

# HealthSource Clarity

# v1.6.2 Release Notes

December 2019



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You do **NOT** need to update your **TrayApp** to use this new version.



#### **UPDATED REQUEST SEARCH SCREEN**

The latest changes to the **Request Search** screen make it easier to find exactly the kind of requests you need to see.

See the following sections for information on the new appearance of the **Request Search** screen:

- Simplified layout
- Less frequently used search fields are hidden by default
- Quickly hide search criteria for more viewing space
- Reset Criteria replaces Clear Fields command
- Export Search Results to Excel

	Re	eset Criteria Show All Search Criteria Hide Cri	iteria	Search Work Next
Unique Identifier	Date Range	Sites	Request Progress	Request Characteristics
Type of Identifier:	Date Type:	Sites or Groups:	Milestone and Status:	Type and Requester Class:
None	Intake Date 🔻	All Sites Q	All 🔻	All 🗸
Number	From: To:	Accessed by:	Status Reason:	Request Reason:
Enter Identifier Number	05/22/2019 🔻 🚞 11/22/2019 🗮	Me All Users Q	All 🗸	All 🗸
				Export
Select Option 🗸 🗸				
eReque: STAT Site ID ID	st Group ID Requester Name Reque:	ester Class Patient Name DOB In	Facility take Date Rcvd Date D	Request Days Due Status Reason



# Simplified layout

The **Search Criteria** fields are now organized in columns, rather than being smashed together to save space.

<b>Main fields</b> Displayed by default					
Unique Identifier	Look for a specific request identification value.				
Date Range	See page 17 for information on the changes to the date search options.				
Sites	Find requests assigned to a specific site or group of sites.				
Accessed by	See page 20 for details on this new option.				
Request Progress	Find requests by their position in the workflow. See page 12 for guidance on choosing multiple values in each field.				
Request Characteristics	Search by <b>Request Type and Requester Class</b> or <b>Primary Reason for Request</b> . See page 12 for guidance on choosing multiple values in each field.				
You must c	Additional fields lick Show All Search Criteria (page 6) to see these fields.				
Patient Information	We've added <b>Social Security Number</b> , <b>MRN</b> , and <b>Patient Account</b> <b>Number</b> as search options. See page 25 for details.				
Escalation Parameters	Search by the severity of the escalation and / or the <b>Escalation Reason</b> . See page 23 for more information.				
Additional Request Details	<ul> <li>Certification — see page 26.</li> <li>STAT requests — see page 28.</li> <li>Message Response Required — see page 44.</li> <li>Requester Name / Number</li> <li>Request Intake Type</li> </ul>				



# Less frequently used search fields are hidden by default

By default, we show the most commonly used Search Criteria and hide the more specialized fields. To see all your search choices, click Show All Search Criteria.

You can then specify:

- Patient Information
- Escalation Parameters
- Certification Required
- STAT Required
- Message Response Required ٠
- **Requester Name / Number** ٠
- Request Intake Type

<u> </u>		สารรัษสาวีโรงกลังที่สารรับส่วนส่วนส่วนส่วนส่วน	مردو می در ماهمه	
	<u>Reset Criteria</u>	Show All Search Criteria	<u>Hide Crite</u>	<u>ria</u>
	Sites Sites or	Groups:		Request Progree Milestone and 9

	Re	set Criteria Show Less Search Criteria H	<u>ide Criteria</u>	Work Next
Unique Identifier	Back to	Sites	Request Progress	More search <sub>s</sub>
Type of Identifier:	Back to	Sites or Groups:	Milestone and Status:	fields lass:
None	<ul> <li>normal fields</li> </ul>	<ul> <li>All Sites</li> <li>Q</li> </ul>	I All	
Number	From: To:	Accessed by:	Status Reason:	dest Reason:
Enter Identifier Number	11/01/201 🔻 🚞 11/22/2019	Me All Users Q	All	▼ All
Pat	tient Information	Escalation Parameters	Addit	ional Request Details
Last Name:	Social Security Number:	Levels:	Certification Required:	Requester Name/Number:
Last Name		All	All	<ul> <li>Requester Name or Number</li> </ul>
First Name:	MRN:	Escalation Reason:	STAT Required:	Request Intake Type:
First Name		All	All	▼ All
Patient Date of Birth:	Patient Account Number:		Message Response Required:	

To go back to the default view with fewer fields, click **Show Less Search Criteria**.



# Quickly hide search criteria for more viewing space

Clicking **Hide Criteria** makes more room for the **Search Results**.

<u>Reset C</u>	<u>riteria</u> <u>S</u>	how All Search Criteria	<u>Hide Cri</u>	teria
	Sites	$\checkmark$		Request Progress
	Sites or Gr	oups:		Milestone and Status:
•	All Sites		Q	All 🗸
	Accessed by:			Status Reason:
	🗌 Me	All Users	Q	🖌 All

The **Search Criteria** fields "roll up" so you can see more results on a single page.

)	HEA		SOUR	CE			Event Notifica	ations 1			Group Adr	Jeff Nold   🔵	Q 😮
						<u>Viev</u>	v Search Crite	eria	Show	/ search s again		Wo	rk Next <u>Expor</u>
	Sele	ct Option	~									Total items displa	iyed - 397
	STAT	Site ID	eRequest ID	Group ID	Requester Name	Requester Class	Patient Name	DOB	Intake Date	Facility Rcvd Date	Days Due	Request Status	Reason
	STAT	61817 - A	2870154						11/01/2019 07:15 AM			Ready to Log	
	STAT	61817 - A	2881114						11/12/2019 11:09 AM			Ready to Log	
	STAT	61817 - A	2879948						11/11/2019 01:17 PM			Ready to Log	

To see the search fields again, click the **View Search Criteria** link.



# Reset Criteria replaces Clear Fields command

To clear out your current **Search Criteria** selections, click **Reset Criteria**.



This link performs the same function as the **Clear Fields** command in previous versions of **HealthSource Clarity**.



# **Export Search Results to Excel**

The new **Export** command sends your **Search Results** — and the **Search Criteria** — to an Excel spreadsheet. You can then use Excel commands to manipulate the data.

Ret	set Criteria S	ihow All Search	<u>Criteria</u> <u>Hid</u>	<u>e Criteria</u>	οματούματα ματαγγά ματαγγά το		Search Work Ne	ext
To: 12/04/2019	<ul> <li>Sites</li> <li>Sites c</li> <li>All Sit</li> <li>Access</li> <li>M</li> <li>Total</li> </ul>	er Groups: es sed by: e All Users items displa	Q Q yed - 1000	Request F Milestone All Status Re	Progress e and Status: ason:	• •	Request Characteristics Type and Requester Class: All Request Reason: All Request Reason: Experimental content of the second seco	▼ ▼
Requester Name	Requester Class	Patient Name	DOB	Intake Date	Facility Rcvd Date	Days Due	Request Status Reason	a



#### **Export options**

When you click the **Export** button, you can choose from three options:



Option	Spreadsheet will contain						
Current Fields	Only the 13 columns displayed in the <b>Search Results</b> .						
	The 13 columns displayed	in the <b>Search Results</b> , plus:					
	Accessed by User	Escalation by User	Patient Account Number				
	Accessed Date/Time	External ROI ID	Request Milestone				
All Fields	Billable	Intake Type	Request Reason				
	Certification Required	Invoice Number	Request Type				
	Escalation Level	LOG ID	Resubmit Date/Time*				
	Escalation Reason	Patient MRN	Requester Number				
	Escalation Date/Time	Patient SSN					
Plus Comments	All columns listed in <b>All Fields</b> , plus any <b>Comments</b> added to the request.						

\* this information will not be available in v1.6.2, but the column will still be found in the spreadsheet. A future release will fix this issue.

# of results in exported file limited to 1,000

The exported spreadsheet can contain a maximum of 1,000 requests.



Export file name and location

The name of the exported file is **HS\_RequestSearch.xlsx**. You cannot give the file a different name before it is downloaded.

It is automatically saved to your specified **Downloads** folder.

Worksheets in XLSX file

The XLSX file contains two sheets:

- **HS\_RequestSearchCriteria** shows the search parameters you selected.
- **HS\_RequestSearchData** shows the actual requests found by the search.

						U
4	•	HS_Reque	stSearchCriteria	HS_RequestSea	archData	(+)
29						
28						
27						
20						



#### MAKE MULTIPLE CHOICES IN THE SAME SEARCH FIELD

You can now make multiple choices in several **Search Criteria** fields. By default, **ALL** of the choices in each search field are selected.

Previously, multiple selections for the same field were not allowed. You could not search for "more than one but less than all."

Search Field	Description	Example
Milestone and Status	Choose one, more than one, or all of the Milestone choices. You can also select specific Request Status values for each Milestone. In the example, we picked: • Ready to Log • Returned to Logging • Ready to Fulfill See page 38 for information on Request Status choices that are no longer available.	Request Progress         Milestone and Status:         ALL         Closed         Support and Dev Review         Awaiting Approval         Delivery         Logging         Returned to Logging         Split         Logging User Hold         Logging Quality Control         Valid         Publik         Ready to Fulfill         Dending
Status Reasons	If you are searching for any of these Request Status selections, you can also look for the Reasons a request was placed in that condition: • Logging Exception • Logging User Hold • Fulfillment Exception • Fulfillment User Hold • Pending In the example, we chose Billing and HIMD Review as the Fulfillment Exception Reasons.	Status Reason: ALL  Fulfillment Exception  Billing Clinic Create Release Failed Cross-Coverage Fulfillment Supervisor Review HIMD Review



Search Field	Description	Example
Type and Requester Class	<ul> <li>Choose one, more than one, or all of the Request Type choices.</li> <li>You can also select specific Requester Class values within each "parent" Request Type.</li> <li>In the example, we picked:</li> <li>DDS and Audit as the Request Types.</li> <li>All of the Requester Class choices under DDS (there is only one).</li> <li>Pro and Government as the Requester Class choices for Audit.</li> </ul>	Request Characteristics         Type and Requester Class: <ul> <li>ALL</li> <li>Standard</li> <li>Continuity of Care</li> <li>Patient</li> <li>Continuity of Care</li> <li>Patient</li> <li>Ø DDS</li> <li>Pull List</li> <li>Audit</li> <li>PAYD</li> <li>Clinic</li> <li>Patient</li> <li>PAYI</li> <li>Attorney</li> <li>Insurance</li> <li>Ø PRO</li> <li>Government</li> <li>Facility</li> </ul>
Request Reason	Based on your <b>Type and Requester</b> <b>Class</b> choices, you can specify one or more <b>Request Reason</b> values. <b>Request Reason</b> = the <b>Primary Reason</b> <b>for Request</b> . In the example, because we're looking for <b>Standard</b> — <b>Government</b> requests, we can specify <b>Attorney</b> and <b>Subpoena</b> as the <b>Request Reason</b> .	Request Reason: All Government Agency Government Audit Attorney Non Profit/Non Bill Subpoena Workers Comp Board Clinical Research Patient Directive
<b>Request Intake Type</b> This field is hidden by default. You must <b>Show All Search</b> <b>Criteria</b> (page 6) to see it.	Specify how the request "entered" <mark>HealthSource Clarity</mark> . In the example, we picked <b>Email</b> and <b>Upload Request Letter</b> .	Request Intake Type: Email.via Upload Request   Email Gravit Constraints



# How do you see the available choices in a search field?

1. Click anywhere in the search field to see all the available choices.



2. If the field contains "parent" and "child" choices, like **Milestone and Status**, click the "parent" row.





3. The list of "child" choices appears.





# What do the different symbols mean for multiple choice fields?

Symbol	When shown for	Meaning	Example
<b>~</b>	The entire search field.	All of the items in the field are selected.	Milestone and Status:
<b></b>	A "parent" choice.	All the "child" items for that choice are selected.	<ul> <li>Cardinal Ready to Log</li> <li>Ready to Log</li> <li>Returned to Logging</li> <li>Split</li> <li>Logging Exception</li> <li>Logging User Hold</li> <li>Logging Quality Control</li> </ul>
<b>~</b>	A "child" choice.	The child is selected.	<ul> <li>Logging</li> <li>Ready to Log</li> <li>Returned to Logging</li> <li>Split</li> <li>Logging Exception</li> <li>Logging User Hold</li> <li>Logging Quality Control</li> </ul>
	The entire search field.	Some of the choices in the field are selected.	Milestone and Status:
	A "parent" choice.	Some of the "child" items for that choice are selected.	Awaiting Approval     Awaiting Fulfillment Approval     Awaiting Delivery Approval     Awaiting Certification



## DATE SEARCH CHANGES

You can now quickly choose "typical" chunks of time for a search — today, yesterday, last 7 days, and month to date. We've also made it easier to look for requests that are due within a specific time frame.

{//// {///-	······································	ta su a se en server en entre en	~	
}	Date Range			Sites
	Date Type:			Sites or
•	Intake Date		•	All Sites
	From:	To:		Accesse
	05/22/2019 🔻 🚞	11/22/2019		🗌 Me

See these sections for details:

- Standardized date range choices
- Changes to Days Until Due search option



# Standardized date range choices

**IF** you choose any of these **Date Type** options:

- Accessed by Date (new, see page 20)
- Due Date
- Facility Received Date
- Intake Date

**THEN** you can choose new pre-defined options in the **From** field:

Option	Definition	
Today	Since 12AM on the current day.	
Yesterday	12AM to 12PM on the previous calendar day. Not adjusted for business days.	
Last 7 Days	Since 12AM on the date 7 days previous. Includes the current day.	
Month to Date	Since 12AM on the first day of the current month to now.	

Date Range Date Type:

Facility Received Date

- Select Type of Date

Accessed by Date Days Until Due Due Date

Facility Received Dat Intake Date •

ate Type:		
Intake Date		•
rom:	To:	
11/01/2019 🔻	11/08/2019	
Today		
Yesterday S		
Last 7 Days		
Month to Date		
Date Picker		•

You can still select a specific **From** and **To** date (**Date Picker**).

All start and stop times are based on Eastern United States time. They are **NOT** adjusted for your local time zone.



# Changes to Days Until Due search option

To locate requests based on the time remaining before they are due to be delivered:

- 1. Select <u>Days Until Due</u> in the **Date Type** field.
- 2. Choose the appropriate **Guide** option.
- 3. Enter the **Number of Days** or **From / To** values.

Guide selection	How are days specified	Example
= Equal		<b>Number of Days</b> is 5 finds requests due exactly 5 days from today.
Date Range	Enter the <b>Number of Days</b> .	It will <b>NOT</b> find requests:
Date Type: Days Until Due Guide: Number of Days:	3 digit maximum.	• due in less than 5 days;
Equal V 5		• due in more than 5 days;
		• with no <b>Due Date</b> .
> More		<b>Number of Days</b> is 3 finds requests due 3 or more days from today.
Date Range       Date Type:       Days Until Due       Guide:       Number of Days:       ≥ More	Enter the <b>Number of Days</b> .	It will <b>NOT</b> find requests:
	3 digit maximum.	• due today, in 1 day, or in 2 days;
		• with no <b>Due Date</b> .
< Less	Fator the Number of Dave	<b>Number of Days</b> is 2 finds requests due today, tomorrow (1 day), or the day after tomorrow (2 days).
Date Range Date Type: Days Until Due	2 digit maximum	It will <b>NOT</b> find requests:
Guide: Number of Days:	3 digit maximum.	• due 3 or more days from today;
		• with no <b>Due Date</b> .
<> Range		<b>F</b> uerra 7
Date Bane	Enter a <b>From</b> and <b>To</b> value	From = /
Date Hange Date Type: Days Until Due	3 digit maximum in each field	<b>IO</b> = 14
Guide: From: To:	s age maximum in caer neid.	Finds requests due during the next calendar week.



#### **SEARCH BY USER ACCESS**

Need to find a request you worked on yesterday, but can't remember any details about it? Need to know which requests John Dough handled last Thursday? Two new search options let you find those kind of requests:

Accessed by Date	The <b>Date Type</b> field now offers an Accessed by Date option. Use this choice, in combination with the <b>From</b> and <b>To</b> fields, to find requests that were opened in a specific date range. For example, you could search for all requests accessed yesterday.
	Accessed by finds requests that were opened by a user or multiple users.         Me: Finds requests you worked on. You can't choose anyone else if you do this.         To find requests that other users worked on, click the Magnifying Glass button. The Select User(s) window lets you pick any users at the site(s) to which you have access.         Me: Finds requests that other users worked on, click the Magnifying Glass button. The Select User(s) window lets you pick any users at the site(s) to which you have access.
Accessed by	<ul> <li>Whether you choose Me or pick other users:</li> <li>the Date Type field automatically changes to Accessed by Date;</li> <li>the From field is set to one month ago. You can change the date range.</li> </ul>



# Available to specific user roles

The <u>Accessed by Date</u> option for a **Date Range** search is available to everyone.

The options in the **Accessed by** field vary by user role:

Can search for requests accessed by other users	Can only find requests accessed by themselves
<ul> <li>Client Service Representative</li> <li>Internal Management</li> <li>External Management</li> <li>Internal Operations</li> <li>External Operations</li> <li>Logger Centralized Supervisor</li> <li>New Requester</li> <li>Business Office</li> <li>Account Management</li> <li>Group Administrator</li> <li>Ciox Executive</li> <li>New Requester</li> <li>Sites or Groups: <ul> <li>Accessed by:</li> <li>Me All Users</li> </ul> </li> </ul>	<ul> <li>Customer Service</li> <li>Logger Centralized</li> <li>Electronic Integration</li> <li>External Customer</li> </ul>



#### What does "access" mean?

"Access" means that a user **OPENED** the request. The user did **NOT** need to change, save, or submit it.

Even if a user opened a request and then logged out of **HealthSource Clarity** without doing anything else, that request was accessed.

# Combine the Accessed by Date and Accessed by searches

The two "User Access" search options can be used independently or together. For example, you can:

- Find all requests opened by anyone in the last week;
- Find all requests opened by Jane Doe, regardless of date;
- Find all requests opened by Jane Doe in the last week;
- Find all requests opened by Jane Doe and John Dough yesterday.



#### SEARCH BY ESCALATION PARAMETERS



**Escalation** is a site-level setting that is disabled by default.

If your site(s) do not support **Escalation**, this search option will still be available, but serves no purpose.

1. Select the **Escalation** checkbox.

In the Escalation Levels field, you can select any or all of the severity levels —

 2, or 3. By default, a search looks for requests regardless of escalation.

3. You can also specify one or more of the **Escalation Reason** choices.

والمحتجب والعرب المنصر المستعر بالمتعار بالمناصب والمحتج بمنافع والمحتج المنافع والمحتج المنافع والمحتج المراجع	ومدرد فكمستعظ مربوب
Escalation Parameters	
	Certificatio
Escalation Non - Escalation	All
Escalation Levels:	STAT Requ
All	All
Escalation Reason:	Message F
✔ All	All
a the state with the second second statements and the second statements and the second second second second sta	
Escalation Parameters	- 1
	Cé.
Escalation 🗌 Non - Escalation	A
Escalation Levels:	ST
All	<b>v</b> A
Level 1	M
Level 2	A
Level 3	17
	handle source and
Escalation Parameters	
}	
Escalation 🗌 Non - Escalation	
Escalation Levels:	
All	•
Escalation Reason:	
II All	•
Alternate Media	
Certification	
CPN	
Offsite Records/ Unable to Access	In
Offsite storage vendor-No Response	
Psych Approval	
Unable to Locate or Re-Creation	

**Escalation Levels** and **Escalation Reason** can be used independently of each other. You can search for a level without specifying a reason and vice-versa.



# Search for requests that have not been escalated

To find only requests that have **NOT** been escalated, select the **Non-Escalation** checkbox.

Escalation Parameters	
Escalation      Non - Escalation	Ce A
Escalation Levels:	ST/
All	A
Escalation Reason:	Me
All	A

# Hidden by default

The **Escalation Parameters** are hidden by default. You must **Show All Search Criteria** (page 6) to see them.



# SEARCH BY SOCIAL SECURITY NUMBER, MRN, OR ACCOUNT NUMBER

You can now search for a request based on these patient ID values:

- Social Security Number
- MRN
- Patient Account Number

These values could not previously be used for searching.

Last Name:	New	Social Security Nur	nber:
Last Name			
First Name:		MRN:	
First Name			
Patient Date o	of Birth:	Patient Account Nu	ımber:
mm/dd/yyyy			



# Hidden by default

The **Patient Information** search fields are hidden by default. You must **Show All Search Criteria** (page 6) to see them.



# SEARCH BY ADDITIONAL REQUEST DETAILS

The **Additional Request Details** fields are hidden by default. You must **Show All Search Criteria** (page 6) to see them.

In this section, you can add the following conditions to your search:

Search Field	New or changed in v1.6.2?	See page
Certification Required	YES	27
STAT Required	YES	28
Requester Name / Number	NO	N/A No changes to this field.
Request Intake Type	YES	29



# Search by Certification condition

The **Certification Required** field lets you search for requests that do — or do **NOT** — require certification.

Option	Finds
All	Requests regardless of their <b>Certification</b> status.
Yes Only those requests that need to be certified.	
No	Only those requests that do <b>NOT</b> need to be certified.



Previously, selecting the **Certification** search option meant that your results included **ONLY** requests that needed to be certified. There was no way to find requests that did **NOT** require certification.



# Search for STAT requests

The **STAT Required** field lets you search for requests that are — or are **NOT** — flagged as **STAT**.

Option	Finds	
All	Requests regardless of their <b>STAT</b> status.	
Yes	Only <b>STAT</b> requests.	
No	Only those requests that are <b>NOT</b> flagged as <b>STAT</b> .	



Previously, you could not use the **STAT** condition to run a search. You could only sort the results so that **STAT** requests were at the top (or bottom) of the list.



# Search by Request Intake Type

As described earlier on page 12, you can now select more than one choice in the **Request Intake Type** field.

By default, a search finds requests for all intake types.

	Additiona	l Request Details
Contification	Doguinodu	Requester Name/Number:
	· · · · · · · · · · · · · · · · · · ·	Requester Name or Number
Choose mor	e than	Request Intake Type:
one if nee	eded	Email,Patient Portal,via ,
	dired:	Email
All	•	via CIOX PAYD Integration
		via Audapro Integration
		🗌 via Add New Request
		Pull List
	Facility	🖌 Patient Portal
DB Intake Date	Rcvd Date	Days 🔄 via CIOX PAYI Integration
		📄 Fax and Split
		📝 via Upload Request Lette
		Electronic

Previously, you could only pick one **Intake Type**.



#### SEARCH CRITERIA AND SEARCH RESULTS RETAINED

Any **Search Criteria** field choices you make are **RETAINED** as long as you are logged in to **HealthSource Clarity**.

In the same way, your **Search Results** are always displayed until you either run a new search or log out and back in.

Your search settings are cleared when you log out of or close the application.

#### Example

- 1. You run a search for all **Logging Ready to Log** requests with an **Intake Date** within the current month.
- 2. You log four requests and then open **My Holds**.
- 3. You do **NOT** log out or close the application.
- 4. When you return to **Request Search**:
  - 4.1 The **Search Criteria** will still be set for **Logging Ready to Log** requests received in the current month;
  - 4.2 The **Search Results** will still be displayed. The four requests that you previously logged, as well as any requests moved to **Fulfillment** by other users, will **NOT** be listed.





# CUSTOM WORK LISTS AND THE WORK NEXT COMMAND

By taking advantage of the new **Request Search** options (pages 12 through 30) and the **Work Next** command, you can open exactly the kind of requests you're supposed to work on.

You no longer need to rely on our default priority options, and we won't open a request that someone else is working on and that is therefore useless to you.







#### Making a custom work list for yourself

- 1. Run a search using any or all of the **Request Statuses** in these **Milestones**:
  - 1.1 Logging
  - 1.2 Fulfillment



If you choose other **Milestones** and **Request Statuses**, your results may include requests that don't need to be worked on.

The **Search Results** may therefore not act as a work list.

2. After the **Search Results** appear, click the new **Work Next** button.



- 3. We open the first request in your **Search Results** that is **NOT** being worked on by another user.
- 4. We repeat the process if you use one of the "**and Next**" commands:
  - 4.1 Submit and Next
  - 4.2 Save and Next
  - 4.3 Pend and Next
  - 4.4 Exception and Next
  - 4.5 Hold and Next



# 5. If you use these commands, you'll return to the **Search Results**:

Command	Available from these screens
Save and Close	Logging Fulfillment Split
	New Requester
Submit and Close	Logging Fulfillment
Submit	Correspondence Pull List
Exception and Close	Logging Fulfillment
Hold and Close	Logging Fulfillment
Pend and Close	Fulfillment



# MY WORK QUEUE AND MY DASHBOARD CHANGES

Because you can now create your own custom work lists with **Request Search**, we have made changes to the appearance and function of the **My Work Queue** and **My Dashboard** screens:

- My Work Queue removed for all users
- Log and Fulfill removed from My Dashboard for most users
- My Dashboard changes for the Logger Centralized role



# My Work Queue removed for all users

My Work Queue is no longer available for anyone.

The information on this screen could not be filtered precisely enough to serve as a true "work list."





#### Log and Fulfill removed from My Dashboard for most users

The **Log Request** and **Fulfill Request** commands have been removed from **My Dashboard** for everyone **EXCEPT** those with the **Logger Centralized** role.





# My Dashboard changes for the Logger Centralized role

Those of you with the **Logger Centralized** role will now see a **Work Next** command on **My Dashboard**.

HEALTH X SOURCE	ne nele nele nele en entre en la la la la la la la nele nele nele	Logger centralized Manual O Q O
Logging Total: 11677	Filter by Location: All Sites Logger Centralized	Work Next >
New: 11629	Innocess. 57	
Ready to Work	Hold	Work Next
Request Types	Request Types	
🔵 Due Date	🔵 Due Date	
Ś.	Reasons	Reasons

Clicking **Work Next** here brings up the next request based on our default priority:

- STAT
- Days until Due
- Oldest (first in first out)

# CHANGES TO POST-FULFILLMENT REQUEST STATUSES

Four **Request Status** values that were used in earlier versions of **HealthSource Clarity** will no longer be available after the **v1.6.2** release.

Milestone	Old Status	Status after v1.6.2
Packaging	Packaging Exception	Post Fulfillment Exceptions
Delivery	Delivery Failure	Delivered This status refers to a failure of an electronic delivery direct to the requester. Specialists in the ROI Processing Center identify and fix these issues.
Delivery	Delivered w/Acknowledged Exception	Delivered
Delivery	Delivered & Acknowledged	Delivered

Any requests that were in an "old" status will be automatically updated to the replacement value.

We've also added three new **Request Status** values to better identify what happened to a request after it was fulfilled:

Milestone	New Status	Meaning	
Packaging	Payment Pending	We require either fee approval or pre-payment from the requester before delivering the records, and the approval or payment has not yet been received.	
Packaging	Hold	Delivery is purposely being held due to: • Motion to Quash period not yet expired (subpoena); • Request must be moved to a different site; • Demonstration delivery • RK_HOLD	
Packaging	Review	Request moved to a "prepare to WIPE" state (DRD_HOLD). Request files have been WIPED (DRD_WIPED).	



#### MESSAGING

Ciox Health's ROI Processing Center sometimes needs to contact a site about a request.

There are many reasons for this kind of message, but typically the Processing Center has found a potential problem with the selected requester or the Medical Records.

Before now, there was no way to display these messages in **HealthSource Clarity**. Instead, the messages appeared in the **RepOnline** application.

Now, however, you can see and respond to **Messages** directly in **HealthSource Clarity**. See these sections for details:

- When does a Message appear?
- When does a Message notification disappear?
- View and respond to a Message
- Search for requests associated with a Message
- Message activity tracked in Request History



#### When does a Message appear?

Messages are site-specific. They are NOT user-specific.

John Dough at Site 13270 might have handled Request 98765432 from beginning to end, but if the ROI Processing Center sends a **Message** about it, **ANYONE** with access to Site 13270 can respond.

If there is an open **Message** — one that has not yet been responded to — concerning a request at a site to which you have access, you'll see an **Event Notification** at the top of the **HealthSource Clarity** screen:



We check for open messages every 60 seconds and automatically refresh the **Event Notifications** link.

This link appears regardless of what you're viewing — the **Dashboard**, **Request Search**, **My Holds**, etc. It even appears if you open a request that is **NOT** associated with a **Message**.





# When does a Message notification disappear?

IF your site has responded to all the **Messages** (page 42);

AND there are no Document Transmission notifications;

**THEN** the **Event Notification** link disappears.





# View and respond to a Message

- 1. Click the **Event Notifications** link.
- 2. The **Event Notifications** window appears. In the example below, there are no **Document Transmission** notices and only one open **Message**:

Vent Notifications			Event Notifications	јеп	
essages	1 Messages				
	eRequest ID	Received	Description	Next Steps	
	2875320	11/12/2019 04:39 PM	Reason: CUST NUM DOESNT MATCH ADDRESS Comment: First Message	View Request	
Messages					
				Click	
				CIICK	
					Close
			Procedure Ser	nd Notification to Requester: Request N	otification Con

- 3. Click the **View Request** link.
- 4. The request opens with the **Messages** window displayed.
- 5. Read the **Details**.
- 6. Close the **Messages** window.

$\otimes$	
n: GOPI KUMAR	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1
11	ioh
11	a man ga ana an
Send	st D
~~~~	Send



- 7. Review the documents and data for the request.
- 8. Click the **Messages** button, located to the left of the **Comments** symbol in the upper right corner of the **Request** screen.



- 9. The **Messages** window appears again.
- 10. Type a **Response**. You can enter as many as 400 characters. You cannot attach pictures or other files to the **Message**.

3	Messages	Event Notifications to	$\otimes$
	eRequest ID: 271	15733 Received: 11/18/2019 03:54 PM From: GOPI KUMAR	1
	Subject:	CUST NUM DOESNT MATCH ADDRESS	//
S	Details:	testing for UAT1	/
	Response:	Type your response here.	
	a a construction and the state of the state of the state	Maximum Characters: 400	ist ist

11. Click Send.



#### Search for requests associated with a Message

The **Message Response Required** field in **Request Search** looks for requests that are — or that are **NOT** — associated with a **Message** needing a response.

Option	Finds	
All	Requests regardless of their <b>Message</b> condition.	
Yes	Only requests for which a <b>Message</b> response is needed.	
No	Only those requests that do <b>NOT</b> require a <b>Message</b> response.	

Escalation Parameters Additional Request Details				
Levels:	Certification Required:	Requester Name	Requester Name/Number:	
All	▼ All	<ul> <li>Requester Nam</li> </ul>	e or Number	
Escalation	STAT Required:	Request Intake	уре:	
All Message	▼ All	<ul> <li>Email,Patient P</li> </ul>	ortal,via , 🔹 🔻	
search	Message Response Required:			
	All	•		
	All		Export	
	Yes			
	No			

#### Available to specific user roles

The **Message Response Required** search field is available **ONLY** to these user roles:

- Client Service Representative
- Internal Management
- Group Administrator
- Ciox Executive

- Account Management
- Internal Operations
- External Operations

Hidden by default

The **Message Response Required** field is located in the **Additional Request Details** section, which is hidden by default. You must **Show All Search Criteria** (page 6) to see it.



# Message activity tracked in Request History

The **Request History** captures events related to **Messages**:

ş

equest History		Q
Date \$	User Name	Event Description
1/13/2019 03:52 PM	Jeff Nold	Exceptions Task returned
1/13/2019 03:51 PM	Jeff Nold	Exceptions Task returned
I/13/2019 03:47 PM	Jeff Nold	Subject: CUST NUM DOESNT MATCH ADDRESS Response: Type your response here.
/12/2019 04:50 PM	Gopinath Kumar	Subject: CUST NUM DOESNT MATCH ADDRESS Response: replying to second
/12/2019 04:39 PM	Gopi Kumar	Subject: CUST NUM DOESNT MATCH ADDRESS Comment: First Message
/08/2019 10:22 AM	Jeff Nold	Exceptions Task returned
/08/2019 10:21 AM	Jeff Nold	Exceptions Task returned
/08/2019 09:57 AM	Gkumar	Subject: CUST NUM DOESNT MATCH ADDRESS Comment: Second confirmation needed testing
/08/2019 09:54 AM	Gopinath Kumar	Subject: CUSTOMER INFO CORRECTION Response: Yes correct
/08/2019 09:32 AM	Gkumar	Subject: CUSTOMER INFO CORRECTION Comment: Please confirm if the first name/last name combination is correct
/06/2019 11:46 AM	System Auto	Update external request - External Requester (Callback) failed. External Requester:

User Name	Person who created or responded to the <b>Message</b> .
Subject	As created by the ROI Processing Center.
Comment	Detailed question posed by the ROI Processing Center.
Response	Text entered by <b>HealthSource Clarity</b> user.



# VIEW INTAKE TYPE ON REQUEST SCREEN

You can now see basic information about how a request entered **HealthSource Clarity**:

*Site Location:	00197 - A	izona Medic	al Clinic 🔻	Q	🕙 Intake	Manual		Reques	t Status	: Ready	to Log
eRequest ID: 25	20365										
Request Inform	nation										~
Request Type:				Ма	nual						
Standard (	ВОС	Continui	ty of Care	🔵 Patie	ient 🔵 DDS	🔵 Pull Li	st				
Zin			Address:				ne:		····		
Zip:			Address:	,	and a the second se	Groa	ne: J'Adîhîhî	รต์ใสซ่อ่าง	• _*.*.		
Zin:		ala da ang pang baharan kalan Pang pang pang pang pang	Address:	,	ar an	(Groia)	 Sadînîn <b>111</b>	ST & COM		0	
Zin:	47340 - 0	iohealth Me	dcentr V	Q	e	Groat Flectronic	ne: s admini <b>et 1</b> Reque	strator I	<b>   </b>	<b>O</b> ned to	
Zio: Site Location: eRequest ID: 10	47340 - Ol 245911	iohealth Me	Address: 	Q	e Intake:	Electronic	ne: 3' Adminin <b>eril</b> Reque: Loggin	strator Et Status St Status	Return	ed to	
Site Location: eRequest ID: 10	47340 - Ol 245911 ation	iohealth Me	Addxass; 	Q 	ender a finale	Electronic	ne: sradmini <b>qui</b> Reque: Loggin	strator st Status g EPIC	Return	ned to	••••
Site Location: Request ID: 10 Request Inform	47340 - Ol 245911 aation	iohealth Me	Addxass: 	Q Elect	€ Intake: tronic	Electronic	ne: aradmini <b>çı</b> <b>Reque</b> : Loggin	strator st Status g EPIC	Return	ned to	••••

	Electronic	Manual
Can be any of:	<ul> <li>via AudaPro Integration</li> <li>Electronic</li> <li>via Ciox PAYD Integration</li> <li>via Ciox PAYI Integration</li> </ul>	<ul> <li>Add New Request</li> <li>Email</li> <li>Fax and Split</li> <li>Patient Portal</li> <li>Pull List</li> <li>via Upload Request Letter</li> </ul>
Meaning	Created from data and documents sent through a direct electronic channel. Typically these requests move straight to <b>Fulfillment</b> .	Created by submitting a Request Letter or individual patient data. These requests enter the workflow at the <b>Logging</b> step.



# **R**ETAIN REQUESTER ON SWITCH BETWEEN **S**TANDARD AND **P**ULL **L**IST

IF you are working on a Standard request;

AND the

requester fields are already filled out;

BUT you change the Request Type to Pull List because the Request Letter lists multiple patients;

Zip:	Address:	Name:
Requester 2	Requester Address	Requester Name
*Country:	Requester	
Country: UNITED STATES	Requester	
Country: UNITED STATES Requester Name:	Requester info *Address:	*City:
Country: UNITED STATES Requester Name: AUDIT CONSULTING	Address:	*City: ALPHARETTA
*Country: UNITED STATES *Requester Name: AUDIT CONSULTING *State:	Address: 925 NORTHPOINT PARKWAY, SUI *Zip:	*City: ALPHARETTA *Major Class:

**THEN** the requester information is **RETAINED**, not wiped out.

Request Type:	ntinuity of Care 🔷 Patient 🔷 DDS 🧿	Pull List Pull List
Zip:	Address:	Name:
Requester Zip	Requester Address	Requester Name
		un tim for
Number Of Patients On Pull List:	Requeste retain	er info led
Number Of Patients On Pull List: 1 Country:	Requeste retain	er info led
Number Of Patients On Pull List: 1 Country: UNITED STATES	Requeste retain	er info led
Number Of Patients On Pull List: 1 Country: UNITED STATES Requester Name:	Requeste retain	er info ed *City:
Number Of Patients On Pull List: 1 Country: UNITED STATES Requester Name: AUDIT CONSULTING	*Address: 925 NORTHPOINT PARKWAY, S	*City: SUIT CO ALPHARETTA



# Also works in the opposite order

The same rule holds true in reverse — changing from **Pull List** to **Standard** does **NOT** wipe out any requester information already saved as part of the request.

# **Only for Standard and Pull List requests**

Changing from **Standard** or **Pull List** to these **Request Type** choices **DOES** wipe out any current requester selection:

- BOC
- Continuity of Care
- Patient
- DDS



#### **AUTOMATIC IDENTIFICATION OF HIGH VOLUME REQUESTERS**

**HealthSource Clarity** can now automatically identify and select two high-volume requesters if the Request Letter contains sufficient information:

Keyword	Address matching
Change Healthcare	P.O. Box 14415 Lexington, KY 40512
EquiClaim	1849 W Drake Drive Suite 101 Tempe, AZ 85283

If the matching process finds the required information shown above:

- 1. The requester will be automatically selected.
  - 1.1 Change Healthcare, Requester # 1607658.
  - 1.2 EquiClaim, Requester # 1650396.
- 2. The **Find Requester** fields and commands will be unavailable.
- 3. The **Approved Requester Name and Address** message will be displayed.