## CCHS SHARECARE BULLETIN

Bulletin: Sharecare Group Service Entries

Problem: The calculation charges associated with Group Services has identified inconsistent charge amounts. The vendor is informed and working with our team to create a fix to the issue. Below are temporary instructions to help ensure your entries here forward are charged appropriately.

- 1. Complete Group Service entries as before.
  - a. Note that Duplicate Service Override Warning will only appear if the service Time is an exact time match as its duplicate entry.
  - b. A duplicate entry has the same: Consumer ID, Facility ID, Program ID, Service ID, & Date.
  - c. If Service Start Time is the same, it will display "Override?" see below
  - d. If Service Start Time is different it will NOT display an "Override" warning.

		Cre	un Comilon Entry	Stop #2					
Group Service Entry - Step #3 (finalize group members and group providers)									
Start Date 03/01/2019	Start Time 00:00 AM	End Date 03/01/2019	End Time 01:00 AM		Elapsed Time 60		<b>Units</b> 1		
Comments Exact start different lapse									
			Group Membe	rs					
Consumer Name	Consumer ID	Authorization	Auth Amount	Units Available	Admission	No Show	Remove	Pregnant	
		0	NA	NA	127673				
	Override?: 🗌 Duplicate Serv	ice							
		0	NA	NA	131818				
	Override?: Duplicate Serv	ice							
		0	NA	NA	146992				
	Override?: Duplicate Serv	ice							
							Number in	Group: 3	
			Group Provide	rs					
Provider Name	Provider ID	Primary Provider		Incident To Provid	ler	Elapsed Tim	•	Remove	
STURGEON , TAMARA	8249	0				0			

- 2. For known Duplicate Service Entry:
  - a. Check service entry using the "Edit Service" tab on the Service Entry Screen.
  - b. Based on the Begin/End Date criteria you elect; ensure "Billed?" drop down shows UNBILLED"
  - c. Select the suspect Consumer service record
  - d. Select the appropriate "Duplicate Service Override" reason
  - e. Apply UPDATE to the record.
  - f. Note: The Edit Service selection should be for your Facility/Program ID and specify a corresponding Group Service Code. "EDIT" will allow you to update the list of individuals records matching your criteria.

## CCHS SHARECARE BULLETIN

Access Access Reports Clinical Clinical Summary Admissions	Service Entry	Queued Service Entry	Group Service Entry	Group Setup	Edit Services	Consumer Diagnosis	837/835				
Diagnosis Authorizations Assessments Progress Notes Service Entry	Auth Number Consumer ID				Group Service # 548500 Facility		ID Program			ID	
Communication Notes Clinical Setup Claim Entry MCO Authorization Clinical Reports	15246 Provider SUZANNE DI	TTUS-	ш 10 6900	Incide	MT DIABLO	O USD W	152 ID 0	Wrapa Site	round Olympi	Elapse 62	d Time
Fiscal Fiscal Reports Administration Admin Reports	Begin Date 07/12/2018 Provider	Begin Time 12:00 AM ID	Service GROUP REHAB Elapsed Time Prov	Code 355 rider	ID	Place of Service School Elapsed Time	✓ Total Elapsed Tin	Units 1	Authorized Units	Ancillary no Time	Service Charge (1.00) Number in Group
	Pregnancy Inc Service Strategies	dicator 🗌 Emerger	ncy Indicator 🗌 🛛	Duplicate Servi	ce Override	ELECT AN OPTION	62		7*		9
	SELECT AN ( Invoice 585193	DPTION Bill Print Control ID 195	Group Name MDU COMMUNITY E	TION							
				* Calculate This se	d Elasped Time ervice has enter	is rounded to the neares red billing and cannot t	t whole number. be modified.				

- 3. For known incorrect Group Service Charge
  - a. To update an UNBILLED Group Service Charge:
    - i. Create a Service Activity Report for your Facility (see below)

ShareCare		s reality report of y		View Report Clear Help
Main Menu	Filter	No		<ul> <li>Image: A second s</li></ul>
Access Access Reports Clinical Clinical Reports Authorization	Service Activity Unauthoriz	ed Services Services Without Progress Notes		
Administors Communication Notes MCO Letters MCO Letters Fiscal Fiscal Reports Admin Reports Admin Reports	Last Name Entity, Name Organization Name Eacility, Name Perguran Name Sarvice, Droxider Sarvice, Description Payor, Group Payor, Clan User, Logon MCO, Provider Organization MCO, Provider O Entry Revin Date*	GROUP REHAB	Consumer. ID Entity. ID Organization ID Exacility. ID Every in the intervention Service Provider ID Service Code Payor Group ID Payor Pinn ID User. ID MCO Provider. Organization ID MCO Procedure Code Entry End Date	355
-calloway CC SIA MECATO, MCO MECATO, EXSan MECATO, EXSan 11,27,2019 02:05	Service Begin Date*     Special Population     Select Type:     Sort By:     Summary View:     *The date range is limited to a :	p7/01/2018 SELECT AN OPTION ▼ ★ Direct services only ▼ Consumer ID ▼ Detail View: ◆ 365 day span.	Service End Date	D71172018 SELECT AN OPTION V *

- ii. Use the Service Activity Report to note the Consumer records with incorrect charges applied.
- b. Edit the services.
  - i. Allow system to recalculate the service charge using Edit Services
  - 1. Fac/Prog & Group Service Code (272/124 & 106-85) (as an example)
  - ii. Billed? UNBILLED
    - 1. UNBILLED will show unprocessed services and they can select from the Consumer Menu
    - 2. Select date (Begin/End) will narrow the selection or leave blank
  - iii. Select EDIT (Consumer)
    - 1. Select Duplicate Service Override
    - 2. UPDATE
    - 3. CLOSE -- This will return you to the list of consumers in your selection criteria.

## CCHS SHARECARE BULLETIN

> Repeat until complete

This will help the clerk avoid, entering by individual records and simple present all consumers within the Fac/Prog.

Note the Authorized Unit will change and the Service Charge calculation will also change.

If there are BILLED services – you will not be able to change these entries, contact ShareCare Support for assistance.