

# 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.

**Group Service Entry - Step #3**  
(finalize group members and group providers)

Start Date	Start Time	End Date	End Time	Elapsed Time	Units
03/01/2019	00:00 AM	03/01/2019	01:00 AM	00	1

Comments  
Exact start -- different lapse

Group Members							
Consumer Name	Consumer ID	Authorization	Auth Amount	Units Available	Admission	No Show	Pregnant
[REDACTED]	[REDACTED]	0	NA	NA	127673	<input type="checkbox"/>	<input type="checkbox"/>
Override?: <input type="checkbox"/> Duplicate Service							
[REDACTED]	[REDACTED]	0	NA	NA	131818	<input type="checkbox"/>	<input type="checkbox"/>
Override?: <input type="checkbox"/> Duplicate Service							
[REDACTED]	[REDACTED]	0	NA	NA	146992	<input type="checkbox"/>	<input type="checkbox"/>
Override?: <input type="checkbox"/> Duplicate Service							

Number in Group:

Group Providers					
Provider Name	Provider ID	Primary Provider	Incident To Provider	Elapsed Time	Remove
STURGEON, TAMARA	8249	<input type="radio"/>	<input type="checkbox"/>	<input type="text" value="0"/>	<input type="checkbox"/>

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

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)

- 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.

- 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.