

10.14 HealthSource Release

Last updated by  [Jim Bartolotta](#) • 9 minutes ago

Release Information

Release – Thursday January 16th at 6pm EDT until 7:30pm EDT

Issue Resolution (ChartFinder and HealthSource):

Previously, requests sent to Chartfinder encountered various errors and were stuck in the "Package In Progress" status. These requests essentially remained pending indefinitely.

To address this issue, two new queues have been introduced:

1. Chart Attachment Error Queue
2. Chart Denied Queue

Key Changes:

1. Account Manager Role: Account managers can now review errors in these queues. For other roles, the request is Read only.
.They have two options:
 - Reprocess the request if Chartfinder resolves the error.
 - Move the request to the Chart Denied Queue, which represents a final state.

Previously, such requests were canceled after manual review, which meant users could not receive credit for their work. With this update, the new statuses will now be considered for oMAP, ensuring users are credited appropriately.

Attestation Changes (For more details, please see loop page [here](#))

- **Parent ID on Attestation Forms:**

- Previously we were putting the Child eID – going forward it will be the parent eID

- **Attestation Review Status**

- **Landing Point for All Channels:**
 - All requests from automated channels (e.g., STORK, Email, Fax) default to this status upon entry, as do manually entered requests.
- **Precedes "Attestation Required" Status:**
 - Enables a review step before progressing to subsequent actions
 - **No Automatic Actions:** No child requests, CLs, or Attestations are automatically generated in this status until a user initiates an action
- **User Actions:**
 - **Cancel Requests:** Users can cancel requests directly from this status
 - **Create Correspondence:** Generate correspondence directly from the parent request, **Please Note:** Doing this closes it as "Delivered Correspondence."
 - **Edit and Send Correspondence with Attestation Form:**
 - Choose "Submit and Send" to edit and send Correspondence Letter for Reproductive Health
 - A child request is created, sending the CL + Attestation form, while the parent request remains open.
 - This action is available when "No" is selected for "Reproductive Health Attestation Received?"
 - Selecting "No" moves the request to "Attestation Required," enabling further actions.
 - **Moving to Ready to Fulfill**
 - Selecting "Yes" or "Not Needed" moves the request to "Ready to Fulfill."

- **Reporting on Attestation**

- To see a list of requests in "Attestation Required" you can open **PowerBI** and go to the "CRI Core Pending Inventory Report > Open Main and Sub Reasons CD and then filter "status_desc" for "Attestation Required"
- There is a report specific to Attestation in **Sigma** – [see here](#) – that gives more granular data on the current status and turnaround time for these requests