



Performance Driven. Patient Oriented.

Subject: eTRUST - Flagged Accounts
Policy: Operations ~ ARM
Applies To: All HCFS Employees
Effective Date: May 8, 2017
Revised Date: September 12, 2017

PURPOSE:

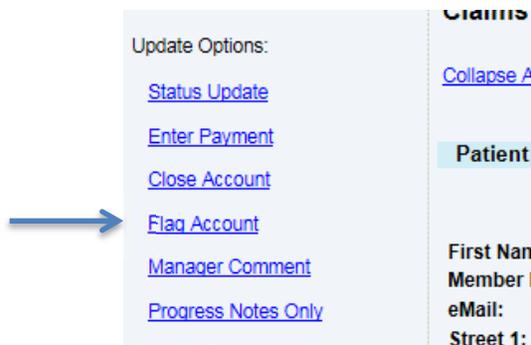
To document and clearly define the manager's process of marking accounts for immediate follow-up by the Billing and Enrollment Coordinators and Specialist (user).

EXPLANATION:

When a manager reviews an account and determines a message needs to be communicated to the user regarding either specific action needed on the account, the manager will "flag" the account placing it in the Flagged Accounts section of the eTRUST dashboard.

PROCESS:

- The manager flags the account by selecting *Flag Account* on the left side of the *Account Detail* page of the account.



- The manager will select the flag owner from the drop down menu in the *Owner* box. The manager will add the message for the user stating specific instructions in the *Comment* pop up box then select *Save*.

- A message stating the accounts worked status will appear at the top of the *Account Detail* page highlighted in pink.





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- The account will then appear in the *Flagged Accounts* section. The user will check for and work all flagged accounts daily by selecting the *Flagged Accounts* link.

Claims Follow-Up

- [Referral Received\(36\)](#)
- [Attempting to contact\(4\)](#)
- [Awaiting Information\(1\)](#)
- [Provider Enrollment\(6\)](#)
- Enrollment Complete(0)
- Authorization(0)
- [Submitted claim\(46\)](#)
- [Retro-Authorization\(1\)](#)
- Appeal(0)
- 2nd Appeal(0)
- [Hospital Paid\(2\)](#)
- [To be Invoiced\(7\)](#)
- [Invoiced\(22\)](#)
- [Hospital Paid and HCFS Paid\(219\)](#)
- [Closed\(178\)](#)
- Legacy Data(0)

- [Add Referral](#)
- [Account Search](#)
- [Account Activity](#)
- [Suspense Report](#)
- [Lapsed Report](#)
- [Flagged Accounts\(7\)](#)
- [Ready to Invoice](#)
- [Pending Manager Review](#)
- [Accounts Pending - Provider Enrollment](#)

- The default view for a user will be to see the flags that they are the assigned owner. To see all accounts with flags, check the *Show All* box.

	<u>Date Flagged</u>	<u>Account</u>	<u>Name</u>	<u>Stage</u>	<u>Stage Level</u>	<u>Status</u>	<u>Created by</u>	<u>Owned By</u>
View	03/13/2017	H343683500	TEST, TEST	Awaiting Information	Specific Documents/Data	Unresolved	rlatting.hcfsinc	testpar.hcfsinc

Show All

- Once the account has been worked, the user will update the account by clicking on the blue “alert number” highlighted in pink.

This account has an alert or alerts. See below for more information:
Alert: [151180](#) **Status:** Unresolved **Owner:** testpar.hcfsinc

- The user will then add a note into the *Comment* section and select *Add*. The status of the account will automatically change to *Worked* and be assigned back to the initiating manager.



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Date Entered	Account	Comment	User
03/13/2017	22573620	Test Flag	rlatting.hcfsinc

[Go to Account Detail](#)

Add Comment:*

Please make sure that the Comment is under 600 characters.

(Adding a comment will change the status to "Worked" if you are not a manager.)

ABC Add

The account must then be worked by the manager within 14 days of being placed in a Worked status.

- The manager will access the accounts assigned to them via above mentioned method.
- The manager will review the account, change the status to *Resolved* and select *Add*. This will close out the flag.

Change the Status:*

Owner:*

Add Comment:*

Please make sure that the Comment is under 600 characters.

(Adding a comment will change the status to "Worked" if you are not a manager.)

ABC Add

This Is The End Of This Section.