	DJKCL ALDA-LIL	OneSource	Payment		\$50.00	\$0.00				
0000321	3L1JB0D1	9/29/2019	BJLJK BKICB	10/29/2020	99282	\$3.00	9/5/2020	IDJL_DABABJ	ECaretext	Payment		\$3.00	\$0.00	\$3.00			
0001012	CCDI211	6/22/2019	ACAAL ICLDBA	3/5/2020	99283	\$1,000.00	6/14/2018	DDJD DDCJLB	OneSource	Payment		\$100.00	\$0.00			\$1,000.00	
0001310	DDAJ3K80	10/24/2019	LDLACACIKCKCB	7/4/2020	72141	\$200.00	1/20/2020	ALACKL_HDBD L	OneSource	Payment		\$20.00	\$0.00				
0001311	31KXICBC	7/11/2019	CIAB DJAL	3/24/2020	99284	Null	5/1/2019	KLICAJLKI_IBLBK	EPIC	Payment		\$50.00	\$0.00				
0002001	BLAUCDR	6/16/2019	LJKCC IKBLIBI	2/28/2020	99283	Null	7/29/2018	DALI_023112_DB.	EPIC	Payment		\$100.00	\$0.00				
0002113	2210300L	5/1/2019	KLKJCB, KLLCJ	5/31/2020	99283	Null	1/11/2019	BADI_311221_BD.	EPIC	Payment		\$30.00	\$0.00				
0002223	02A12IIL	5/19/2019	CLAIL BILKCKJAJ	1/31/2020	99284	\$3,000.00	10/14/2019	KBAL_LADIAJJB	OneSource	Payment		\$50.00	\$0.00				
0003331	OK20C23	6/7/2019	CBBAI KDAI	2/19/2020	76641	\$20.00	9/4/2019	IDJBIDJ_DKDK D	EPIC	Payment		\$90.00	\$0.00				
0003333	OL1A123A	1/12/2019	JLCC_DILDBA	2/12/2020	99284	\$90.00	3/20/2020	KHIB_IDLCLDK	OneSource	Payment		\$2,000.00	\$0.00				
0010012	BD0AKLJJ	6/29/2019	CKJL JDIDAKL	3/12/2020	99283	\$40.00	7/23/2019	ABBBLB_DKJJB.	OneSource	Payment		\$100.00	\$0.00				
0010110	212JK112	5/26/2019	LCBDBC AKBAAK.	3/7/2020	99283	\$80.00	12/9/2018	KCID_ACAICABK	OneSource	Payment		\$70.00	\$0.00	\$80.00			
0010120	LCAJDDC	7/2/2019	ILJJI LBIAJ	3/15/2020	99282	Null	5/4/2019	DCAK_303300_AI.	EPIC	Payment		\$20.00	\$0.00				
0010212	LA22AICI	6/19/2019	DIDCB LLLKAJ	3/2/2020	99282	\$700.00	10/2/2019	ILBAJC_LAJLIL_L	OneSource	Payment		\$100.00	\$0.00				
0010330	K0DJ08J	8/29/2019	JLJICBI AJBJJK	5/12/2020	99283	Null	6/28/2019	LIBKDA_AKCDKJK.	OneSource	Payment		\$200.00	\$0.00				
0011233	0A04C3BA	4/19/2019	BJLJK IBJKAJK	5/19/2020	99283	Null	2/25/2019	CIDBLLC_BJAKI	EPIC	Payment		\$70.00	\$0.00				
0011321	03212JA3	5/11/2019	ALBJ JBCKAKLA	1/23/2020	99283	\$80.00	Null	AJL_230312_BIL.	IVR	Payment		\$300.00	\$0.00	\$50.00	\$30.00		
0011333	B0B007JA	10/5/2019	LCICC A DCKJAL	6/8/2020	76641	\$100.00	4/7/2020	DCBKD_BLBID1	OneSource	Payment		\$90.00	\$0.00				
0012103	B0B0IAD	6/26/2019	BKBLDB JKJKI	3/9/2020	99283	\$40.00	5/21/2019	KCKKAIBAJ_2202.	IVR	Payment		\$40.00	\$0.00				
0012200	KAKJL2I	7/20/2019	LJLCA JJBCKJB	4/2/2020	99284	Null	9/13/2019	JBDDBAC LCKJAA.	OneSource	Payment		\$20.00	\$0.00				
0012202	03AJ0LA	6/11/2019	KJKD JKHD	2/23/2020	99283	\$1,000.00	3/9/2018	IAB_CBC_BALID	OneSource	Payment		\$100.00	\$0.00				
0020032	B11D2K3D	8/16/2019	IBDBCDKJ_LJI	9/15/2020	72148	\$900.00	8/15/2018	BHCLB DKICACCD	OneSource	Payment		\$100.00	\$0.00				\$900.00
0020110	01ADBBID	7/11/2019	KCDL ALLJ	3/24/2020	99284	Null	5/14/2019	LABICLBBB_LLLKI	EPIC	Credit		(\$30.00)	\$0.00				

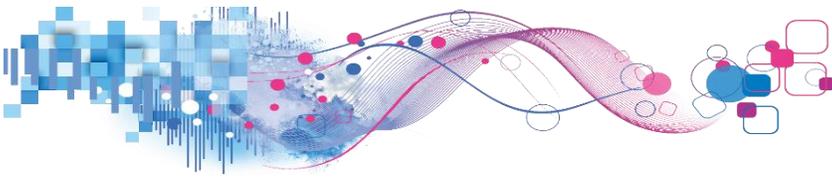
Data columns included in this report:

Account Number	Source
Reference Number	Tran Type
Visit Date	Pat Est w/ Disc
Operator	Collection
PE Run Date	Discount
Procedure Code	Est Copay
Est Pat Resp	Est Coins
PaySafe Date	Est Deduct Fam
PaySafe User	Est Deduct Ind



Filter criteria box includes:

Only PE w/ Collection No	Only PE w/ Collection	Choose to display only Patient Estimates with a collection or not. <i>This is the same filter that is located on the Cover Page.</i>
Encounter Date 9/1/2019 9/27/2020 <input type="text"/>	Encounter Date	Adjust the slider to capture desired date range.
Facility Name (All)	Facility Name	Choose to view data from all facilities or select specific facilities to view.
Department (All)	Department	Choose to view data from all departments or select specific departments to view.
Payer (All)	Payer	Choose to view data from all payers or select specific payers to view.
Patient Class (All)	Patient Class	Choose to view data from all patient classes or select specific patient classes to view.
Hospital Service (All)	Hospital Service	Choose to view data from all hospital services or select specific hospital services to view.
Patient Type (All)	Patient Type	Choose to view data from all patient types or select specific patient types to view.
Patient Location (All)	Patient Location	Choose to view data from all patient locations or select specific patient locations to view.
PE Source (All)	Est Copay	Adjust the slider to view specific copay amount ranges.
PE User (All)	Account Number	Enter a specific account number to view.
Est Copay (\$5,345.01 \$3,000.00) <input type="text"/>	Rows for Detail	Displays the number of rows that are displaying. Initial default is set to 10,000. Adjust as needed. <i>This is the same filter that is located on the Cover Page.</i>
Account Num <input type="text"/>		
Rows for Detail 10,000		

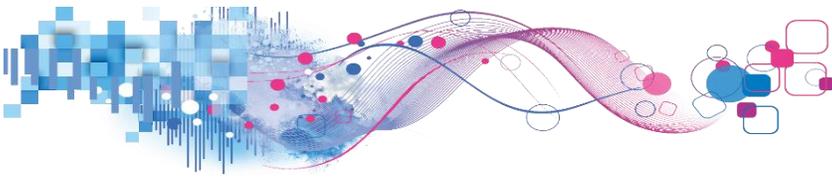


Example: Filters are set to display data by all PE with Collections accounts with an Encounter date from January 2020 to present. The corresponding data displays information that matches that specific criteria.

Cover Page		Summary		Trending		Detail		PE Collection Report - Detail										experian health	
Demo System ID		PE Run Date: 1/15/2020 through 12/15/2020		Data Last Updated: 1/12/2020 7:54:29 PM		PE Collection Detail										Only PE w/ Collection: No			
Account Num	Reference Num	Visit Date	Operator	PE Run Date	Procedure Code	Est Pat Resp	Paysafe Date	Paysafe User	Source	Tran Type	Pat Est w/ Disc	Collection	Discount	Est Copay	Est Coins	Est Deduct Fam	Est Deduct Ind		
0000011	120JD1C	5/8/2019	IALBAB AJLAJD	3/14/2020	99283	\$300.00	8/1/2019	JKAIIB_KKKA_AD	OneSource	Payment		\$400.00	\$0.00						
0000020	BLJHKD1	7/14/2019	CLDCLJK_CCLIL	8/13/2020	99283	\$50.00	6/21/2020	UJCL_JDBDADJ	ECareNext	Payment		\$40.00	\$10.00	\$50.00					
0000102	311CHKD	7/11/2019	ACCA JAICI	3/24/2020	99284	Null	6/1/2019	BKCLLLKBD_CDDLK	EPIC	Payment		\$50.00	\$0.00						
0000223	CJ2J3AJ	6/23/2019	KACBCL JKJCK	3/6/2020	99283	Null	10/17/2018	DJKCL ALDA-LIIL	OneSource	Payment		\$50.00	\$0.00						
0000321	3LL3BBD1	9/29/2019	BJLJK BKICB	10/29/2020	99282	\$3.00	9/5/2020	IDJLL DABABJ	ECareNext	Payment		\$3.00	\$0.00	\$3.00					
0001012	CCDIJ211	6/22/2019	ACAAI CLDDBA	3/5/2020	99283	\$1,000.00	6/14/2018	DDJD DDCJLB	OneSource	Payment		\$100.00	\$0.00			\$1,000.00			
0001310	DDAJ3KB0	10/24/2019	LDLC ACJMKCKB	7/4/2020	72141	\$200.00	1/20/2020	ALACKI_IHDBI	OneSource	Payment		\$20.00	\$0.00						
0001311	31KKJBC	7/11/2019	CJAB DJIAL	3/24/2020	99284	Null	5/1/2019	KLJACIL_IIBLK	EPIC	Payment		\$50.00	\$0.00						
0002001	BLJHKD1	6/16/2019	LJKCC KBLIBI	2/28/2020	99283	Null	7/29/2018	DAI_023112_DB	EPIC	Payment		\$100.00	\$0.00						
0002113	22I0300L	5/1/2019	KLKJCB, KLLCJ	5/31/2020	99283	Null	1/11/2019	BADL_311221_BO	EPIC	Payment		\$30.00	\$0.00						
0002223	02A12IL	5/19/2019	CLAIR BILKCKAJ	1/31/2020	99284	\$3,000.00	10/14/2019	KBAL_LADIAJJB	OneSource	Payment		\$50.00	\$0.00						
0003331	0KX20C23	6/7/2019	CBBAI KDAI	2/19/2020	76641	\$20.00	9/4/2019	IDJBJD_JDKCK D	EPIC	Payment		\$90.00	\$0.00						
0003333	0L1A123A	1/12/2019	JUCC, DILDBA	2/12/2020	99284	\$90.00	3/20/2020	KIIB, IDLCLKD	OneSource	Payment		\$2,000.00	\$0.00						
0100102	BDDAKLJ	6/29/2019	CKKJJDIDKLL	3/12/2020	99283	\$40.00	7/23/2019	ABBBL_DKJKB	OneSource	Payment		\$100.00	\$0.00						
0101010	21AJK112	5/26/2019	LCDBCA ABKAAK	2/7/2020	99283	\$80.00	12/9/2018	KCID_ACA_CAKB	OneSource	Payment		\$70.00	\$0.00	\$80.00					
0101200	LCAJDDC	7/2/2019	ILJLJ LBIAJ	3/15/2020	99282	Null	5/4/2019	DCAK_303300_AI	EPIC	Payment		\$20.00	\$0.00						
0101212	LA22AICI	6/19/2019	DIDCB LLLKAJ	3/2/2020	99282	\$700.00	10/2/2019	ILBAJ_LAJLJLL	OneSource	Payment		\$100.00	\$0.00						
0101330	KODLJ08	8/29/2019	JULICBI AJBBJKK	5/12/2020	99283	Null	6/28/2019	LIBKDA_AKCDKJ	OneSource	Payment		\$200.00	\$0.00						
0101233	0A04C3BA	4/19/2019	BJLJK IBJKAAK	5/19/2020	99283	Null	2/25/2019	CIDBLLC_BJIAKI	EPIC	Payment		\$70.00	\$0.00						
0111321	032121A3	5/11/2019	ALBJ JBCAKKLA	1/23/2020	99283	\$80.00	Null	AJL_230312_BIL	IVR	Payment		\$300.00	\$0.00	\$50.00	\$30.00				
0111333	B0B007JA	10/5/2019	LCICC A DCKJKAL	6/18/2020	76641	\$100.00	4/7/2020	CKBKD_BLBID1	OneSource	Payment		\$90.00	\$0.00						
0121203	B02BIAD	6/26/2019	BKBLIDB JKJJK	3/9/2020	99283	\$40.00	5/21/2019	KCKJAIBAJ_2202	IVR	Payment		\$40.00	\$0.00						
0122200	KAKJIK21	7/20/2019	LJLCA JJBKCKB	4/2/2020	99284	Null	9/13/2019	JBDDBCA LLLQJAA	OneSource	Payment		\$20.00	\$0.00						
0122202	0E3AK0LA	6/11/2019	KJKD JKDK	2/23/2020	99283	\$1,000.00	3/9/2018	IABJ_CBC_BALID	OneSource	Payment		\$100.00	\$0.00						
0200332	BL1DK3D	8/16/2019	IBDBCKDJLJ	9/15/2020	72148	\$900.00	8/15/2018	BICLD DKICACD	OneSource	Payment		\$100.00	\$0.00				\$900.00		
0201110	01ADBBID	7/11/2019	KCDL ALLLJ	3/24/2020	99284	Null	5/14/2019	LABICLBBB_LLLKI	EPIC	Credit		(\$300)	\$0.00						

Example: Filters are set to display data by only accounts with PE Collections from Department 1, with an Encounter date from January 2020 to present. The corresponding data displays information that matches that specific criteria.

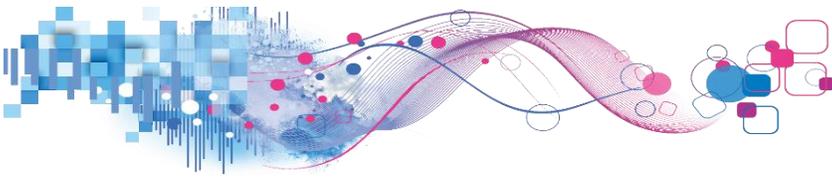
Cover Page		Summary		Trending		Detail		PE Collection Report - Detail										experian health	
Demo System ID		PE Run Date: 1/15/2020 through 12/15/2020		Data Last Updated: 1/12/2020 7:54:29 PM		PE Collection Detail										Only PE w/ Collection: Yes			
Account Num	Reference Num	Visit Date	Operator	PE Run Date	Procedure Code	Est Pat Resp	Paysafe Date	Paysafe User	Source	Tran Type	Pat Est w/ Disc	Collection	Discount	Est Copay	Est Coins	Est Deduct Fam	Est Deduct Ind		
0002001	BLJHKD1	6/16/2019	LJKCC KBLIBI	2/28/2020	99283	Null	7/29/2018	DAI_023112_DB	EPIC	Payment		\$100.00	\$0.00						
0101200	LCAJDDC	7/2/2019	ILJLJ LBIAJ	3/15/2020	99282	Null	5/4/2019	DCAK_303300_AI	EPIC	Payment		\$20.00	\$0.00						
0121203	B02BIAD	6/26/2019	BKBLIDB JKJJK	3/9/2020	99283	\$40.00	5/21/2019	KCKJAIBAJ_2202	IVR	Payment		\$40.00	\$0.00						
0122200	KAKJIK21	7/20/2019	LJLCA JJBKCKB	4/2/2020	99284	Null	9/13/2019	JBDDBCA LLLQJAA	OneSource	Payment		\$20.00	\$0.00						
0021330	KAKJIK21	8/12/2019	AHDK BCGL	4/25/2020	99284	Null	12/30/2018	BDLKBB_IABKB	EPIC	Payment		\$100.00	\$0.00						
0032100	2A20D13H	5/27/2019	CDCLIDKB AKKLA	2/8/2020	99283	\$700.00	2/20/2019	LBB_AD_LDJDC_1	OneSource	Payment		\$200.00	\$0.00				\$700.00		
0100012	DDADLJKL	8/7/2019	IBDJL LAL	4/20/2020	99284	Null	8/10/2019	KJDLK_KAKBKJ	EPIC	Payment		\$40.00	\$0.00						
0103333	AHJLJ01	8/7/2019	IJDJ AJA	4/20/2020	99284	Null	6/17/2019	JBCBDD_LDKDDDL	EPIC	Payment		\$100.00	\$0.00						
0113022	B80K20L	7/4/2019	IJLKB JDCCLKA	3/17/2020	99283	\$1,000.00	Null	CBLD_CIC_KLJL_D	OneSource	Payment		\$700.00	\$0.00						
0121133	0EJ0033	9/13/2019	KJABIHI CICI	5/27/2020	99283	Null	2/11/2020	KADL_KCKDKLCL	OneSource	Payment		\$70.00	\$0.00						
0123301	1332LLB	7/23/2019	BICAL LK	4/5/2020	99283	Null	7/22/2020	ALLJJA_KDAAL	OneSource	Payment		\$100.00	\$0.00						
0131121	2A01J0D1	5/21/2019	JKCAI ACAAJ	2/3/2020	99283	\$1,000.00	10/29/2018	BCEA_003333_CL	EPIC	Payment		\$40.00	\$0.00						
0131332	0LBDCLB	7/17/2019	LJLAL JB KAJJ	3/30/2020	99283	\$2,000.00	11/2/2018	ACLAD_KAJ_CKJL	OneSource	Payment		\$200.00	\$0.00						
0120301L	5/17/2019	ILDBA CAKJLL	1/29/2020	99283	\$1,000.00	9/30/2018	KIDJCBID_CIABA	EPIC	Payment		\$200.00	\$0.00							
0132001	JULIBD31	10/19/2019	LDBLK LABAIBL	7/2/2020	99283	Null	10/26/2019	CLDKA ILIIDI	OneSource	Payment		\$20.00	\$0.00						
0201130	LJC2JBLD	10/16/2019	LAJDBIK CIAAC	6/29/2020	99282	Null	3/13/2018	BJJL_333302_LBD	EPIC	Payment		\$30.00	\$0.00						
0202100	CD2100D1	5/17/2019	CJBI BILLIKI	1/29/2020	99283	\$1,000.00	9/22/2018	IKJJD-JJIKC_BD	EPIC	Payment		\$30.00	\$0.00						
0211123	0E3202L	8/10/2019	IADKI JCKDABCI	4/23/2020	99282	Null	1/27/2019	UDCKI_AJLJDKI	EPIC	Payment		\$40.00	\$0.00						
0212201	BA3X0BA1	7/6/2019	LDBALCJL LLLID	3/19/2020	99283	Null	5/28/2018	AJCI_000132_DC	EPIC	Payment		\$20.00	\$0.00						
0212332	KXIBDJA	8/7/2019	JCKBI IB	4/20/2020	99284	Null	3/26/2019	BJCIB_BJOLD	EPIC	Payment		\$200.00	\$0.00						
0220123	A30B01AD	5/17/2019	LCJCK KCKXBL	1/29/2020	99283	\$1,000.00	4/8/2019	IL_LDKBCDDL	EPIC	Payment		\$90.00	\$0.00						
0221123	AHAI1CIC	7/20/2019	ILKBI DBBCBLJ	4/2/2020	99284	Null	3/21/2018	AJCK_230121_LK	EPIC	Payment		\$10.00	\$0.00						
0230210	KCBCK0B	10/22/2019	AKLCK DDJ	7/5/2020	99282	Null	1/20/2020	LKJL_KAJKACDJ	OneSource	Payment		\$30.00	\$0.00						
0231111	IDJLJ081	7/26/2019	CKLCKL LLDL	4/7/2020	99282	Null	Null	JCID_ILB_LJA_K	OneSource	Payment		\$200.00	\$0.00						
0233012	JKCL1A13	6/12/2019	CLDKC AABJDCB	2/24/2020	99283	\$1,000.00	4/13/2019	CCIA_203313_BCL	EPIC	Payment		\$100.00	\$0.00						
0303212	AJLLACB	8/7/2019	DAJJA SBA	4/20/2020	99284	Null	12/10/2019	LAKK_JB8SCD	EPIC	Payment		\$40.00	\$0.00						



You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

Account Num	Reference Num	Visit Date	Operator
0002001	BLAILCDK	6/16/2019	LJKCC IKBLIBI
00121	<input checked="" type="checkbox"/> Keep Only <input type="checkbox"/> Exclude		
00122	7 items selected - SUM of Measure Values: 100		
00213	0002001		



PaymentSafe Dashboard

Experian Health PaymentSafe is the healthcare industry's most advanced solution for processing payments prior to or at the point of service. Collecting patient payments is critical to increasing overall revenue and avoiding bad debt write-offs.

PaymentSafe provides an efficient, seamless patient payment process that is easy for staff and patients to use and gives hospitals complete control of patient collections.

PaymentSafe Cover Page

The cover page provides a brief description of the product.

It also provides information about how the Status filter is set up initially and provides a filter box allowing you to either include or not include to display point of service (POS) collections only.

Cover Page | PaymentSafe Summary | PaymentSafe Trend | Collections Drill Down | PaymentSafe Details

experian[™] health

DEMO PaymentSafe Dashboard

Experian Health PaymentSafe is the health care industry's most advanced solution for processing patient payments prior to or at the point of service. Collecting patient payments is critical to increasing overall revenue and avoiding bad debt write-offs. **PaymentSafe** provides an efficient, seamless patient payment process that is easy for staff and patients to use and gives hospitals complete control of patient collections.

Report data limited to the last full 12 months plus the current month.

NOTE: Status filter is set to only view 'Settled-Accepted' by default. Change filter to view other payment statuses.

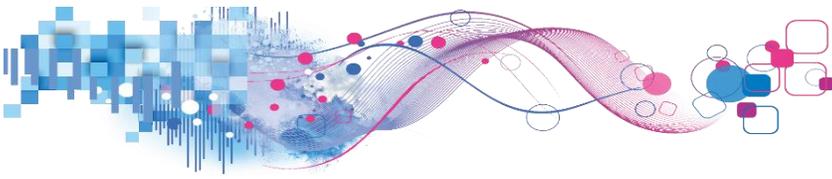
POS Collections Selection:
POS Collections are payments made on the same date as the patient's Date of Service (DOS)
The PaymentSafe Dashboard uses the DOS from Experian Health eCareNext (when available)

Display POS Collections Only
No

POS Collections Selection:
POS Collections are payments made on the same date as the patient's Date of Service (DOS)
The PaymentSafe Dashboard uses the DOS from Experian Health eCareNext (when available)

Display POS Collections Only
No
Yes
No

Use the drop-down menu to select **Yes** or **No** to display POS Collections Only.



PaymentSafe Summary

The PaymentSafe Summary dashboard provides an overall summary of all PaymentSafe transactions. Different sections of the dashboard provide a summary, department details, collections by tender type, tender type trends and user collection and transaction account.

Cover Page | PaymentSafe Summary | PaymentSafe Trend | Collections Drill Down | PaymentSafe Details

DEMO PaymentSafe Dashboard

Hospital 9 1/2/2019 Through 2/9/2020 Last Updated 1/31/2020 1:31:07 PM

Summary

Collections	Number of Accounts	AVG Collection per Account	Trans Count	AVG Collection per Transaction
\$319,210	16	\$19,950.63	4,449	\$71.75

Dept Detail

Click on Department to filter rest of sheet.

Department	Number of Accounts	Trans Count	Collections	Cash Collections	Credit Card Collections	Other Collections
Department 0	15	280	\$13,035	\$0	\$13,035	\$0
Department 3	2	23	\$1,220	\$0	\$1,220	\$0
Department 4	16	749	\$54,565	\$0	\$54,565	\$0
Department 6	14	131	\$10,100	\$250	\$5,910	\$3,940
Department 8	16	75	\$9,030	\$0	\$9,030	\$0
Department 9	1	36	\$3,040	\$0	\$3,040	\$0
Department C	16	614	\$76,124	\$570	\$60,055	\$6,489
Department D	16	2,541	\$151,196	\$200	\$150,996	\$0

Collections By Tender Type

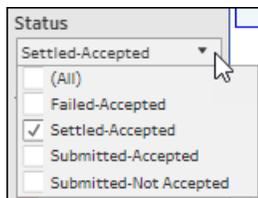
Collections By Tender Type Trending

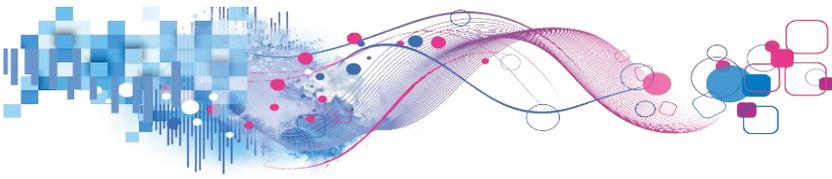
User Collections and Transaction Count

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★ Pro Tips

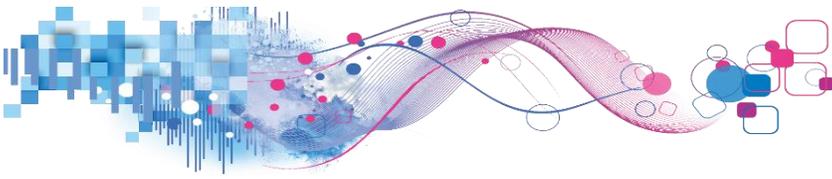
Filter criteria populated in the filter on the Summary tab carries through to the Trending and Detail tabs. Note the initial status for the Status filter is 'Settled-Accepted' and can be changed by selecting a different status from the Status filter in the filter criteria box.



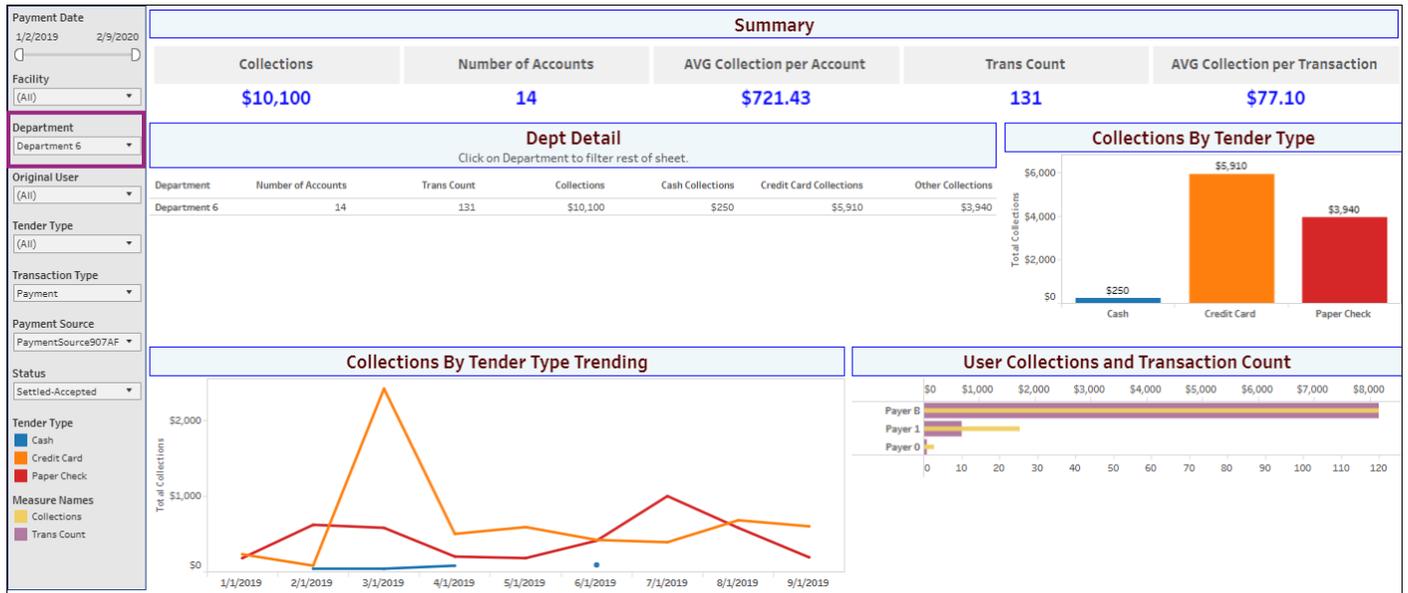


Filter criteria box includes:

<p>Payment Date 1/2/2019 2/9/2020 [Slider]</p> <p>Facility (All) [Dropdown]</p> <p>Department (All) [Dropdown]</p> <p>Original User (All) [Dropdown]</p> <p>Tender Type (All) [Dropdown]</p> <p>Transaction Type (All) [Dropdown]</p> <p>Payment Source PaymentSource907AF [Dropdown]</p> <p>Status Settled-Accepted [Dropdown]</p> <p>Tender Type Legend ■ Cash ■ Credit Card ■ Paper Check</p> <p>Measure Names Legend ■ Collections ■ Trans Count</p>	<p>Payment Date</p>	<p>Adjust the slider to desired date range.</p>
	<p>Facility</p>	<p>Choose to view data from all facilities or select specific facilities to view.</p>
	<p>Department</p>	<p>Choose to view data from all departments or select specific departments to view.</p>
	<p>Original User</p>	<p>Choose to view data from all original users or select specific original users to view.</p>
	<p>Tender Type</p>	<p>Choose to view all tender types or select specific tender types to view (<i>cash, credit card and paper check</i>).</p>
	<p>Transaction Type</p>	<p>Choose to view all transaction types or select specific transaction types to view (<i>credit, payment and recurring payment</i>).</p>
	<p>Payment Source</p>	<p>Choose to view data from all payment sources or select specific payment sources to view.</p>
	<p>Status</p>	<p>Choose to view data from all statuses or select specific statuses to view (<i>Failed-Accepted, Settled-Accepted, Submitted-Accepted and Submitted-Not Accepted</i>).</p>
	<p>Tender Type Legend</p>	<p>Tender types are color coded.</p>
	<p>Measure Names Legend</p>	<p>Measure Names are color coded.</p>



Example: The Department filter has been set to view information about Department 6 with a Status filter of Settled-Accepted. The corresponding sections now display data related to Department 6.

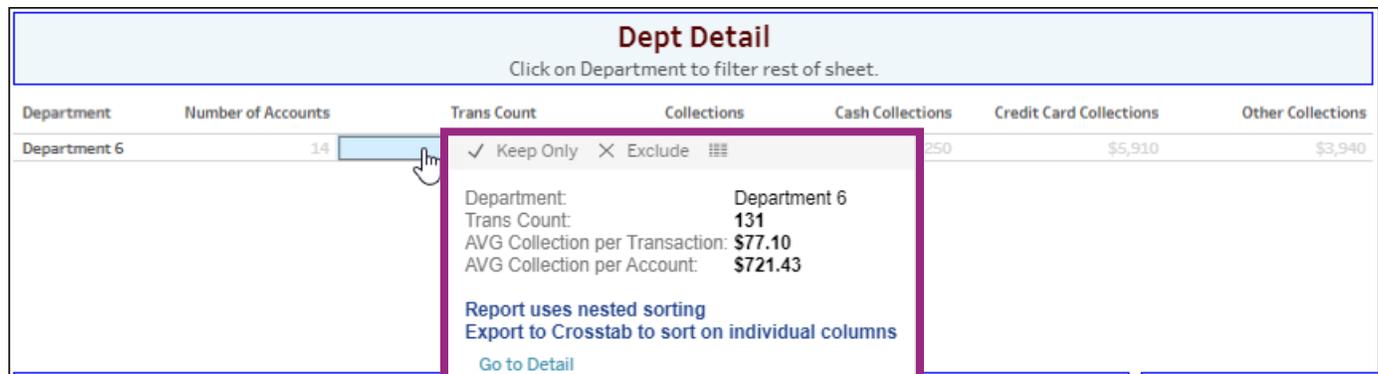


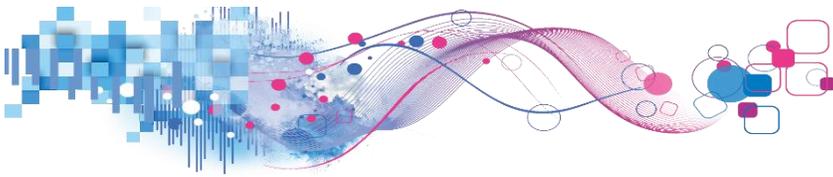
Hover over any data field to display a pop-up box with greater detail, click on any data field to display options to export it.

You can choose to keep only this data or exclude this data from the results.

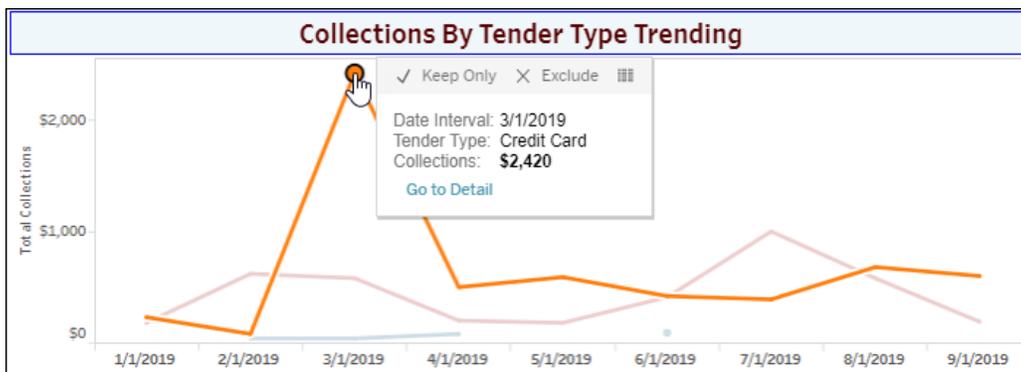
This data can be downloaded by clicking on the View Data icon (see pg. 8)

This detail can also be viewed by using the corresponding tab 'PaymentSafe Details' at the top of the dashboard.

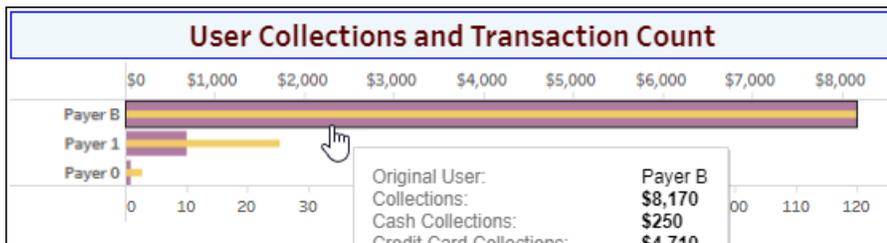




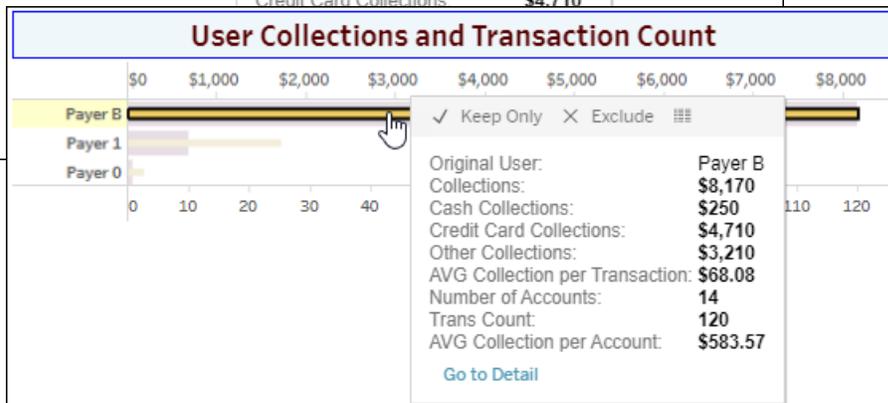
Collections by Tender Type for Department 6.



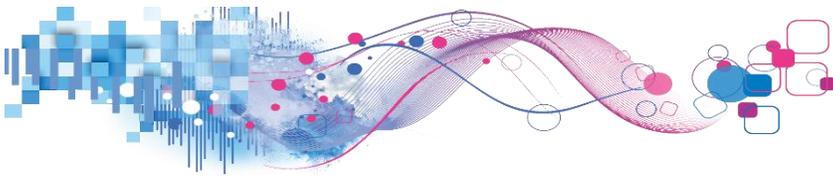
Collections by Tender Type Trending for Department 6.



User Collections and Transaction Count for Department 6.



This example is displaying details for Payer B.



PaymentSafe Trend

The Trending report displays PaymentSafe trends by monthly, weekly or daily intervals.

[Cover Page](#) |
 [PaymentSafe Summary](#) |
 [PaymentSafe Trend](#) |
 [Collections Drill Down](#) |
 [PaymentSafe Details](#)

DEMO PaymentSafe Dashboard

Hospital 9 1/2/2019 Through 2/9/2020 Last Updated 1/31/2020 1:31:07 PM

Trend View

Use the Group by and Date Interval to alter report layout Click on values to go to Detail.

Grouping Selection	Grand Total		2/1/2020		1/1/2020		12/1/2019		11/1/2019		10/1/2019	
	Collections	Number of Accounts										
Grand Total	\$319,210	16	\$3,210	13	\$7,383	16	\$10,290	16	\$9,900	16	\$16,519	16
ID-DF615	\$198,316	16	\$1,150	12	\$6,373	16	\$9,070	16	\$8,610	16	\$9,714	16
ID-B6689	\$81,690	16			\$30	1	\$110	2	\$230	5	\$4,250	11
ID-9A091	\$13,400	15	\$60	1	\$60	1	\$60	1			\$120	1
ID-SBE4A	\$25,804	16	\$2,000	1	\$920	14	\$1,050	13	\$1,140	13	\$2,435	13

Group By
 Facility

Date Interval
 Month

Payment Date
 1/2/2019 2/9/2020

Facility
 (All)

Department
 (All)

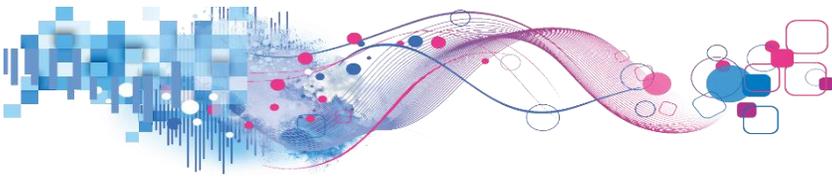
Original User
 (All)

Tender Type
 (All)

Transaction Type
 (All)

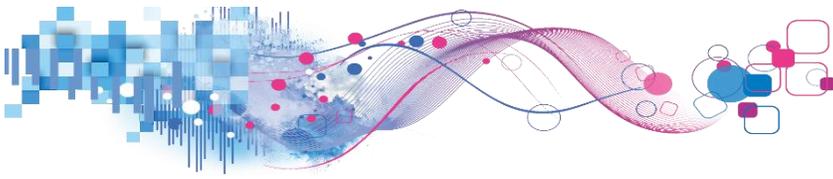
Payment Source
 PaymentSource907AF

Status
 Settled-Accepted



Filter criteria box includes:

<p>Group By Facility ▼</p> <p>Date Interval Month ▼</p> <p>Payment Date 1/2/2019 2/9/2020 <input type="text"/></p> <p>Facility (All) ▼</p> <p>Department (All) ▼</p> <p>Original User (All) ▼</p> <p>Tender Type (All) ▼</p> <p>Transaction Type (All) ▼</p> <p>Payment Source PaymentSource907AF ▼</p> <p>Status Settled-Accepted ▼</p>	<p>Group By</p> <p>Date Interval</p> <p>Payment Date</p> <p>Facility</p> <p>Department</p> <p>Original User</p> <p>Tender Type</p> <p>Payment Source</p> <p>Status</p>	<p>Group results by Department, Facility, Original User, Transaction Type and Tender Type.</p> <p>Display results in day, week or month intervals.</p> <p>Adjust the slider to capture desired date range.</p> <p>Choose to view data from all facilities or select specific facilities to view.</p> <p>Choose to view data from all departments or select specific departments to view.</p> <p>Choose to view data from all original users or select specific original users to view.</p> <p>Choose to view all tender types or select specific tender types to view (<i>cash, credit card and paper check</i>).</p> <p>Choose to view data from all payment sources or select specific payment sources to view.</p> <p>Choose to view data from all statuses or select specific statuses to view (<i>Failed-Accepted, Settled-Accepted, Submitted-Accepted and Submitted-Not Accepted</i>).</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

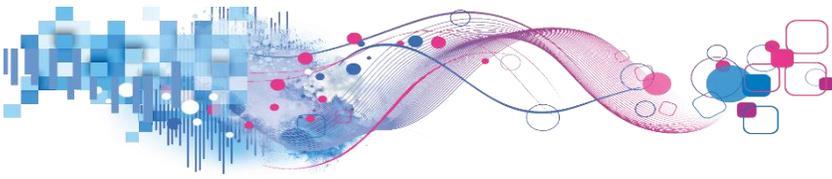


Example: Filters are set to display data by Facility with a status of Settled-Accepted, Payment Date is set from October 2019 to February 2020 in monthly intervals. The corresponding data displays information that matches that specific criteria.

Group By		Trend View												
Facility		Use the Group by and Date Interval to alter report layout Click on values to go to Detail.												
Date Interval		Grand Total		2/1/2020		1/1/2020		12/1/2019		11/1/2019		10/1/2019		
Month		Collections	Number of Accounts	Collections	Number of Accounts	Collections	Number of Accounts	Collections	Number of Accounts	Collections	Number of Accounts	Collections	Number of Accounts	
Payment Date	10/3/2019 to 2/9/2020	Grand Total	\$43,712	16	\$3,210	13	\$7,383	16	\$10,290	16	\$9,980	16	\$12,849	16
		ID-DF615	\$34,577	16	\$1,150	12	\$6,373	16	\$9,070	16	\$8,610	16	\$9,374	16
		ID-B6689	\$1,620	13			\$30	1	\$110	2	\$230	5	\$1,250	11
		ID-9A091	\$300	1	\$60	1	\$60	1	\$60	1			\$120	1
		ID-58E4A	\$7,215	15	\$2,000	1	\$920	14	\$1,050	13	\$1,140	13	\$2,105	13

Example: Filters are set to display data by Department with a status of Settled-Accepted, Payment Date is set from October 2019 to February 2020 in weekly intervals. The corresponding data displays information that matches that specific criteria.

Group By		Trend View												
Department		Use the Group by and Date Interval to alter report layout Click on values to go to Detail.												
Date Interval		Grand Total		2/9/2020		2/2/2020		1/26/2020		1/19/2020		1/12/2020		
Week		Collections	Number of Accounts	Collections	Number of Accounts	Collections	Number of Accounts	Collections	Number of Accounts	Collections	Number of Accounts	Collections	Number of Accounts	
Payment Date	10/3/2019 to 2/9/2020	Grand Total	\$43,712	16	\$10	1	\$1,150	13	\$3,290	12	\$1,820	14	\$2,053	14
		Department D	\$25,867	16	\$10	1	\$910	11	\$920	12	\$1,030	11	\$1,613	13
		Department C	\$5,450	14					\$2,060	3	\$70	2	\$140	4
		Department 4	\$9,610	15			\$180	2	\$90	4	\$540	7	\$230	4
		Department 3	\$300	1			\$60	1						
		Department 0	\$2,485	10					\$220	4	\$180	4	\$70	2



You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

Click on the link 'Go to Detail' to display the data in greater detail.

This detail can also be viewed by using the corresponding tab 'Detail' at the top of the dashboard.

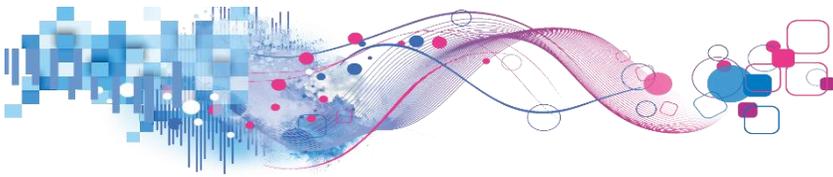
Grand Total	\$43,712
Department D	\$25,867
Department C	
Department 4	
Department 3	42 items selected · SUM of Measure Values: 51,971
Department 0	
	Department D
	Go to Detail

Click on a data field to export the data to Crosstab in order to sort on individual columns.

Grouping Selection	Grand Total		2/9/2020	
	Collections	Number of Accounts	Collections	Number of Accounts
Grand Total	\$43,712	16	\$10	
Department D	\$25,867	16	\$10	
Department C				
Department 4				
Department 3				
Department 0				

Grouping Selection: Department D
 Date Interval: All
 Collections: **\$25,867**

Report uses nested sorting
Export to Crosstab to sort on individual columns



Collections Drill Down

The Collections Drill Down displays each facility's collections details.

[Cover Page](#)
[PaymentSafe Summary](#)
[PaymentSafe Trend](#)
[Collections Drill Down](#)
[PaymentSafe Details](#)

DEMO PaymentSafe Dashboard

Hospital 9 1/2/2019 Through 2/9/2020 Last Updated 1/31/2020 1:31:07 PM

Payment Date
1/2/2019 2/9/2020

Facility
(All)

Department
(All)

Original User
(All)

Tender Type
(All)

Transaction Type
(All)

Payment Source
PaymentSource907AF

Status
Settled-Accepted

Collections Drilldown

Click +/- to drill up/down Click on values to go to Detail.

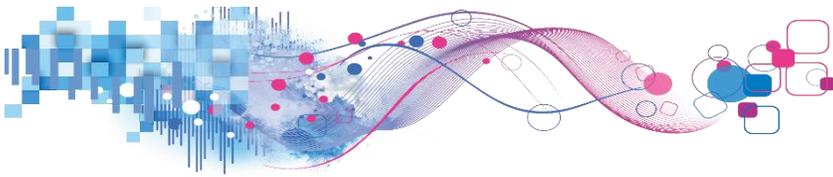
Facility	Collections	Number of Accounts
ID-9A091	\$13,400	15
ID-58E4A	\$25,804	16
ID-B6689	\$81,690	16
ID-DF615	\$198,316	16
Grand Total	\$319,210	16

Click the +/- to drill up or down.

Collections Drilldown

Click +/- to drill up/down Click on values to go to Detail.

Facility	±	Collections	Number of Accounts
ID-9A091	±	\$13,400	15
ID-58E4A	±	\$25,804	16
ID-B6689	±	\$81,690	16
ID-DF615	±	\$198,316	16
Grand Total		\$319,210	16



The drill down displays each facility's departments, their collection totals and number of accounts.

Cover Page | PaymentSafe Summary | PaymentSafe Trend | **Collections Drill Down** | PaymentSafe Details

DEMO PaymentSafe Dashboard

Hospital 9 1/2/2019 Through 2/9/2020 Last Updated 1/31/2020 1:31:07 PM

Payment Date
1/2/2019 2/9/2020

Facility
(All)

Department
(All)

Original User
(All)

Tender Type
(All)

Transaction Type
(All)

Payment Source
PaymentSource907AF

Status
Settled-Accepted

Collections Drilldown

Click +/- to drill up/down Click on values to go to Detail.

Facility	Department	Collections	Number of Accounts
ID-9A091	Department 3	\$1,220	2
	Department 4	\$2,010	8
	Department 6	\$9,900	14
	Department 8	\$270	3
ID-58E4A	Department 0	\$13,935	15
	Department 4	\$1,060	2
	Department C	\$10,809	15
ID-B6689	Department 4	\$7,015	10
	Department 6	\$200	1
	Department 8	\$8,760	15
	Department C	\$65,315	16
ID-DF615	Department D	\$400	4
	Department 4	\$44,480	16
	Department 9	\$3,040	1
Grand Total		\$319,210	16

Collections Drilldown

Click +/- to drill up/down Click on values to go to Detail.

Facility	Department	Collections	Number of Accounts
ID-9A091	Department 3	\$1,220	2
	Department 4	\$2,010	8
	Department 6	\$9,900	14
	Department 8	\$270	3
ID-58E4A	Department 0	\$13,935	15
	Department 4	\$1,060	2
	Department C	\$10,809	15
ID-B6689	Department 4	\$7,015	10
	Department 6	\$200	1
	Department 8	\$8,760	15
	Department C	\$65,315	16
ID-DF615	Department D	\$400	4
	Department 4	\$44,480	16
	Department 9	\$3,040	1
Grand Total		\$319,210	16

✓ Keep Only ✗ Exclude [Icons]

2 items selected - SUM of Measure Values: 9,914

Department 6

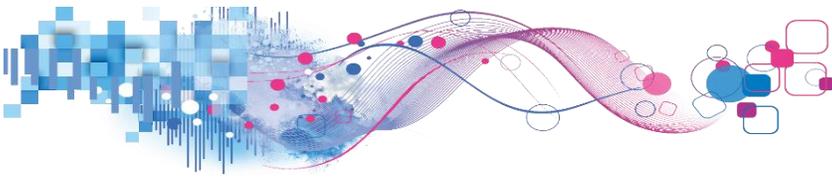
[Go to Detail](#)

Hover over any data field to display a pop-up box with greater detail, click on any data field to display options to export it.

You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

This detail can also be viewed by using the corresponding tab 'PaymentSafe Details' at the top of the dashboard.



PaymentSafe Details

Displays the details of each PE collection account. Use the filters on the left-hand side to filter for specific accounts.

Cover Page | PaymentSafe Summary | PaymentSafe Trend | Collections Drill Down | **PaymentSafe Details**

DEMO PaymentSafe Dashboard

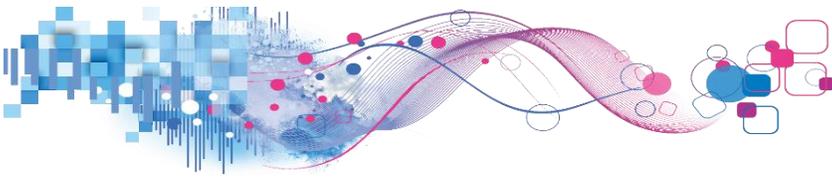
Hospital 9 10/3/2019 Through 2/9/2020 Last Updated 1/31/2020 1:31:07 PM

Details Report

Report is limited to 10,000 rows.

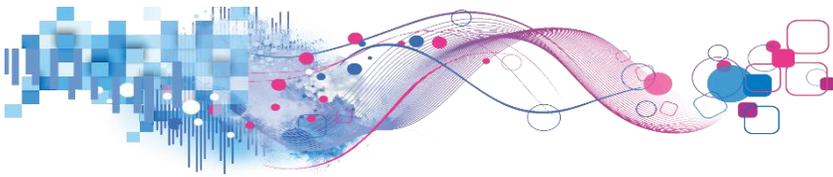
	Confirmation	Account Number	Payment Date Time	Settled Date Time	Admission Date	Department	Payment Source	Transaction Type	Tender Type	Status	Original User	Trans Count	Collections
	Confirm 0	Account 0	11/27/2019 12:00:00 A.	11/28/2019 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$40.00
			11/30/2019 12:00:00 A.	12/1/2019 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$20.00
			12/29/2019 12:00:00 A.	12/30/2019 12:00:00 AM		Department 4	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$900.00
			1/13/2020 12:00:00 AM	1/13/2020 12:00:00 AM		Department 0	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$50.00
			1/20/2020 12:00:00 AM	1/21/2020 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$30.00
		Account 1	10/10/2019 12:00:00 A.	10/11/2019 12:00:00 AM		Department C	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 3	1	\$40.00
			10/16/2019 12:00:00 A.	10/17/2019 12:00:00 AM		Department 4	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$50.00
			10/19/2019 12:00:00 A.	10/19/2019 12:00:00 AM		Department C	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 9	1	\$20.00
			12/6/2019 12:00:00 AM	12/7/2019 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$30.00
			12/13/2019 12:00:00 A.	12/14/2019 12:00:00 AM		Department 4	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$300.00
			1/17/2020 12:00:00 AM	1/18/2020 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$30.00
		Account 2	10/19/2019 12:00:00 A.	10/20/2019 12:00:00 AM		Department C	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 3	1	\$30.00
			11/23/2019 12:00:00 A.	11/23/2019 12:00:00 AM		Department 0	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$50.00
			12/15/2019 12:00:00 A.	12/15/2019 12:00:00 AM		Department 0	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$100.00
		Account 3	10/6/2019 12:00:00 AM	10/7/2019 12:00:00 AM		Department 4	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$30.00
			11/20/2019 12:00:00 A.	11/21/2019 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 8	1	\$30.00
		Account 4	10/8/2019 12:00:00 AM	10/8/2019 12:00:00 AM		Department C	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 9	1	\$60.00
			10/9/2019 12:00:00 AM	10/10/2019 12:00:00 AM		Department 4	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$60.00
			10/12/2019 12:00:00 A.	10/12/2019 12:00:00 AM		Department C	PaymentSourc.	Payment	Paper Che.	Settled-Accepted	Payer 9	1	\$20.00
			12/1/2019 12:00:00 AM	12/2/2019 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$10.00
		Account 5	10/8/2019 12:00:00 AM	10/9/2019 12:00:00 AM		Department 4	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$50.00
			11/22/2019 12:00:00 A.	11/23/2019 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$30.00
			12/25/2019 12:00:00 A.	12/25/2019 12:00:00 AM		Department 0	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$20.00
			1/14/2020 12:00:00 AM	1/15/2020 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$30.00
			1/22/2020 12:00:00 AM	1/23/2020 12:00:00 AM		Department 4	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 0	1	\$30.00
		Account 8	10/13/2019 12:00:00 A.	10/14/2019 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$100.00
			12/3/2019 12:00:00 AM	12/4/2019 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer 8	1	\$10.00
			12/18/2019 12:00:00 AM	12/18/2019 12:00:00 AM		Department D	PaymentSourc.	Payment	Credit Card	Settled-Accepted	Payer F	1	\$20.00

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Filter criteria box includes:

<p>Payment Date 10/3/2019 2/9/2020</p> <p>Facility (All)</p> <p>Department (All)</p> <p>Original User (All)</p> <p>Tender Type (All)</p> <p>Transaction Type (All)</p> <p>Payment Source PaymentSource907AF</p> <p>Status Settled-Accepted</p> <p>Account Number []</p> <p>Confirmation []</p> <p>Rows for Detail 10,000</p>	<p>Payment Date</p>	<p>Adjust the slider to capture desired date range.</p>
	<p>Facility</p>	<p>Choose to view data from all facilities or select specific facilities to view.</p>
	<p>Department</p>	<p>Choose to view data from all departments or select specific departments to view.</p>
	<p>Original User</p>	<p>Choose to view data from all original users or select specific original users to view.</p>
	<p>Tender Type</p>	<p>Choose to view all tender types or select specific tender types to view (<i>cash, credit card and paper check</i>).</p>
	<p>Payment Source</p>	<p>Choose to view data from all payment sources or select specific payment sources to view.</p>
	<p>Status</p>	<p>Choose to view data from all statuses or select specific statuses to view (<i>Failed-Accepted, Settled-Accepted, Submitted-Accepted and Submitted-Not Accepted</i>).</p>
	<p>Account Number</p>	<p>Enter a specific account number to view.</p>
	<p>Confirmation</p>	<p>Enter a specific confirmation number to view.</p>
	<p>Rows for Detail</p>	<p>Displays the number of rows that are displaying. Initial default is set to 10,000. Adjust as needed.</p>



Example: Filters are set to display data for Account Number '4' with a status of Settled-Accepted, Payment Date is set from October 2019 to February 2020. The corresponding data displays information that matches that specific criteria.

Payment Date 10/3/2019 2/9/2020		Details Report Report is limited to 10,000 rows.										
Confirmation	Account Number	Payment Date Time	Settled Date Time	Admission Date	Department	Payment Source	Transaction Type	Tender Type	Status	Original User	Trans Count	Collections
Confirm 0	Account 4	10/8/2019 12:00:00 AM	10/8/2019 12:00:00 AM		Department C	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer 9	1	\$60.00
		10/9/2019 12:00:00 AM	10/10/2019 12:00:00 AM		Department 4	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$60.00
		10/12/2019 12:00:00 AM	10/12/2019 12:00:00 AM		Department C	PaymentSourc...	Payment	Paper Che...	Settled-Accepted	Payer 9	1	\$20.00
Confirm 1	Account 4	12/1/2019 12:00:00 AM	12/2/2019 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer F	1	\$10.00
		11/16/2019 12:00:00 A	11/17/2019 12:00:00 AM		Department 4	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$20.00
		10/5/2019 12:00:00 AM	10/6/2019 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer 8	1	\$50.00
Confirm 2	Account 4	10/16/2019 12:00:00 A	10/17/2019 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer F	1	\$80.00
		11/11/2019 12:00:00 A	11/17/2019 12:00:00 AM		Department 4	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$40.00
		12/6/2019 12:00:00 AM	12/7/2019 12:00:00 AM		Department 4	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$40.00
Confirm 3	Account 4	10/21/2019 12:00:00 A	10/22/2019 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer F	1	\$10.00
		1/1/2020 12:00:00 AM	1/2/2020 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer F	1	\$30.00
		1/24/2020 12:00:00 AM	1/25/2020 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer F	1	\$10.00
Confirm 4	Account 4	12/9/2019 12:00:00 AM	12/10/2019 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer F	1	\$10.00
		12/24/2019 12:00:00 A	12/25/2019 12:00:00 AM		Department 4	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$10.00
		12/28/2019 12:00:00 A	12/29/2019 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer F	1	\$30.00
Confirm 5	Account 4	12/30/2019 12:00:00 A	12/31/2019 12:00:00 AM		Department 4	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$100.00
		1/14/2020 12:00:00 AM	1/14/2020 12:00:00 AM		Department C	PaymentSourc...	Payment	Paper Che...	Settled-Accepted	Payer 9	1	\$20.00
		1/22/2020 12:00:00 AM	1/23/2020 12:00:00 AM		Department 4	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer 5	1	\$20.00
Confirm 6	Account 4	10/16/2019 12:00:00 A	10/17/2019 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer F	1	\$10.00
		10/25/2019 12:00:00 A	10/26/2019 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer F	1	\$30.00
		10/26/2019 12:00:00 A	10/27/2019 12:00:00 AM		Department D	PaymentSourc...	Payment	Credit Card	Settled-Accepted	Payer F	1	\$30.00

Hover over data in the Trans Count or Collections columns to display a pop-up box with greater details. Export the data to Crosstab to sort if necessary.

Trans Count	Collections
1	\$60.00

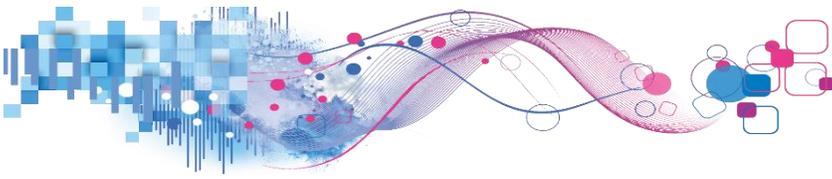
Gateway Profile ID: Confirm 0
 Account Number: Account 4
 Payment Date: 10/8/2019 12:00:00 AM
 Settled Date: 10/8/2019 12:00:00 AM
 Admission Date:
 Facility: ID-58E4A
 Department: Department C
 Payment Source: PaymentSource907AF
 Transaction Type: Payment
 Tender Type: Credit Card
 Status: Settled-Accepted
 Original User: Payer 9
 Trans Count: 1

Report uses nested sorting
Export to Crosstab to sort on individual columns

Trans Count	Collections
1	\$60.00

Gateway Profile ID: Confirm 0
 Account Number: Account 4
 Payment Date: 10/8/2019 12:00:00 AM
 Settled Date: 10/8/2019 12:00:00 AM
 Admission Date:
 Facility: ID-58E4A
 Department: Department C
 Payment Source: PaymentSource907AF
 Transaction Type: Payment
 Tender Type: Credit Card
 Status: Settled-Accepted
 Original User: Payer 9
 Collections: \$60.00

Report uses nested sorting
Export to Crosstab to sort on individual columns



Payment Plans Dashboard

Experian Health PaymentSafe is the healthcare industry’s most advanced solution for processing patient payments prior to or at the point of service. Collecting patient payments is critical to increasing overall revenue and avoiding bad debt write-offs.

Therefore, payment plans can be an option provided to patients enabling them to pay their bills over a defined period. This report provides insight into the payment plans created.

Payment Plans Cover Page

The cover page provides a brief description of the product.

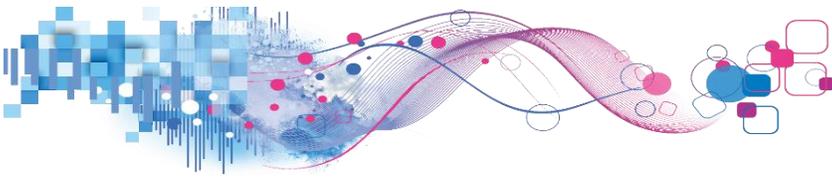
Cover Page | Payment Plan Dashboard

Payment Plans Dashboard

Experian Health PaymentSafe is the health care industry’s most advanced solution for processing patient payments prior to or at the point of service. Collecting patient payments is critical to increasing overall revenue and avoiding bad debt write-offs. Therefore, payment plans can be an option provided to patients enabling them to pay their bills over a defined period. This report provides insight into the payment plans created.

PaymentSafe provides an efficient, seamless patient payment process that is easy for staff and patients to use and gives hospitals complete control of patient collections.

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Payment Plans Dashboard

The Payment Plans dashboard includes details about payment plans that have been set up; the balance, the total amount, payment amount, terms and remaining terms.

Cover Page Payment Plan Dashboard

Payment Plans Report

DemoHospital 6 6/10/2016 Through 1/16/2021
Data Last Updated: 7/26/2020 9:01:46 PM

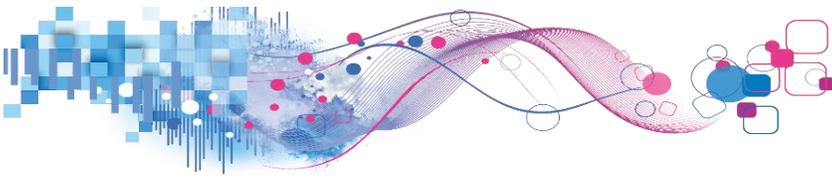
Total Accounts: 28,911

	Payment Plan Details								
Created Date	Account No	Profile ID	TransactionLog ID	Total Amount	Balance	Payment Amount	Total Payment	Terms	Remaining Terms
8/10/2016 1/16/2021	Account 0A0CE	Pid C525D	Tlogid 25FAD	\$800.00	\$600.00	\$50.00	\$200.00	20	10
	Account 0A1D8	Pid 70D60	Tlogid E65F8	\$2,000.00	\$1,000.00	\$50.00	\$1,000.00	30	20
	Account 0A2F1	Pid 6F894	Tlogid D9622	\$1,000.00	\$100.00	\$100.00	\$900.00	10	1
	Account 0A2F4	Pid AAB60	Tlogid 47E9D	\$1,000.00	\$500.00	\$80.00	\$500.00	20	7
	Account 0A3A6	Pid D080A	Tlogid 6E4A0	\$600.00	\$100.00	\$50.00	\$500.00	10	2
	Account 0A3B6	Pid 8F287	Tlogid 4A786	\$2,000.00	\$2,000.00	\$200.00	\$0.00	10	10
	Account 0A3DD	Pid 5784E	Tlogid 35664	\$800.00	\$500.00	\$80.00	\$300.00	10	6
	Account 0A3FO	Pid 2E8BD	Tlogid F8C2B	\$1,000.00	\$1,000.00	\$50.00	\$0.00	20	20
	Account 0A3FA	Pid E48FE	Tlogid 0776D	\$3,000.00	\$2,000.00	\$300.00	\$1,000.00	10	7
	Account 0A4C4	Pid 11D47	Tlogid 2860E	\$2,000.00	\$200.00	\$100.00	\$1,800.00	20	2
		Pid C443F	Tlogid 77B3E	\$6,000.00	\$6,000.00	\$100.00	\$0.00	50	50
	Account 0A5E6	Pid AD3A0	Tlogid 5EC32	\$1,000.00	\$200.00	\$200.00	\$800.00	6	1
	Account 0A5F7	Pid FA90B	Tlogid 30708	\$300.00	\$50.00	\$50.00	\$250.00	7	1
	Account 0A5FD	Pid 82619	Tlogid 35B9A	\$3,000.00	\$600.00	\$300.00	\$2,400.00	9	2
		Pid C7378	Tlogid D7BEA	\$3,000.00	\$2,000.00	\$300.00	\$1,000.00	8	6
	Account 0A60F	Pid 94273	Tlogid F1DCD	\$500.00	\$500.00	\$40.00	\$0.00	10	10
	Account 0A7B4	Pid 26E53	Tlogid 64768	\$1,000.00	\$1,000.00	\$100.00	\$0.00	10	10
	Account 0A7C8	Pid EC0C7	Tlogid 4E1BE	\$2,000.00	\$2,000.00	\$100.00	\$0.00	20	10
	Account 0A7E2	Pid 6B4CS	Tlogid 537EA	\$700.00	\$200.00	\$100.00	\$500.00	8	3
	Account 0A8A4	Pid 87FDA	Tlogid EA99B	\$300.00	\$50.00	\$30.00	\$250.00	10	1
Totals									

Total Amount vs Total Payment

Payments Timeliness

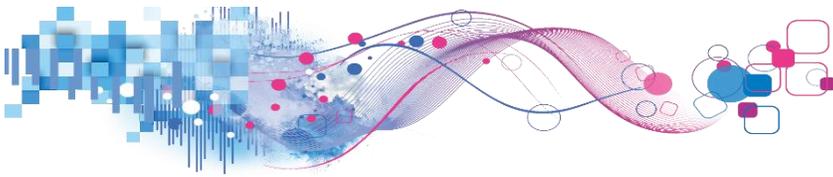
Payment Dates



Filter criteria box includes:

Created Date	6/10/2016	1/16/2021
Facility	(All) ▼	
Created By	(All) ▼	
Account No	<input type="text"/>	
TransactionLog ID	<input type="text"/>	
Patient Name	<input type="text"/>	
Payments Plan Status	(All) ▼	
Payments Timeliness	(All) ▼	
Totals	Payments Timeliness	

Created Date	Adjust the slider to capture desired date range.
Facility	Choose to view data from all facilities or select specific facilities to view.
Created By	Choose to view data from all users or select specific users to view.
Account Number	Enter a specific account number to view.
TransactionLog ID	Enter a specific transaction log id to view.
Patient Name	Enter a patient's name to view.
Payments Plan Status	Choose to view all payment plan statuses or select specific statuses to view (<i>Completed, Ongoing</i>).
Payments Timeliness	Choose to view all payments timeliness statuses or select specific statuses to view (<i>Null, Late, On Time</i>).



Example: Filters are set to display data payment plans set up from January 2019 to present that have a Payments Timeliness status of 'On Time'. The corresponding data displays information that matches that specific criteria.

Payment Plan Details									
Account No	Profile ID	TransactionLog ID	Total Amount	Balance	Payment Amount	Total Payment	Terms	Remaining Terms	
Account 0A0CE	Pid C525D	Tlogid 25FAD	\$800.00	\$600.00	\$50.00	\$200.00	20	10	
Account 0A1D8	Pid 70D60	Tlogid E65F8	\$2,000.00	\$1,000.00	\$50.00	\$1,000.00	30	20	
Account 0A2F1	Pid 6F894	Tlogid D9622	\$1,000.00	\$100.00	\$100.00	\$900.00	10	1	
Account 0A2F4	Pid AA86D	Tlogid 47E9D	\$1,000.00	\$500.00	\$80.00	\$500.00	20	7	
Account 0A3A6	Pid D080A	Tlogid 6E4A0	\$600.00	\$100.00	\$50.00	\$500.00	10	2	
Account 0A3DD	Pid 5784E	Tlogid 35664	\$800.00	\$500.00	\$80.00	\$300.00	10	6	
Account 0A3F0	Pid 2E8BD	Tlogid F8C2B	\$1,000.00	\$1,000.00	\$50.00	\$0.00	20	20	
Account 0A3FA	Pid E48FE	Tlogid 0776D	\$3,000.00	\$2,000.00	\$300.00	\$1,000.00	10	7	
Account 0A4C4	Pid C443F	Tlogid 77B3E	\$6,000.00	\$6,000.00	\$100.00	\$0.00	50	50	
Account 0A5E6	Pid AD3A0	Tlogid 5EC32	\$1,000.00	\$200.00	\$200.00	\$800.00	6	1	
Account 0A5F7	Pid FA90B	Tlogid 30708	\$300.00	\$50.00	\$50.00	\$250.00	7	1	
Account 0A5FD	Pid 82619	Tlogid 35B9A	\$3,000.00	\$600.00	\$300.00	\$2,400.00	9	2	
	Pid C7378	Tlogid D7BEA	\$3,000.00	\$2,000.00	\$300.00	\$1,000.00	8	6	
Account 0A6DF	Pid 94273	Tlogid F1DCD	\$500.00	\$500.00	\$40.00	\$0.00	10	10	
Account 0A7B4	Pid 26E53	Tlogid 64768	\$1,000.00	\$1,000.00	\$100.00	\$0.00	10	10	
Account 0A7C8	Pid EOC07	Tlogid 4E1BE	\$2,000.00	\$2,000.00	\$100.00	\$0.00	20	10	
Account 0A7E2	Pid 6B4C5	Tlogid 537EA	\$700.00	\$200.00	\$100.00	\$500.00	8	3	
Account 0A8A4	Pid 87FDA	Tlogid EA99B	\$300.00	\$50.00	\$30.00	\$250.00	10	1	
Account 0A8AB	Pid ABE86	Tlogid A62E8	\$500.00	\$40.00	\$40.00	\$460.00	10	1	
Account 0A8D6	Pid 1207D	Tlogid 041CB	\$500.00	\$50.00	\$50.00	\$450.00	10	1	

Total Amount vs Total Payment

Payments Timeliness

Payment Dates

Select an account number to view more details.

Payment Plan Details									
Account No	Profile ID	TransactionLog ID	Total Amount	Balance	Payment Amount	Total Payment	Terms	Remaining Terms	
Account 0A0CE	Pid C525D	Tlogid 25FAD	\$800.00	\$600.00	\$50.00	\$200.00	20	10	
Account 0A1D8	Pid 70D60	Tlogid E65F8	\$2,000.00	\$1,000.00	\$50.00	\$1,000.00	30	20	
Account 0A3F1	Pid 6F894	Tlogid D9622	\$1,000.00	\$100.00	\$100.00	\$900.00	10	1	
Account 0A2F4	Pid AA86D	Tlogid 47E9D	\$1,000.00	\$500.00	\$80.00	\$500.00	20	7	
Account 0A3A6	Pid D080A	Tlogid 6E4A0	\$600.00	\$100.00	\$50.00	\$500.00	10	2	
Account 0A3DD	Pid 5784E	Tlogid 35664	\$800.00	\$500.00	\$80.00	\$300.00	10	6	
Account 0A3F0	Pid 2E8BD	Tlogid F8C2B	\$1,000.00	\$1,000.00	\$50.00	\$0.00	20	20	
Account 0A3FA	Pid E48FE	Tlogid 0776D	\$3,000.00	\$2,000.00	\$300.00	\$1,000.00	10	7	
Account 0A4C4	Pid C443F	Tlogid 77B3E	\$6,000.00	\$6,000.00	\$100.00	\$0.00	50	50	
Account 0A5E6	Pid AD3A0	Tlogid 5EC32	\$1,000.00	\$200.00	\$200.00	\$800.00	6	1	
Account 0A5F7	Pid FA90B	Tlogid 30708	\$300.00	\$50.00	\$50.00	\$250.00	7	1	
Account 0A5FD	Pid 82619	Tlogid 35B9A	\$3,000.00	\$600.00	\$300.00	\$2,400.00	9	2	
	Pid C7378	Tlogid D7BEA	\$3,000.00	\$2,000.00	\$300.00	\$1,000.00	8	6	
Account 0A6DF	Pid 94273	Tlogid F1DCD	\$500.00	\$500.00	\$40.00	\$0.00	10	10	
Account 0A7B4	Pid 26E53	Tlogid 64768	\$1,000.00	\$1,000.00	\$100.00	\$0.00	10	10	
Account 0A7C8	Pid EOC07	Tlogid 4E1BE	\$2,000.00	\$2,000.00	\$100.00	\$0.00	20	10	
Account 0A7E2	Pid 6B4C5	Tlogid 537EA	\$700.00	\$200.00	\$100.00	\$500.00	8	3	
Account 0A8A4	Pid 87FDA	Tlogid EA99B	\$300.00	\$50.00	\$30.00	\$250.00	10	1	
Account 0A8AB	Pid ABE86	Tlogid A62E8	\$500.00	\$40.00	\$40.00	\$460.00	10	1	
Account 0A8D6	Pid 1207D	Tlogid 041CB	\$500.00	\$50.00	\$50.00	\$450.00	10	1	

Total Amount vs Total Payment

Payments Timeliness

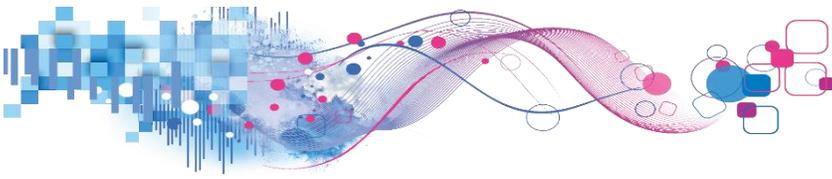
2020		2021	
October	November	December	January
✗	✓	✗	✓

Payment Dates

10/13/2020

2/12/2021

1/12/2022



Account No	Profile ID	TransactionLog ID
Account 0A0CE	Pid C525D	Tlogid 25FAD
Account 0A1D8	Pid 70D60	Tlogid F65F8
Account 0A2F1	<input checked="" type="checkbox"/> Keep Only <input type="checkbox"/> Exclude	
Account 0A2F4	6 items selected - SUM of Measure Values: 1,680	
Account 0A3A6		
Account 0A3DD	Account 0A0CE	
Account 0A3F0		

Click any data field to display options to export it.

You can choose to keep only this data or exclude this data from the results.

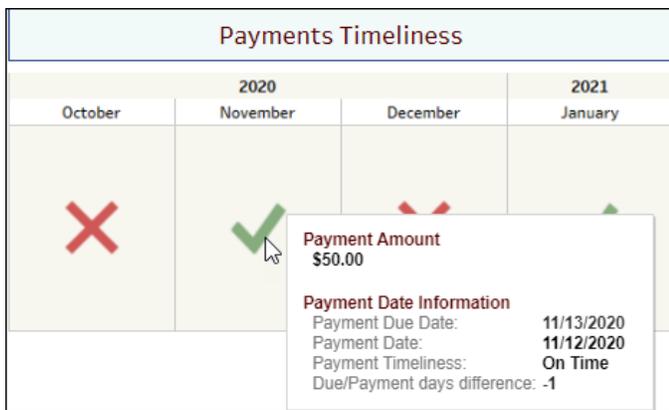
This data can be downloaded by clicking on the View Data icon (see pg. 8)

The bottom of the dashboard includes different sections:

Total Amount vs. Total Payment – a visual of where they are in the payoff process.

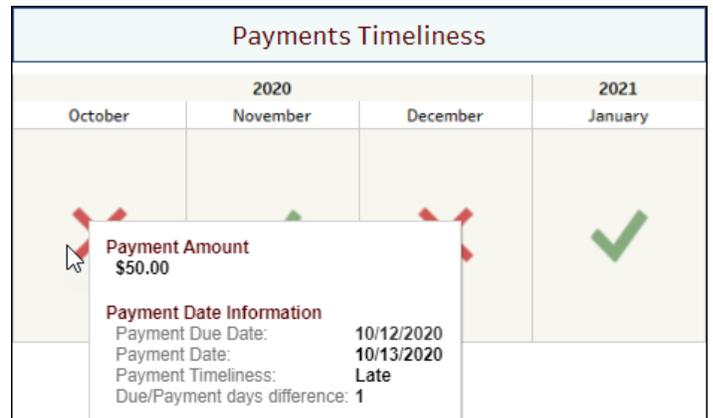
Payments Timeliness – Displays a **Checkmark** for an on-time payment and an **X** for a late payment.

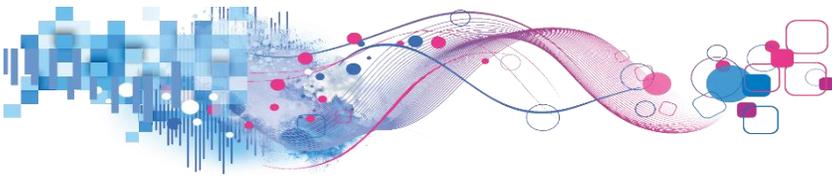
Payment Dates – a visual of their payment dates.



On-time payment details

Late payment details





Eligibility Errors Dashboard – Definitions

This tab displays definitions of the commonly used lingo and abbreviations throughout this dashboard.

Eligibility Errors Dashboard: XXXXXX Health System

Dates Included: 12/22/2019 through 9/28/2020 Report last refreshed: 9/29/2020 6:01:46 PM



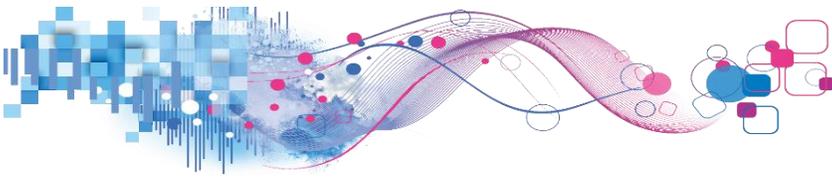
AAA error segments are utilized to indicate insufficient or invalid information in the 270 Eligibility Request.

When a 271 Response transaction is returned to a provider, submitter, or clearinghouse the AAA segment indicates when the 270 Eligibility Request transaction previously submitted to a payer was rejected due to data errors or was processed but could not return any eligibility information for the Subscriber.

The AAA segment contains the reason for the rejection or why there is no eligibility information for the Subscriber in the response.

Different Payers can support different AAA codes

For a list of the updated AAA codes please visit: <https://x12.org/codes>



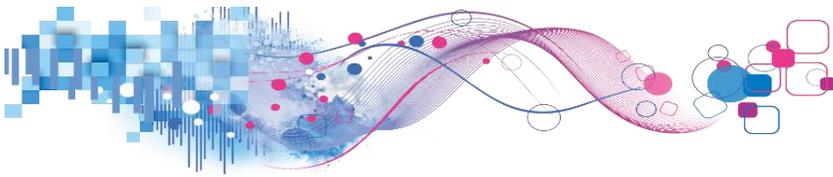
Authorizations Dashboard

Experian Health Authorizations is an integrated online service that facilitates the prior authorization management inquiry and submission processes. Inquiries are automated and take place behind the scenes without user intervention.

The user will be guided through the workflow, auto-filling all of the payer data and prompting if manual intervention is required.

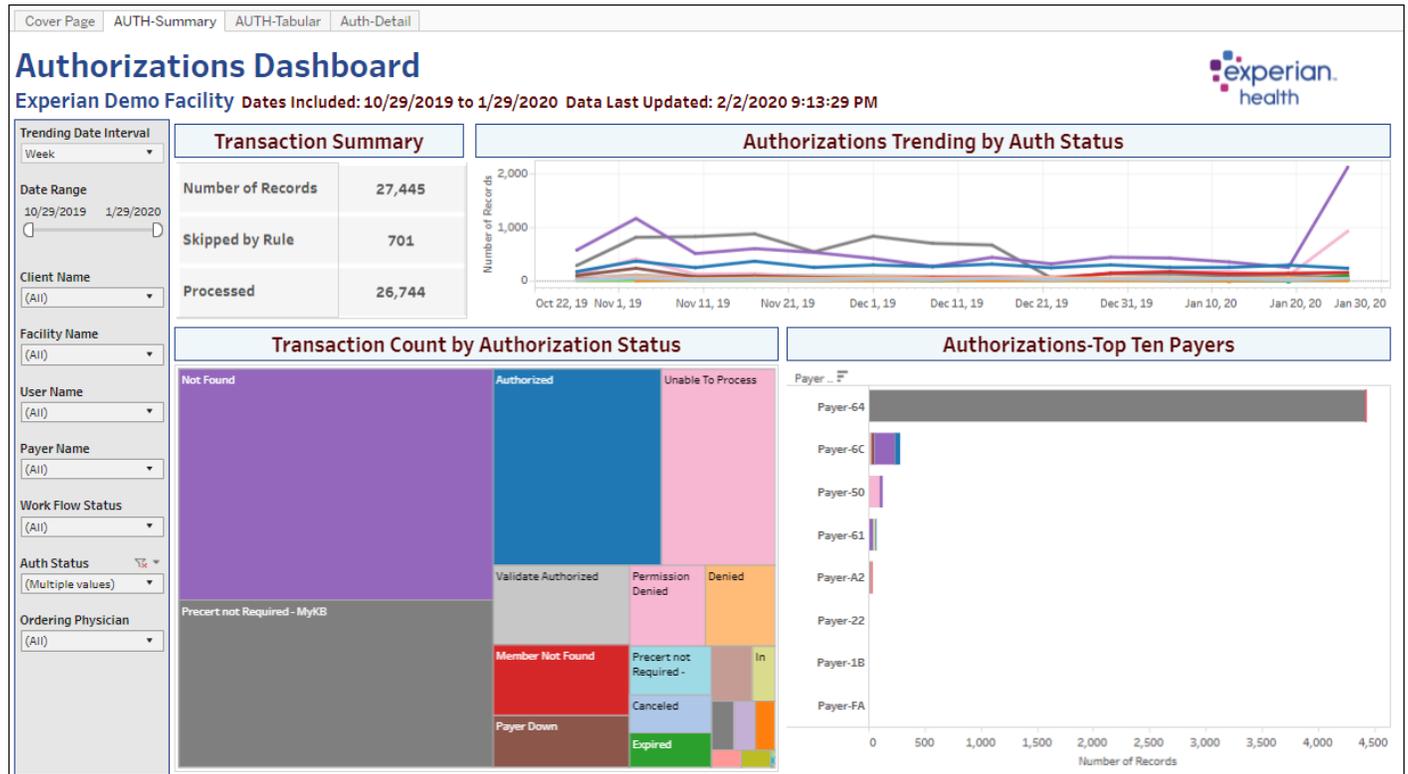
Authorizations Cover Page

The cover page provides a brief description of the product. This dashboard is designed to give a high-level view for Authorizations transactions and then can drill down to more granular account and line item detail.



AUTH - Summary

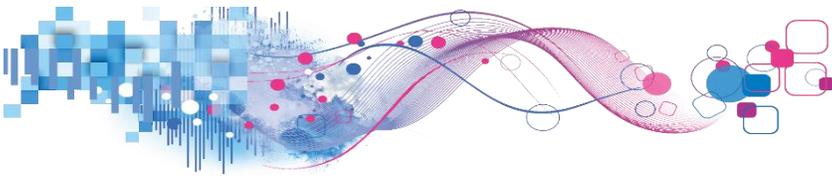
The Summary Dashboard provides a transaction summary, trending and transaction count by Authorization Status and the top ten payers.



★ Pro Tips

Filter criteria populated in the filter on the Summary tab carries through to the Tabular and Detail tabs.

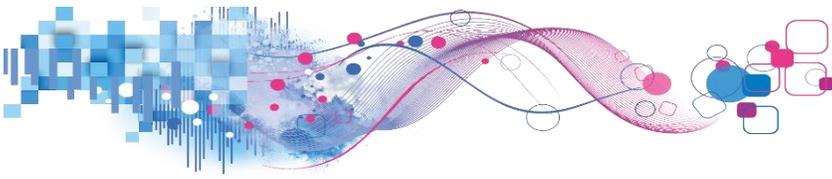
A good rule of thumb – Find something that needs investigating on the Summary tab and use the Tabular and Detail tabs to dig deeper into the issue.



Filter Criteria box includes:

Trending Date Interval
Week ▾
Date Range
10/29/2019 1/29/2020
<input type="text"/>
Client Name
(All) ▾
Facility Name
(All) ▾
User Name
(All) ▾
Payer Name
(All) ▾
Work Flow Status
(All) ▾
Auth Status
(Multiple values) ▾
Ordering Physician
(All) ▾

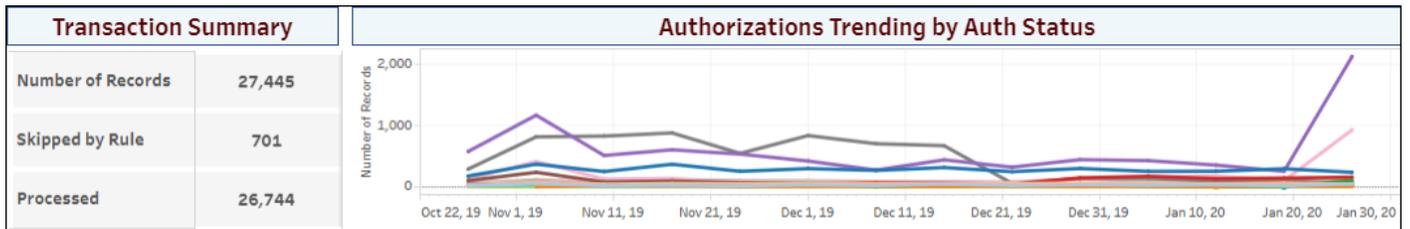
Trending Date Interval	Display trends in day, week or month intervals.
Date Range	Adjust the slider to capture desired date range.
Client Name	Choose to view data from all clients or select specific clients to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Facility Name	Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
User Name	Choose to view data from all users or select specific users to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Payer Name	Choose to view data from all payers or select specific payers to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Work Flow Status	Choose to view data from all workflow statuses or select specific workflow statuses to view. <i>These may vary depending on your facility's configuration. Ability to enter specific, free-form text is also available within this filter.</i>
Auth Status	Choose to view data from of all authorization statuses or select specific authorization statuses to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Ordering Physician	Choose to view data from all ordering physicians or select specific ordering physicians to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>



The Transaction Summary displays an overall summary of the number of records, how many of those were 'Skipped by Rule' and how many were processed.

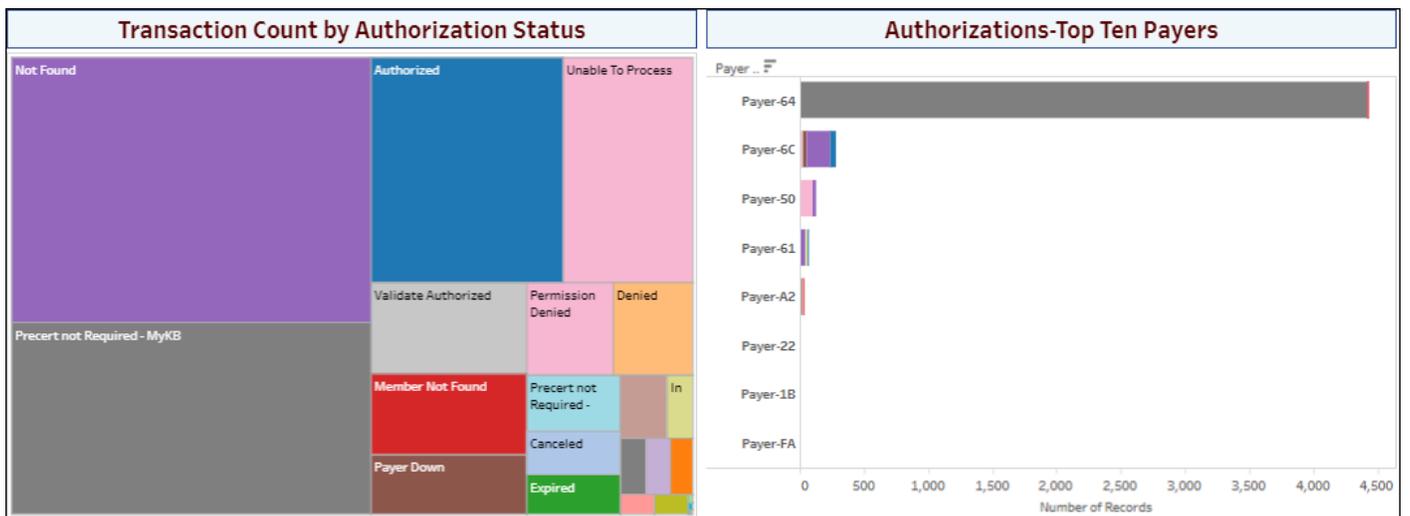
The Skipped by Rule are accounts that did not process through Authorizations. Examples include but are not limited to; Non-Electronic Insurance, Missing Procedure Code(s), Excluded Service Types and Message Event Types.

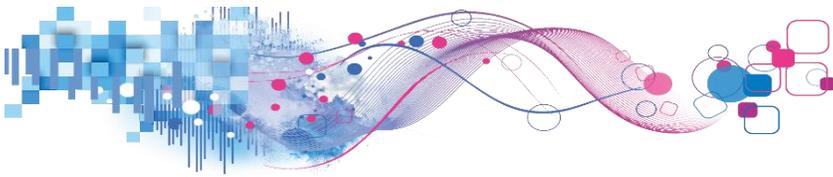
Authorizations Trending by Auth Status displays trending by the various Authorization Statuses and are color-coded by status.



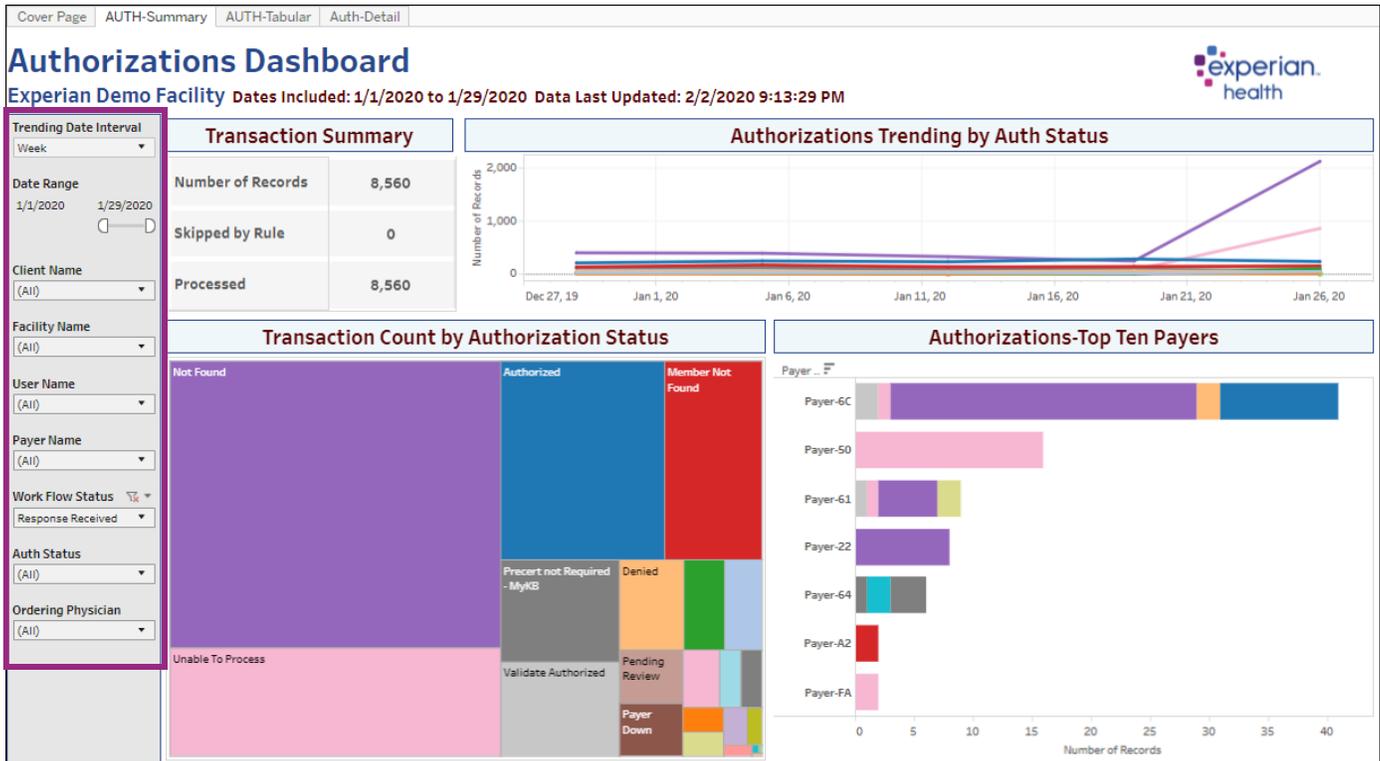
The Transaction Count by Authorization Status displays different statuses in boxes by color (*the color in these boxes serve as the color for the rest of the page*). The size of the boxes is determined by the transaction counts for each status.

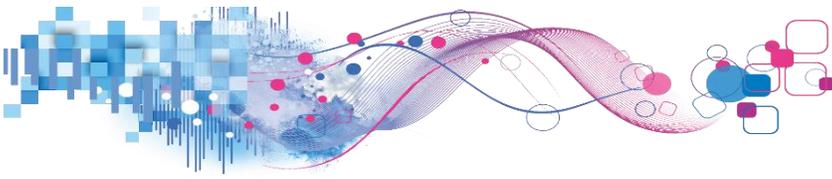
The Authorizations – Top Ten Payers provides a quick view of each of the top ten payers in regards to authorization statuses found in the box on the left.





Example: Filters are set to display the data for the month of January 2020 in weekly intervals with a Work Flow Status of Response Received. The corresponding data and graphs now display information that matches that specific criteria.





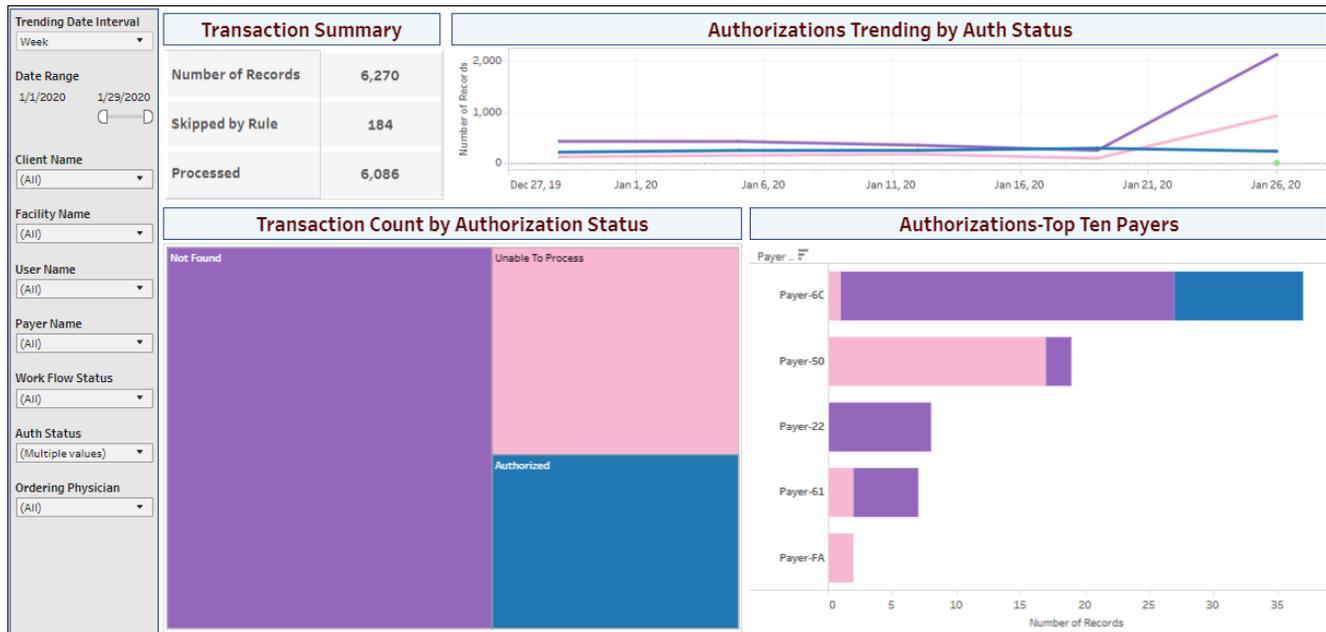
Example: View information about which Payers are trending on specific authorization statuses for the month of January 2020.

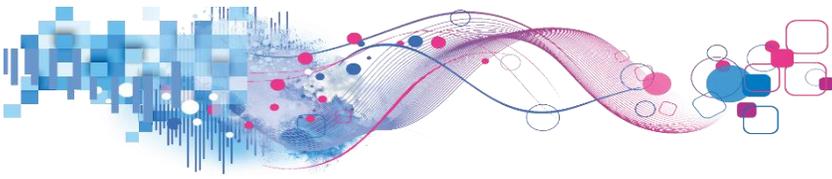
- (All)
- Authorized
- Canceled
- Contact Payer
- Denied
- Expired
- In Process
- Incomplete
- Member Not Found
- No Precert Required
- Not Found
- Partial Authorization
- Payer Down
- Pending Review
- Permission Denied
- Precert not Required - MyKB
- Precert not Required - National
- Precert Required - KB
- Processing
- Skipped by Rule
- Unable To Process
- User Follow Up
- Validate Authorized
- Validate Denied
- Validate Precert Required

Filters are set to display the data for the month of January 2020 in weekly intervals with an Authorization Status of:

Authorized, Incomplete, Not Found and Unable to Process.

The corresponding data and graphs now display information that matches that specific criteria.





Click on a specific status (color) in the line graph to view its details in a pop-up box.

Click on the link 'View Details Page' to display the data in greater detail.

This detail can also be viewed by using the corresponding tab 'Detail' at the top of the dashboard.

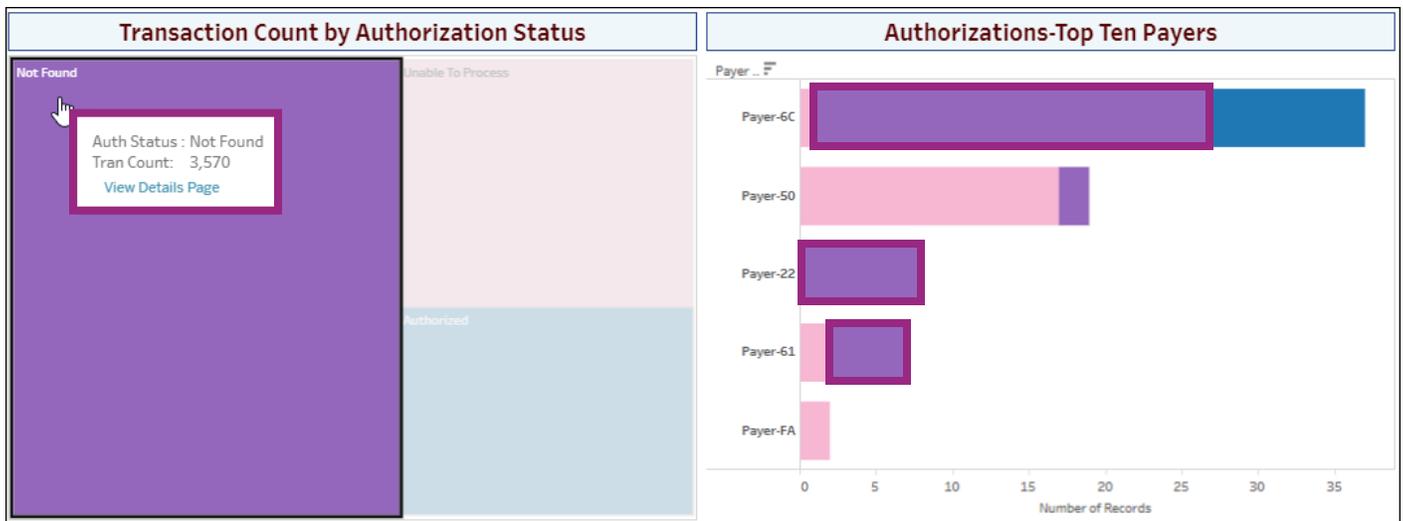


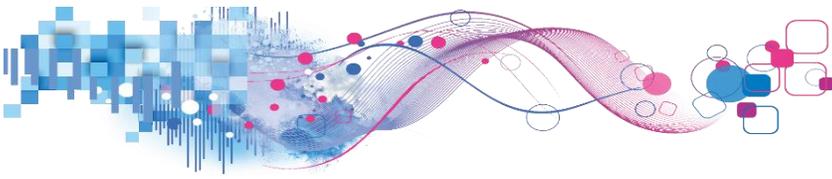
The same functionality applies to the graphs at the bottom of the screen.

Reading left to right; this example is looking at the details for the status of 'Not Found'.

Notice on the Top Ten Payers list on the right, that it is Payers 4C, 22 and 61 that have the most transactions for this specific status, 'Not Found'.

Use the Tabular and Details tabs to view information in greater detail.





AUTH - Tabular

The Trending report displays the same information in a spreadsheet type format.

Cover Page AUTH-Summary AUTH-Tabular Auth-Detail

Authorizations Dashboard

Experian Demo Facility Dates Included: 1/1/2020 to 1/29/2020 Data Last Updated: 2/2/2020 9:13:29 PM

Grouping Level
Client Name

Date Interval
Week

Date Range
1/1/2020 1/29/2020

Client Name
(All)

Facility Name
(All)

User Name
(All)

Payer Name
(All)

Work Flow Status
(All)

Auth Status
(All)

Ordering Physician
(All)

Authorization-Tabular - Grouped By Client Name						
Use Date Interval to change Date Format Select (+) to expand or (-) to collapse fields						
Grouping Selection	Grand Total	1/26/2020	1/19/2020	1/12/2020	1/5/2020	12/29/2019
Grand Total	153,824	42,067	32,572	29,236	29,382	20,567
Client-6	140,558	37,491	30,333	27,277	26,967	18,490
Client-B	3,955	1,818	494	540	576	527
Client-E	9,311	2,758	1,745	1,419	1,839	1,550

★ Pro Tips

Remember the filter criteria set on the Summary tab follows through to this tab. This filter criteria can be changed using the filter box on the left.

Grouping Level

Client Name

Client Name

Payer

Department

User

Facility Name

Doctor

Grouping Level can be changed to view the data by Client Name, Payer, Department, User, Facility Name or Doctor.

Date Interval

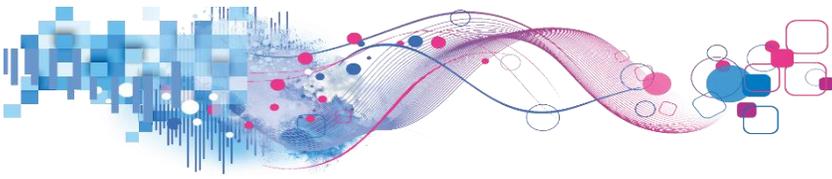
Week

Month

Week

Day

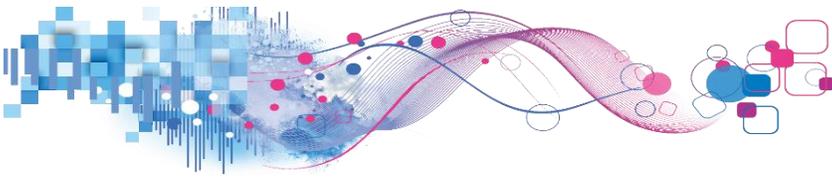
Data can be viewed in month, week or day intervals.



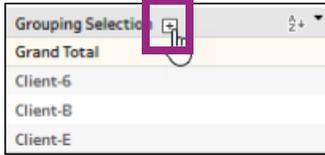
Filter Criteria box includes:

Grouping Level
Client Name ▼
Date Interval
Week ▼
Date Range
10/29/2019 1/29/2020
<input type="text"/>
Client Name
(All) ▼
Facility Name
(All) ▼
User Name
(All) ▼
Payer Name
(All) ▼
Work Flow Status
(All) ▼
Auth Status
(All) ▼
Ordering Physician
(All) ▼

Grouping Level	Group results by Client Name, Payer, Department, User, Facility Name, or Doctor.
Date Interval	Display data in month, week or day intervals.
Date Range	Adjust the slider to capture desired date range.
Client Name	Choose to view data from all clients or select specific clients to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Facility Name	Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
User Name	Choose to view data from all users or select specific users to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Payer Name	Choose to view data from all payers or select specific payers to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Work Flow Status	Choose to view data from all workflow statuses or select specific workflow statuses to view. <i>These may vary depending on your facility's configuration. Ability to enter specific, free-form text is also available within this filter.</i>
Auth Status	Choose to view data from of all authorization statuses or select specific authorization statuses to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Ordering Physician	Choose to view data from all ordering physicians or select specific ordering physicians to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>

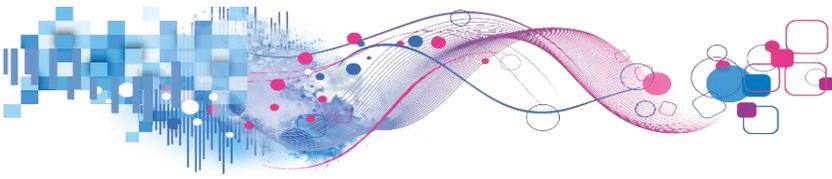


The plus sign (+) can be used to expand the Grouping Selection column to see greater details for each specific grouping.



Specific authorization status totals are now shown for each client.

Grouping Level		Authorization-Tabular - Grouped By Client Name						
Client Name		Use Date Interval to change Date Format Select (+) to expand or (-) to collapse fields						
Grouping Selection	Auth Status	Grand Total	1/26/2020	1/19/2020	1/12/2020	1/5/2020	12/29/2019	
Grand Total		153,824	42,067	32,572	29,236	29,382	20,567	
Client-6	Authorized	38	4	12	8	9	5	
	Denied	3	1	1		1		
	Expired	10	5		1	2	2	
	In Process	11	5		1	3	2	
	Member Not Found	8	1	1	1	2	3	
	Not Found	341	165	27	43	49	57	
	Payer Down	10	3		4		3	
	Pending Review	1					1	
	Permission Denied	2				2		
	Precert not Required - National	2				1	1	
	Skipped by Rule	140,055	37,281	30,276	27,212	26,884	18,402	
	Unable To Process	68	25	14	6	11	12	
	User Follow Up	5	1			2	2	
	Validate Authorized	4		2	1	1		
Client-B	Authorized	731	140	171	144	149	127	
	Canceled	115	39	14	20	21	21	
	Contact Payer	37	9	14	3	6	5	
	Denied	167	26	40	30	36	35	
	In Process	25	21		4			
	Member Not Found	77	13	17	16	17	14	
	No Precert Required	11			3	8		
	Not Found	1,008	618	60	107	102	121	
	Partial Authorization	17	2	5	4	2	4	
	Payer Down	30	4	2	4	2	18	
	Pending Review	115	108	2	2	3		
	Permission Denied	4	4					
	Processing	1		1				



Click on a specific status to view its details in a pop-up box.

You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

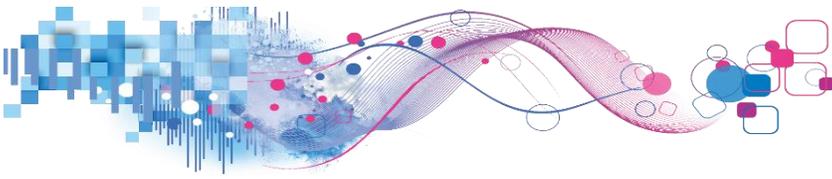
Click on the link 'View Details' to display the data in greater detail.

This detail can also be viewed by using the corresponding tab 'Detail' at the top of the dashboard.

Authorization-Tabular - Grouped By Client Name						
Use Date Interval to change Date Format Select (+) to expand or (-) to collapse fields						
Grouping Selection	Auth Status	Grand Total	1/26/2020	1/19/2020	1/12/2020	1/5/2020 12/29/2019
Grand Total		153,824	42,067	32,572	29,236	29,382 20,567
Client-6	Authorized	38	4	12	8	9 5
	Denied		1	1		1
	Expired		5		1	2 2
	In Process		5		1	3 2
	Member Not Found		1	1	1	2 3
	Not Found		165	27	43	49 57
	Payer Down		3		4	

Example: The filter from the Summary tab carries through to this tab. Grouping Level has been changed to Payer and the Authorization Status filter is still set to Authorized, Incomplete, Not Found and Unable to Process.

Authorization-Tabular - Grouped By Payer						
Use Date Interval to change Date Format Select (+) to expand or (-) to collapse fields						
Grouping Selection	Auth Status	Grand Total	1/26/2020	1/19/2020	1/12/2020	1/5/2020 12/29/2019
Grand Total		6,270	3,281	632	773	822 762
Payer-0A	Authorized	39	7	7	8	10 7
	Not Found	202	150	10	10	18 14
	Unable To Process	24	12	2	4	3 3
Payer-0C	Not Found	110	73	10	4	8 15
	Unable To Process	14	11		2	
Payer-0F	Authorized	7	1	2	1	1 2
	Not Found	54	20	2	7	13 12
	Unable To Process	7	2			
Payer-1D	Authorized	40	8	7	6	12 7
	Not Found	50	37	3	5	3 2
	Unable To Process	11	6		2	
Payer-1E	Authorized	66	9	17	20	6 14
	Not Found	37	16	2	6	5 8
	Unable To Process	27	5	2	7	7 6
Payer-1F	Authorized	1		1		
	Not Found	32	23	2	3	2 2
	Unable To Process	4	4			
Payer-2C	Authorized	8	2	2	3	1
	Not Found	3	2			1
	Unable To Process	5	4			
Payer-3A	Authorized	1				1
	Not Found	3	1	1	1	
	Unable To Process	1		1		
Payer-3B	Not Found	7			3	2 2
	Unable To Process	54	43	2	3	1 5
Payer-3C	Unable To Process	2	1			1
Payer-3F	Authorized	32		2	2	5 23



AUTH - Details

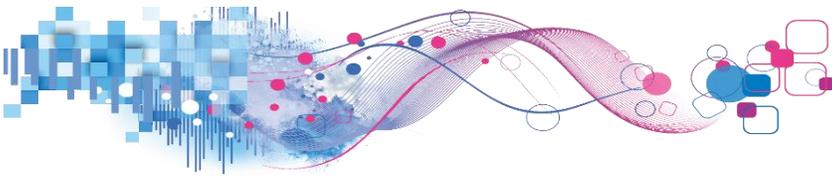
The Details report displays the granular detail of the data in the previous tabs.

Authorizations- Activity Detail											
Limited to 5,000 Rows											
Client Name	User Name	Ordering Physician	Facility Name	Payer Name	Account Number	Auth Status	Work Flow Status	Transaction Type	Service Date	Action Date	
Client-6	Null	Null	Facility-2	Payer-5C	1A9A37306D	Skipped by Rule	New	Electronic	1/15/2020	1/15/2020	1
					1F8F5DA2CF	Skipped by Rule	New	Electronic	1/1/2020	1/1/2020	1
					2A98DDE805	Skipped by Rule	New	Electronic	1/15/2020	1/15/2020	1
					2D1947E550	Skipped by Rule	New	Electronic	1/29/2020	1/29/2020	1
					3B02BD60A9	Skipped by Rule	New	Electronic	1/15/2020	1/15/2020	1
					4B4FA925CA	Skipped by Rule	New	Electronic	1/15/2020	1/15/2020	1
					5B00362ADF	Skipped by Rule	New	Electronic	1/8/2020	1/8/2020	1
					6DD9D164C3	Skipped by Rule	New	Electronic	1/22/2020	1/22/2020	1
					7B833F2ECO	Skipped by Rule	New	Electronic	1/8/2020	1/8/2020	1
					9B0AC93780	Skipped by Rule	New	Electronic	1/22/2020	1/22/2020	1
					07E57A338E	Skipped by Rule	New	Electronic	1/8/2020	1/8/2020	1
					18CFD278ED	Skipped by Rule	New	Electronic	1/8/2020	1/8/2020	1
					41FE13FE02	Skipped by Rule	New	Electronic	1/22/2020	1/22/2020	1
					45F40813E5	Skipped by Rule	New	Electronic	1/22/2020	1/22/2020	1
					52E929A663	Skipped by Rule	New	Electronic	1/29/2020	1/29/2020	1
					69DE0F8C9B	Skipped by Rule	New	Electronic	1/22/2020	1/22/2020	1
					901F6542B4	Skipped by Rule	New	Electronic	1/8/2020	1/8/2020	1
					0703FC02B2	Skipped by Rule	New	Electronic	1/15/2020	1/15/2020	1
					1268F9047A	Skipped by Rule	New	Electronic	1/1/2020	1/1/2020	1
					2647FBFF64	Skipped by Rule	New	Electronic	1/1/2020	1/1/2020	1
					3350A75571	Skipped by Rule	New	Electronic	1/8/2020	1/8/2020	1
					5341B778B6	Skipped by Rule	New	Electronic	1/22/2020	1/22/2020	1
					6985FB6C02	Skipped by Rule	New	Electronic	1/22/2020	1/22/2020	1
					9034CB472C	Skipped by Rule	New	Electronic	1/22/2020	1/22/2020	1
					16223A7C94	Skipped by Rule	New	Electronic	1/15/2020	1/15/2020	1
					3426085CA9	Skipped by Rule	New	Electronic	1/15/2020	1/15/2020	1
					A69ED62785	Skipped by Rule	New	Electronic	1/1/2020	1/1/2020	1

★ Pro Tips

Detail Rows – this is initially set at 5,000 rows. This can be adjusted to better suit your facility’s needs. This report will remember what this filter has been updated to.

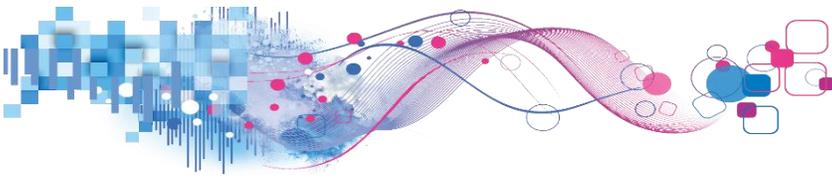
Limit Detail Rows to:



Filter Criteria box includes:

Date Range 10/29/2019 1/29/2020 <input type="text"/>
Client Name (All) ▼
Facility Name (All) ▼
User Name (All) ▼
Payer Name (All) ▼
Work Flow Status (All) ▼
Auth Status (All) ▼
Ordering Physician (All) ▼
Account Number <input type="text"/>
Limit Detail Rows to: 5,000

Date Range	Adjust the slider to capture desired date range.
Client Name	Choose to view data from all clients or select specific clients to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Facility Name	Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
User Name	Choose to view data from all users or select specific users to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Payer Name	Choose to view data from all payers or select specific payers to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Work Flow Status	Choose to view data from all workflow statuses or select specific workflow statuses to view. <i>These may vary depending on your facility's configuration. Ability to enter specific, free-form text is also available within this filter.</i>
Auth Status	Choose to view data from of all authorization statuses or select specific authorization statuses to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Ordering Physician	Choose to view data from all ordering physicians or select specific ordering physicians to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Account Number	Enter a specific account number to view.
Limit Detail Rows to:	Displays the number of rows that are displaying. Initial default is set to 10,000. Adjust as needed.



Example: The filter from the Summary tab and/or the Tabular tab carries through to this tab. The Authorization Status filter is still set to Authorized, Incomplete, Not Found and Unable to Process.

Authorizations- Activity Detail											
Limited to 5,000 Rows											
Client Name	User Name	Ordering Physician	Facility Name	Payer Name	Account Number	Auth Status	Status	Type	Service Date	Action Date	
Client-6	User-0B	Doctor-3D	Facility-2	Payer-0F	5E9CBAF8BC	Not Found	Response Re..	Electronic	12/31/2019	1/29/2020	1
	User-0F	Doctor-3B	Facility-2	Payer-6C	46B58596EB	Not Found	Response Re..	Electronic	11/26/2019	1/1/2020	1
		Doctor-4B	Facility-2	Payer-4B	F086668D09	Not Found	Response Re..	Electronic	12/3/2019	1/1/2020	1
		Doctor-5E	Facility-2	Payer-4B	1AB099FE94	Authorized	Response Re..	Electronic	2/12/2020	1/15/2020	1
				Payer-06	3C38B613A8	Not Found	Response Re..	Electronic	12/17/2019	1/22/2020	1
		Doctor-6B	Facility-2	Payer-6C	DD4C9851F9	Not Found	Response Re..	Electronic	1/1/2020	1/29/2020	1
		Doctor-6E	Facility-2	Payer-50	5878E870FF	Unable To Process	Response Re..	Electronic	2/5/2020	1/29/2020	1
		Doctor-9C	Facility-2	Payer-06	0DE6764479	Not Found	Response Re..	Electronic	1/22/2020	1/29/2020	1
		Doctor-20	Facility-2	Payer-9D	1990715D5E	Not Found	Response Re..	Electronic	12/17/2019	1/15/2020	1
		Doctor-35	Facility-2	Payer-50	0784C98319	Unable To Process	Response Re..	Electronic	1/15/2020	1/29/2020	1
		Doctor-46	Facility-2	Payer-06	5287869C78	Not Found	Response Re..	Electronic	1/22/2020	1/29/2020	1
		Doctor-76	Facility-2	Payer-82	8D87642099	Not Found	Response Re..	Electronic	12/10/2019	1/8/2020	1
		Doctor-83	Facility-2	Payer-50	0A6356788A	Unable To Process	Response Re..	Electronic	1/1/2020	1/29/2020	1
		Doctor-89	Facility-2	Payer-D2	8295443E54	Unable To Process	Response Re..	Electronic	12/3/2019	1/1/2020	1
		Doctor-A4	Facility-2	Payer-6C	5B7349515D	Not Found	Response Re..	Electronic	12/3/2019	1/8/2020	1
		Doctor-A8	Facility-2	Payer-87	D96E2609D4	Not Found	Response Re..	Electronic	12/3/2019	1/1/2020	1
		Doctor-B7	Facility-2	Payer-BF	A22FC6B6C8	Not Found	Response Re..	Electronic	12/17/2019	1/22/2020	1
		Doctor-B8	Facility-2	Payer-32	8B2CDB0A92	Not Found	Response Re..	Electronic	12/3/2019	1/8/2020	1
				Payer-89	A161A638BD	Not Found	Response Re..	Electronic	1/1/2020	1/29/2020	1
				BD8A7DD16D	Not Found	Response Re..	Electronic	1/1/2020	1/29/2020	1	
		Doctor-C6	Facility-2	Payer-0F	25F9EA41FF	Not Found	Response Re..	Electronic	12/10/2019	1/8/2020	1
				Payer-6C	1C265BCEE4	Not Found	Response Re..	Electronic	1/29/2020	1/29/2020	1
		Doctor-D9	Facility-2	Payer-6C	28848EE13B	Authorized	Response Re..	Electronic	1/15/2020	1/22/2020	1
		Doctor-EC	Facility-2	Payer-6C	4EC8C0CF53	Not Found	Response Re..	Electronic	2/19/2020	1/29/2020	1
		Doctor-FA	Facility-2	Payer-0F	44F4721CE5	Not Found	Response Re..	Electronic	1/8/2020	1/29/2020	1
	Doctor-FD	Facility-2	Payer-82	6ED4137BF9	Unable To Process	Response Re..	Electronic	12/10/2019	1/8/2020	1	
User-2C	Doctor-39	Facility-2	Payer-61	C0588C94DC	Not Found	Response Re..	Electronic	10/22/2019	1/1/2020	2	

Click on any data field to display a pop-up box.

You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

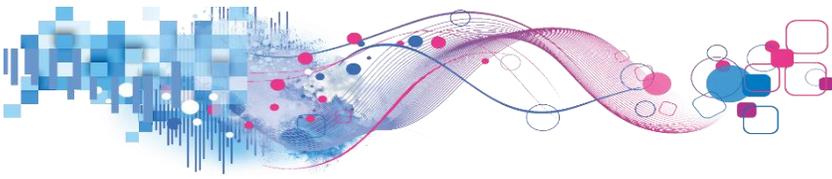
Authorizations- Activity Detail

Client Name	User Name	Ordering Physician	Facility Name	Payer Name
Client-6	User-0B	Doctor-3D	Facility-2	Payer-0F
	User-0F	Doctor-3B	Facility-2	Payer-6C
	Doctor-4B	Facility-2	Payer-4B	
	Doctor-20	Facility-2	Payer-9D	

Pop-up menu for User-0F:

- ✓ Keep Only
- ✗ Exclude
- View Data

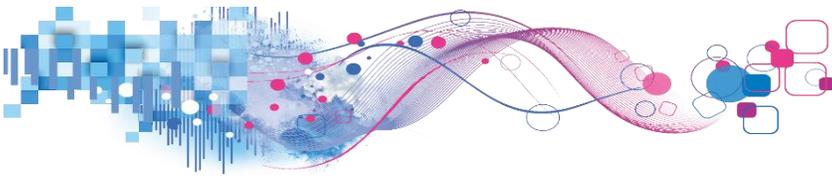
25 items selected · SUM(Number of Records): 25



Hover over a numerical value in the last column to display a quick view of details for that record.

Action Date	
1/29/2020	1
1/1/2020	1
1/1/2020	1
1/15/2020	1

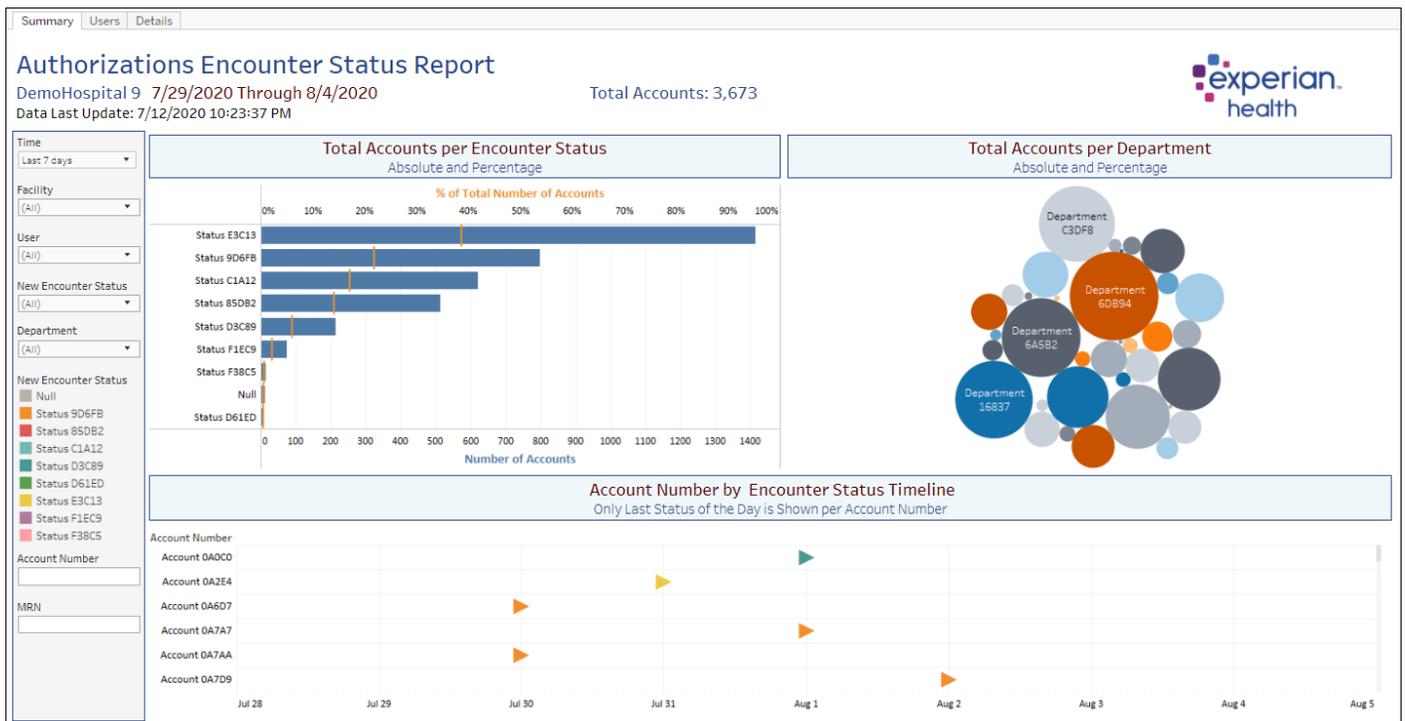
Account Number:	1AB099FE94
Action Date:	1/15/2020
Auth Status:	Authorized
Service Date:	2/12/2020
User Name:	User-0F
Client Name:	Client-6
Facility Name:	Facility-2
Payer Name:	Payer-4B
Ordering Physician:	Doctor-5E
Transaction Type:	Electronic
Work Flow Status:	Response Received
Number of Records:	1

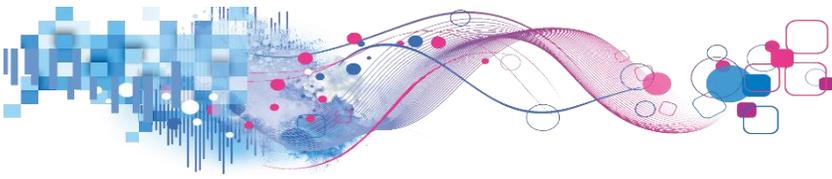


Authorizations Encounter Status Dashboard

The Authorizations Encounter Status Report provides details about all encounters that have come through Authorizations.

The Summary tab provides Total Accounts per Encounter Status, Total Accounts per Department and Account Number by Encounter Status Timeline.

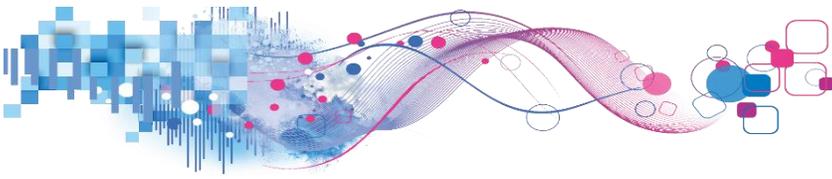




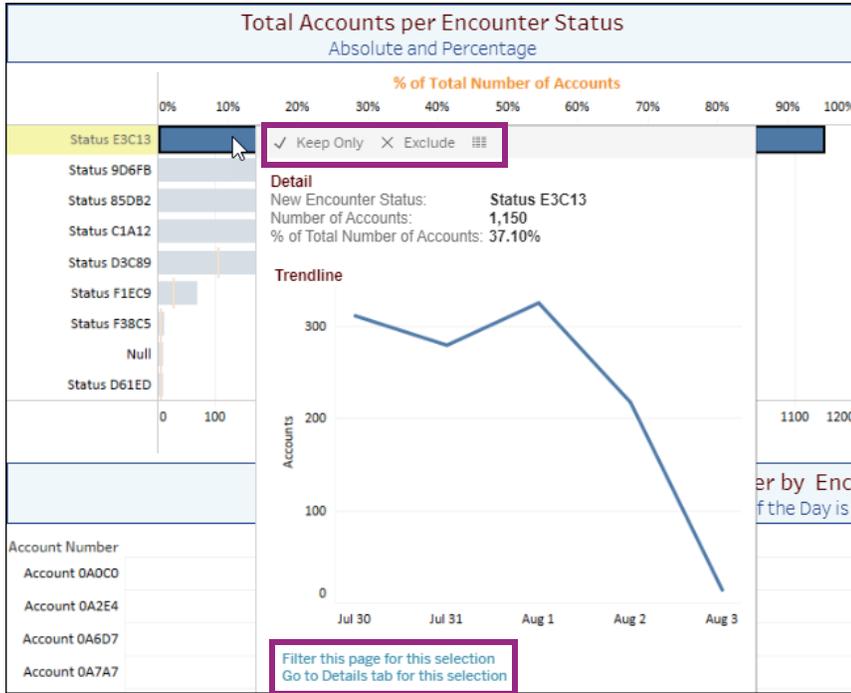
Filter Criteria box includes:

Time Last 7 days
Facility (All)
User (All)
New Encounter Status (All)
Department (All)
New Encounter Status Legend
Null
Status 9D6FB
Status 85DB2
Status C1A12
Status D3C89
Status D61ED
Status E3C13
Status F1EC9
Status F38C5
Account Number <input type="text"/>
MRN <input type="text"/>

Time	Choose to view data by Years, Quarters, Months, Weeks, Days or Hours. <i>Ability to filter these options further within drop-down.</i>
Facility Name	Choose to view data from all facilities or select specific facilities to view.
User	Choose to view data from all users or select specific users to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
New Encounter Status	Choose to view data from new encounter statuses or select specific new encounter statuses to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Department	Choose to view data from all departments or select specific departments to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
New Encounter Status Legend	New Encounters statuses are color-coded.
Account Number	Enter a specific account number to view.
MRN	Enter a specific MRN (medical record number) to view.



The Total Accounts per Encounter Status section provides a bar graph of each individual encounter status and the absolute and percentage of those accounts.



Click on a specific status to view its details in a pop-up box.

You can choose to keep only this data or exclude this data from the results.

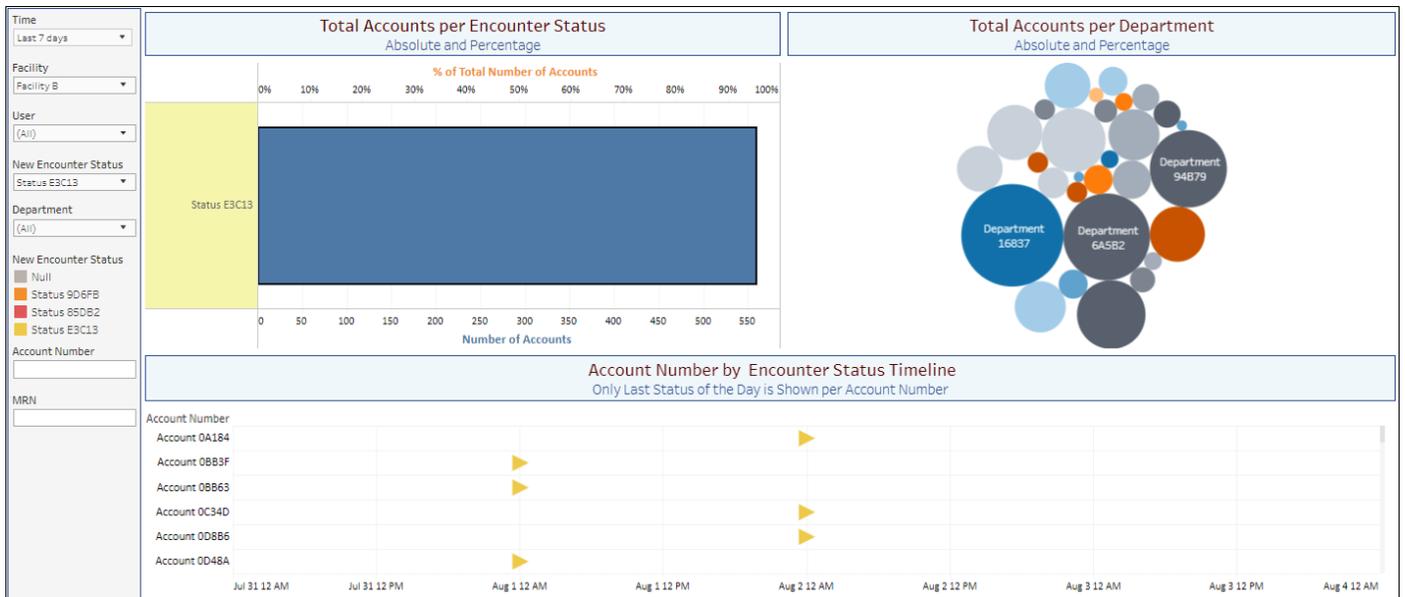
This data can be downloaded by clicking on the View Data icon (see pg. 8)

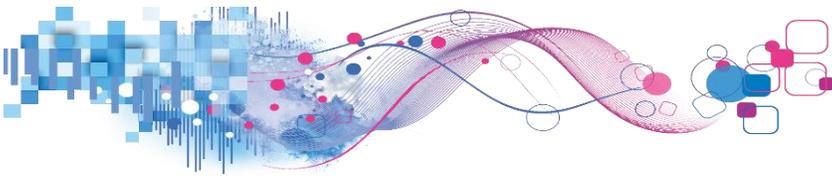
Click on the link 'Filter this page for this selection' to filter the current page.

Click on the link 'Go to Details for this selection' to display the data in greater detail.

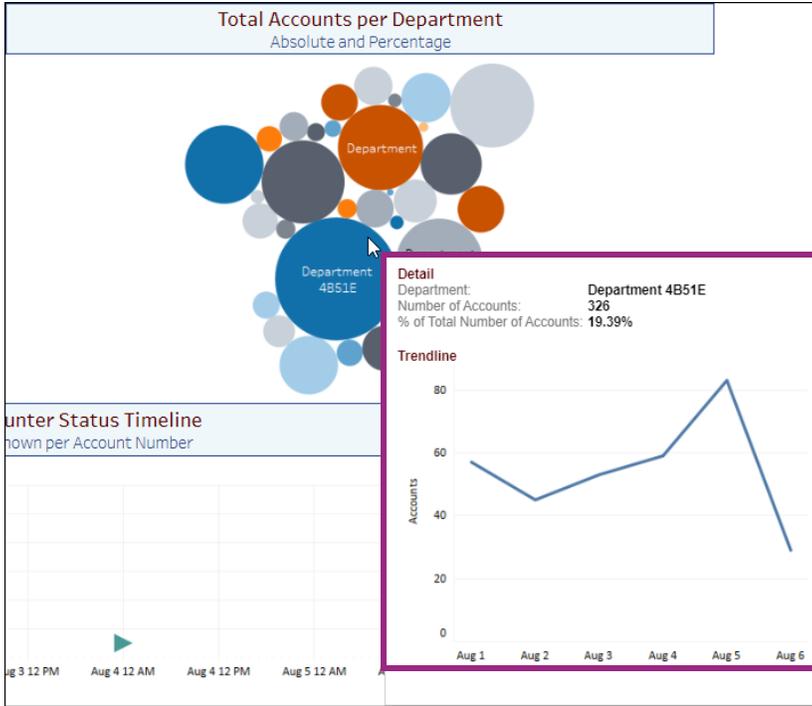
This detail can also be viewed by using the corresponding tab 'Detail' at the top of the dashboard.

Example of results that have been selected to filter Status E3C13.





The Total Accounts per Department section provides different sized circles based on number of accounts.



Click on a specific status to view its details in a pop-up box.

The Account Number by Encounter Status Timeline section provides a timeline of the last status of the day shown by account number.

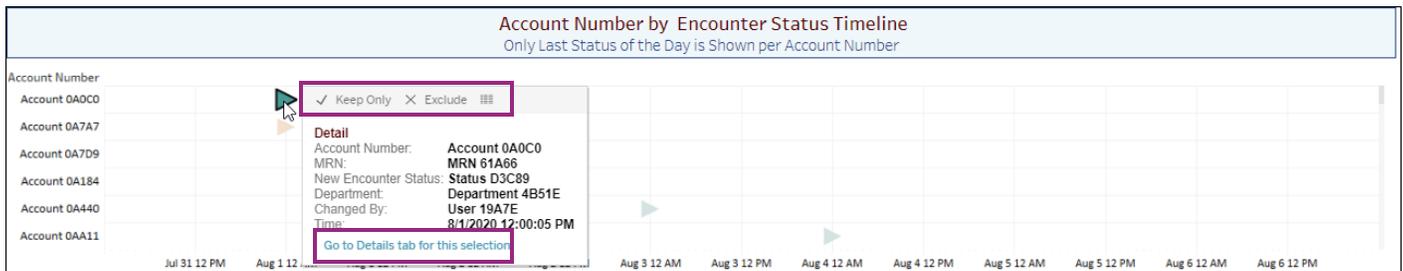
Click on a specific status to view its details in a pop-up box.

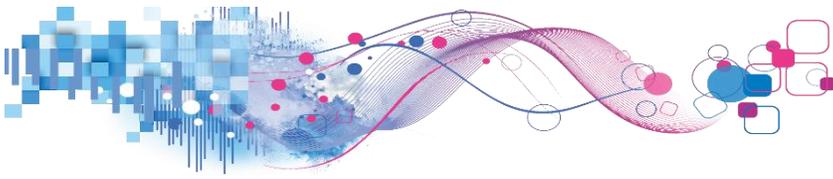
You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)

Click on the link 'Go to Details tab for this selection' to display the data in greater detail.

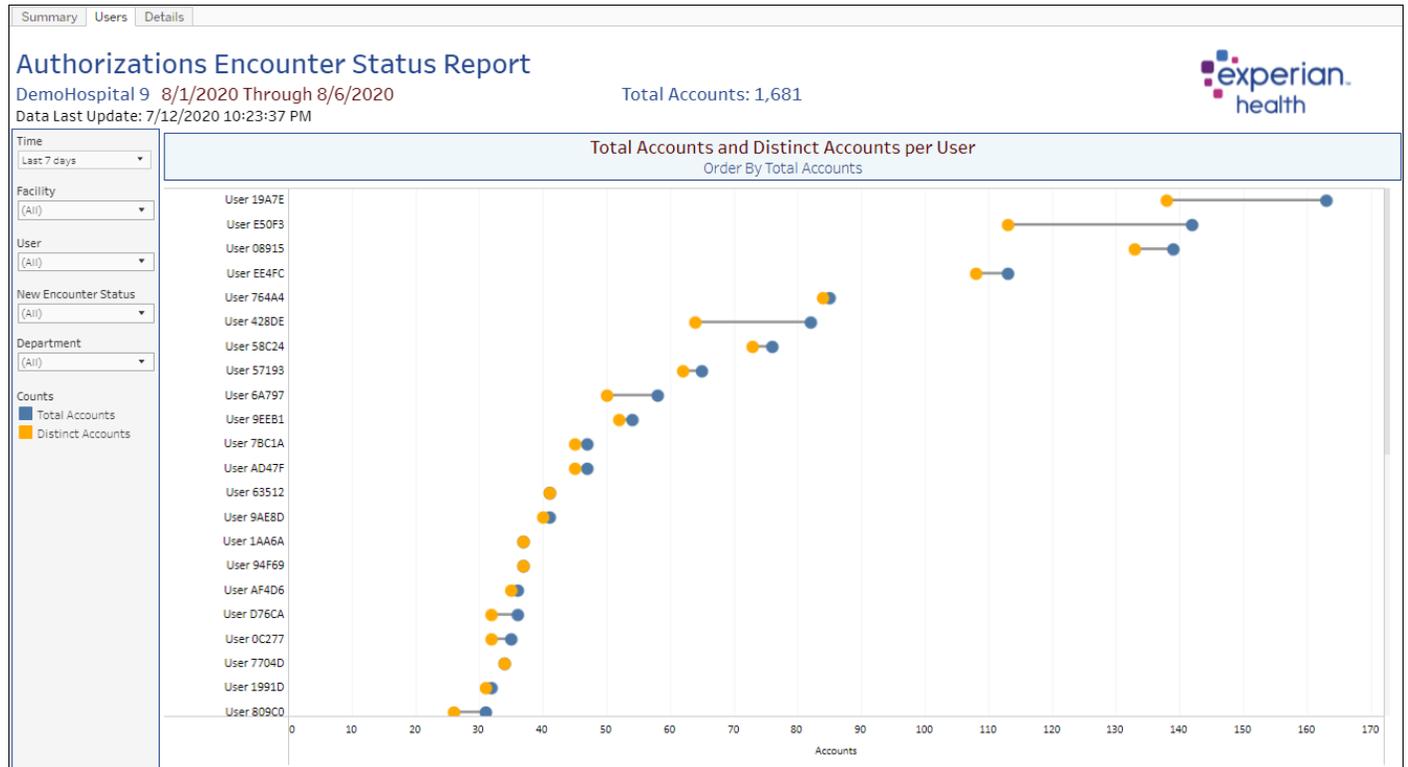
This detail can also be viewed by using the corresponding tab 'Details' at the top of the dashboard.

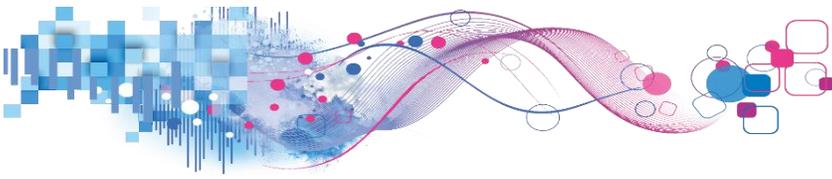




Users

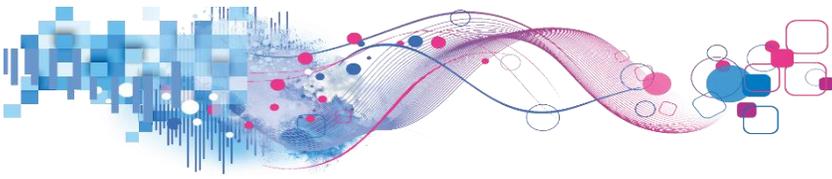
The Users tab displays information about total accounts and distinct accounts per user.





Filter Criteria box includes:

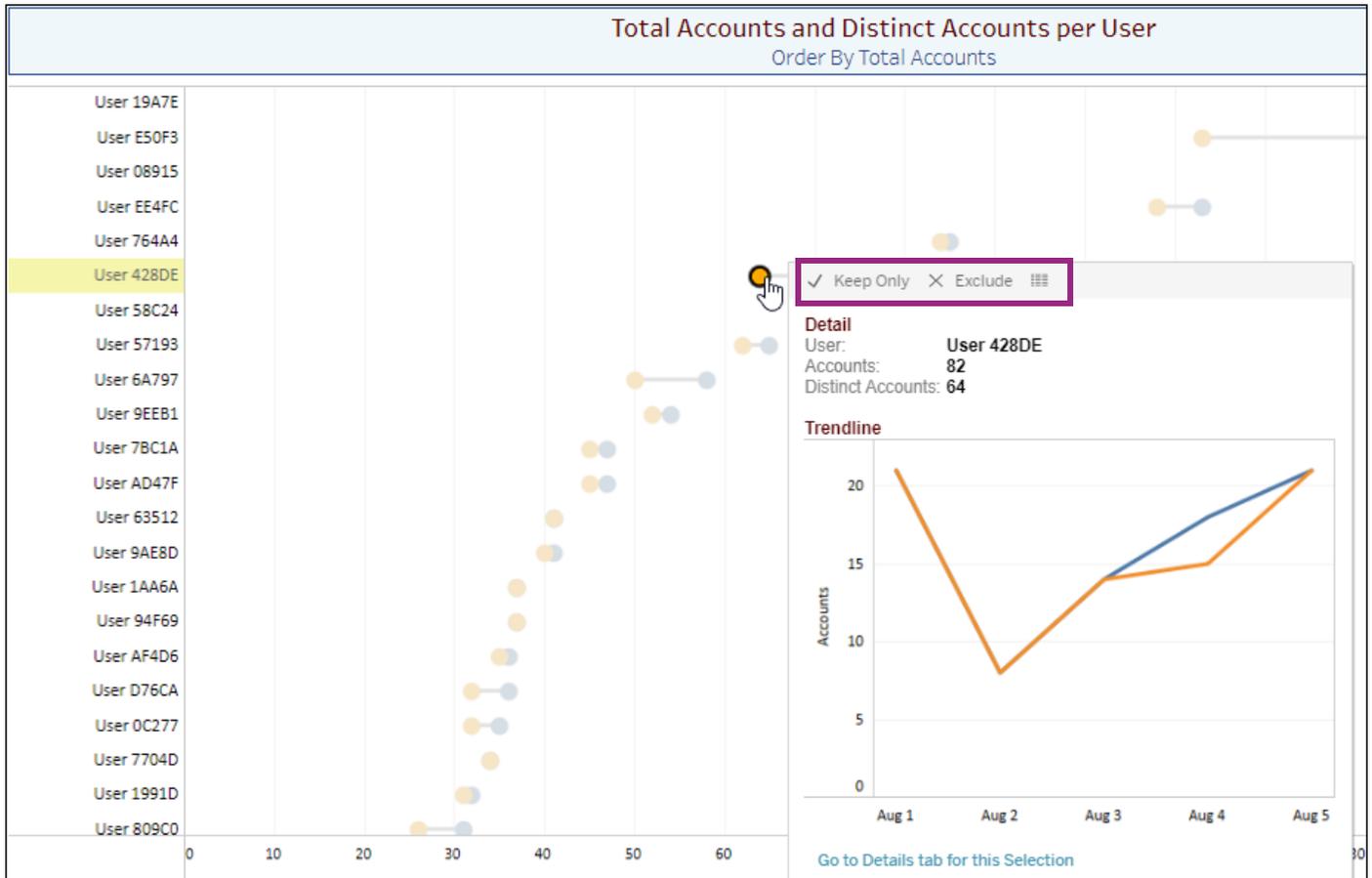
<p>Time Last 7 days</p> <p>Facility (All)</p> <p>User (All)</p> <p>New Encounter Status (All)</p> <p>Department (All)</p> <p>Counts ■ Total Accounts ■ Distinct Accounts</p>	<p>Time</p>	<p>Choose to view data by Years, Quarters, Months, Weeks, Days or Hours. <i>Ability to filter these options further within drop-down.</i></p>
	<p>Facility</p>	<p>Choose to view data from all facilities or select specific facilities to view.</p>
	<p>User</p>	<p>Choose to view data from all users or select specific users to view. <i>Ability to enter specific, free-form text is also available within this filter.</i></p>
	<p>New Encounter Status</p>	<p>Choose to view data from new encounter statuses or select specific new encounter statuses to view. <i>Ability to enter specific, free-form text is also available within this filter.</i></p>
	<p>Department</p>	<p>Choose to view data from all departments or select specific departments to view. <i>Ability to enter specific, free-form text is also available within this filter.</i></p>
	<p>Counts Legend</p>	<p>New Encounters statuses are color-coded.</p>

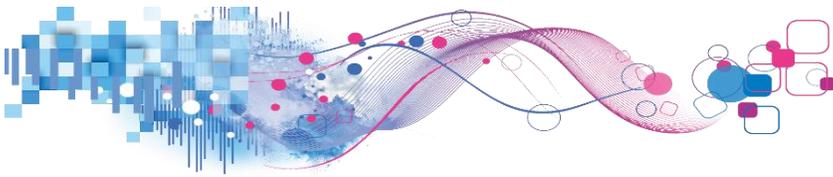


Click on a specific data point to view its details in a pop-up box.

You can choose to keep only this data or exclude this data from the results.

This data can be downloaded by clicking on the View Data icon (see pg. 8)





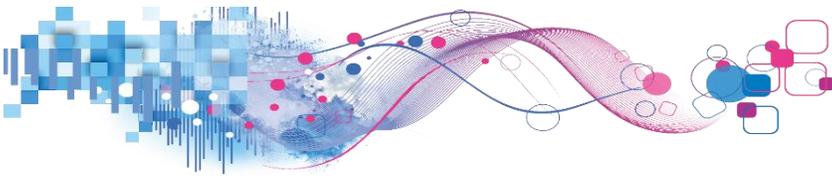
Details

The Details tab displays the details of each new encounter status.

Authorizations Encounter Status Report						
DemoHospital 9 8/1/2020 Through 8/6/2020				Total Accounts: 1,681		
Data Last Update: 7/12/2020 10:23:37 PM						
Time	Account Number	MRN	Time	User	New Encounter Status	Department
Account 0A0C0	MRN 61A66	8/1/2020 12:00:05 PM	User 19A7E	Status D3C89	Department 4B51E	
Account 0A7A7	MRN 33AF6	8/1/2020 2:09:06 PM	User AF4D6	Status 9D6FB	Department AF8F0	
Account 0A7D9	MRN 77287	8/2/2020 11:20:43 AM	User EB48E	Status 9D6FB	Department 69676	
Account 0A184	MRN 4372B	8/2/2020 9:00:35 AM	User 1F694	Status E3C13	Department 74F10	
Account 0A440	MRN EEC41	8/3/2020 7:55:12 AM	User 57193	Status D3C89	Department 4B51E	
Account 0AA11	MRN D189F	8/4/2020 8:34:31 AM	User 428DE	Status D3C89	Department 4B51E	
Account 0AC51	MRN 76F10	8/1/2020 2:54:34 PM	User 6A797	Status 85DB2	Department 88B87	
Account 0B63E	MRN CB3EA	8/2/2020 9:04:22 AM	User 3F002	Status 9D6FB	Department 01755	
Account 0BB3F	MRN 0CBF9	8/1/2020 3:20:29 PM	User 8E8E9	Status E3C13	Department 94B79	
Account 0BB63	MRN 2B0BE	8/1/2020 3:18:17 PM	User 764A4	Status E3C13	Department 6A5B2	
Account 0BEF4	MRN 1A88D	8/1/2020 10:49:37 AM	User 08915	Status C1A12	Department C3DF8	
Account 0C6E4	MRN 8D200	8/2/2020 11:40:24 AM	User EE4FC	Status 9D6FB	Department 88B87	
Account 0C34D	MRN 16CA2	8/2/2020 4:24:03 PM	User 9507D	Status E3C13	Department 80D6E	
Account 0CBC	MRN 8DFE3	8/2/2020 12:49:48 PM	User 08915	Status 9D6FB	Department 01755	
Account 0D8B6	MRN C07A7	8/2/2020 2:19:56 PM	User 7704D	Status E3C13	Department 16837	
Account 0D48A	MRN 3A745	8/1/2020 10:57:26 AM	User AF4D6	Status E3C13	Department AF8F0	
Account 0D586	MRN F0DE1	8/2/2020 9:11:34 AM	User 19A7E	Status D3C89	Department 4B51E	
Account 0DA22	MRN 101E7	8/5/2020 1:26:04 PM	User 19A7E	Status D3C89	Department 4B51E	
Account 0E0A0	MRN 01950	8/2/2020 12:52:55 PM	User 0C277	Status C1A12	Department ADF40	
Account 0E6BE	MRN B389B	8/2/2020 8:12:06 AM	User 562A1	Status E3C13	Department 16837	
Account 0E7F7	MRN 8D200	8/2/2020 11:40:24 AM	User EE4FC	Status 9D6FB	Department E6642	
Account 0E24C	MRN DBAA3	8/1/2020 2:59:23 PM	User D76CA	Status C1A12	Department 3C1B0	
Account 0E27E	MRN 6BC0E	8/2/2020 12:57:30 PM	User 08915	Status C1A12	Department C3DF8	
Account 0E65E	MRN DD236	8/1/2020 2:15:31 PM	User 63512	Status E3C13	Department 6A5B2	
Account 0E119	MRN 629FA	8/1/2020 9:25:24 AM	User 08915	Status F1EC9	Department C3DF8	
		8/1/2020 9:25:27 AM	User 08915	Status C1A12	Department C3DF8	
Account 0E485	MRN 20323	8/5/2020 1:02:05 PM	User 19A7E	Status D3C89	Department 4B51E	
Account 0EB17	MRN EC9D4	8/5/2020 1:19:22 PM	User 19A7E	Status D3C89	Department 4B51E	
Account 0EBB2	MRN A29CA	8/1/2020 9:22:30 AM	User 08915	Status C1A12	Department C3DF8	
Account 0EC9F	MRN 7410A	8/2/2020 1:29:25 PM	User EE4FC	Status 9D6FB	Department 88B87	
Account 0ED14	MRN C56C0	8/2/2020 11:27:53 AM	User EE4FC	Status 9D6FB	Department 88B87	
Account 0EE36	MRN CC927	8/1/2020 2:08:06 PM	User 58C24	Status 9D6FB	Department DE4EA	

Data Columns included in this report:

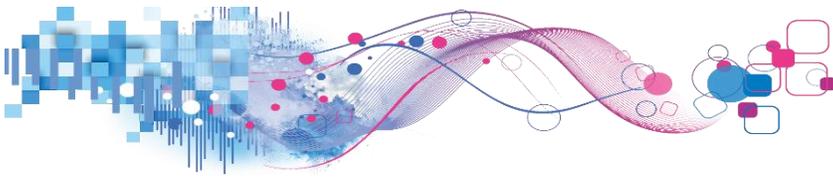
Account Number	User
MRN	New Encounter Status
Time	Department



Filter Criteria box includes:

Time	Last 7 days ▾
Facility	(Multiple values) ▾
User	(All) ▾
New Encounter Status	(All) ▾
Department	(All) ▾
Account Number	<input type="text"/>
MRN	<input type="text"/>

Time	Choose to view data by Years, Quarters, Months, Weeks, Days or Hours. <i>Ability to filter these options further within drop-down.</i>
Facility	Choose to view data from all facilities or select specific facilities to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
User	Choose to view data from all users or select specific users to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
New Encounter Status	Choose to view data from new encounter statuses or select specific new encounter statuses to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Department	Choose to view data from all departments or select specific departments to view. <i>Ability to enter specific, free-form text is also available within this filter.</i>
Account Number	Enter a specific account number to view.
MRN	Enter a specific MRN (medical record number) to view.



Example: Filters are set to display data from the last seven (7) days, from facility B and all users for Department ODAD1.

Account Number	MRN	Time	User	New Encounter Status	Department
Account 6E266	MRN 65C37	8/1/2020 6:31:22 AM	User 1991D	Status E3C13	Department ODAD1
Account 7A7E6	MRN 32A3A	8/1/2020 6:32:21 AM	User 1991D	Status E3C13	Department ODAD1
Account 56CC9	MRN 57C6D	8/2/2020 12:39:52 PM	User 7BC1A	Status E3C13	Department ODAD1
Account 572D9	MRN 7086F	8/2/2020 4:06:36 PM	User 7BC1A	Status E3C13	Department ODAD1
Account 65813	MRN BA19B	8/2/2020 4:42:37 PM	User 7BC1A	Status E3C13	Department ODAD1
Account AC40D	MRN 464DE	8/2/2020 4:40:52 PM	User 7BC1A	Status E3C13	Department ODAD1
Account B99A3	MRN 86672	8/2/2020 5:05:16 PM	User 7BC1A	Status E3C13	Department ODAD1
Account CFE93	MRN 26E14	8/1/2020 10:27:30 AM	User 49C35	Status E3C13	Department ODAD1