

HealthSource Clarity

v1.7 Release Notes

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Information	See page
Browsers used during development	4
Verify Patient Name during Fulfillment	5
Fulfillment Quality Control	16



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



BROWSERS USED DURING DEVELOPMENT

We used these browser versions during the development and testing of v1.7:

Browser	os	Version / Build #
Chrome	Windows 7 or 10	80.0.3987.132
Internet Explorer	Windows 7	11.0.9600.18617
Internet Explorer	Windows 10	11.0.10240.16384
Edge	Windows 10	44.18362.267.0

Check that your browser is up-to-date to avoid possible problems with the new release.





VERIFY PATIENT NAME DURING FULFILLMENT

The new **Verify** function automatically searches the Medical Records for the **Patient Name** and notifies you if the name is not found on every page.

Verify rules

Verify only runs in specific situations:

- the first five (5) pages of the Medical Records must include a **SEARCHABLE PDF**. If not, **Verify** does not run at all, even if later pages do come from a searchable PDF.
- the Medical Records must be **SMALLER** than **75 MB** in size.
- the Medical Records must be **500 PAGES OR FEWER** in length.

When does Verify not run?

Situation	Why Verify doesn't run
Medical Records scanned to the request.	Scanning creates image files (typically TIF), not searchable PDF pages.
Medical Records printed to the request using Secure Capture or another compatible network printer.	Network printing creates image files (typically TIF), not searchable PDF pages.
Image files are attached to the request as Medical Records.	Image files are not searchable PDF pages.
Medical Records include searchable PDF pages but are larger than 75 MB and / or 500 pages.	To reduce performance impact, Verify does not run on files this large.



Simplified view of Verify workflow

This chart shows the most common **Verify** process.





Verify runs again if you add or delete Medical Record pages

Each time you add or delete Medical Record pages, **Verify** runs again and displays an updated message. The following table provides some examples:

Pages in c	original MR	iginal MR			
Searchable	Not searchable	Original finding	Your action	New results	
4	3	3 possible issues.	Delete 3 not searchable pages.	No issues found.	
20	0	No issues found.	Add 5 TIF image pages to end of records.	5 possible issues.	
0	10	Verify not available.	Add 2 searchable pages at the front of the Medical Records.	10 possible issues.	
40	0	No issues found.	Add 500 page searchable PDF.	Verify not available.	





Warning — Verify does not replace your own review!

You may get a "no issues found" message when the Medical Records are actually wrong due to problems that **Verify** cannot find.

We expect **Verify** to be a helpful tool, but **YOU** are still responsible for matching the Medical Records to all of the requirements in the Request Letter.

Situation	Potential issues not found because?	
Finds the expected Patient Name on all Medical Record pages	Verify only looks for the Patient Name not DOS or	
BUT	other values.	
the records reflect the wrong Dates of Service .		
Patient Name found on all Medical Record pages		
BUT		
the name is shared by multiple patients	Varify only looks for the Patient Name, not DOS or	
AND	other values.	
the Request Letter specifies someone else.		
For example, a facility might have treated several patients named "Elizabeth Jones."		
The Medical Records belong to the wrong patient		
BUT		
the characters of the expected Patient Name are found in the correct order	Verify only looks for the expected characters of the Patient Name .	
AND	Gaps, spaces, and some other characters may not	
the characters are separated by spaces.	be recognized by Verify .	
For example, the expected Patient Name is "John Son" and the Medical Records include the text "Johnson."		



Verify in action

The following pages provide three examples of **Verify** in action:

- Scenario 1 No issues found
- Scenario 2 Potential issues found
- Scenario 3 Verify not available



Scenario 1 — No issues found

- 1. Open a request that is any **Fulfillment** status and attach the Medical Records.
- 2. For this scenario, we'll assume two things:
 - 2.1 Every page of the Medical Records is a searchable PDF.
 - 2.2 The patient name was found on every page of the Medical Records.
- 3. You'll see the **Verify found 0 issue(s)** message at the lower left corner of the **Fulfillment** screen.

- Select Gender -	•			
MBI:	Claim #:			
Dates of Service				
mm/dd/yyyy	mm/dd/y	٥		
Medical Information				~
Verify found 0 issue(s)			Previous Sul	omit and Next



You MUST still manually review the Medical Records!

Even if **Verify** finds no issues, you must still check that the Medical Records meet the requirements of the Request Letter.

- 4. Check all other request information other patient identifiers, dates of service, etc.
- 5. Complete your **Fulfillment** tasks and submit the request.



Scenario 2 — Potential issues found

- 1. Open a request that is any **Fulfillment** status and attach the Medical Records.
- 2. For this scenario, we'll assume two things:
 - 2.1 At least one page of the first five was a searchable PDF, so that **Verify** will run.
 - 2.2 The patient name was **NOT** found on every page of the Medical Records.
- 3. The **Potential Issue(s) Found** window appears. Click **OK**.

•	Event Notifications 9 Potential Issue(s) Found Patient Name not found on 1 of 2 page(s).	\otimes	
	Sub to	Ok Same as bill	To

4. You'll also see the **Verify found X issue(s)** message at the lower left corner of the **Fulfillment** screen. Click the **View** link next to this notification.





- 5. The Medical Records open in a new **Edit** window in your browser. The **Verify found X issue(s)** message also appears at the top of this window.
- 6. Use **Previous** and **Next** to see the pages on which the **Patient Name** was not found.



- 7. Review the Medical Record pages and take the appropriate corrective action.
 - 7.1 Treat this list **ONLY** as general guidance. Check with your supervisor for help.

Situation	Corrective Action
Some pages are not searchable. For example, the first 3 pages came from a searchable PDF, but the next 10 are TIF images.	Review the non-searchable pages to determine if they should be included.
Some or all of the Medical Record pages clearly belong to the wrong patient.	Delete the incorrect pages and replace if needed.
 The Patient Name on the Medical Records is similar to the name on the Request Letter. "Mike Jones" instead of "Michael Jones" "Michael Jay Jones" instead of "Michael Jones" "Micheal" instead of "Michael." 	Can you use other patient identifiers, such as DOB, MRN, Account #, to validate the records? YES — Continue Fulfillment and submit request. NO — Delete current records and replace. You may need to ask for a revised Request Letter.
Correct Patient Name found on some pages but not all.	Can you determine that the pages without names belong to the correct patient and cover the correct Dates of Service ? YES — Continue Fulfillment and submit the request. NO — You may need to ask for a revised Request Letter.



- Image: Contract of the state of the st
- 8. When you have finished reviewing the Medical Records, click **Save And Close** on the **Edit** window.

9. You'll return to the **Fulfillment** screen. The **Verify** message may change, depending on what corrective action you took.



In some cases, **Verify** may still show possible issues even though have reviewed the Medical Records and are sure they're correct. For example, there may be a mix of searchable and non-searchable pages.

If you're sure all the pages meet the requirements of the Request Letter, you should submit the request even if **Verify** shows issues.

- 10. Check all other request information other patient identifiers, dates of service, etc.
- 11. Complete your **Fulfillment** tasks and submit the request.



Scenario 3 — Verify not available

- 1. Open a request that is any **Fulfillment** status and attach the Medical Records.
- 2. For this scenario, we'll assume that the request was **NOT** eligible for **Verify**:
 - 2.1 No searchable PDF in the first five pages of the Medical Records;
 - 2.2 More than 75 MB in size;
 - 2.3 Longer than 500 pages.
- 3. You'll see the **Verify unavailable for this request** message at the lower left corner of the **Fulfillment** screen.



mm/dd/yyyy	mm/dd/yyyy	0	
Medical Information			

- 4. Check the Medical Records against the available request information patient name, other patient identifiers, dates of service, etc.
- 5. Complete your **Fulfillment** tasks and submit the request.



Frequently Asked Questions about Verify

Question	Answer
What's the purpose of	By warning you of possible problems before you submit a request, Verify should lower the chance of an Unauthorized Disclosure (UAD).
Verify?	It should also cut down how often requests are "pulled and destroyed" after printing but before delivery.
Do all Medical Records	No.
now?	Your supervisor will let you know if and when to change your process.
What if the wrong Patient	Change the Patient Name on the Fulfillment screen.
Name was entered during	Verify does NOT run again.
Records are for the right patient?	The Verify message in the lower left corner of the Fulfillment screen will NOT change, even if the "new" Patient Name is found on every page of the Medical Records.
	Not enough to notice.
Will Verify slow me down?	During testing, Verify evaluated a 387 page searchable PDF in less than 2 seconds. None of the pages included the expected Patient Name , so it flagged 387 possible issues.
	The time you'll spend reviewing the Medical Record pages should be no different than it was before. As described on page 8, you're still responsible for checking the Medical Records regardless of what Verify finds.
	Yes.
Can I submit a request with	There may be valid reasons to submit this kind of request.
potential issues?	For example, if the Medical Records include both searchable and non- searchable pages, each non-searchable page would be flagged even if they all contain the Patient Name .
Is submitting a request with	Yes.
potential issues tracked in Request History ?	The Request History shows "Request submitted with # potential issue(s) found by Verify."

FULFILLMENT QUALITY CONTROL

Requests can now be routed for a Quality Control review after being submitted from **Fulfillment**. This process consists of these main steps:

Step	Description	Request Status
1	The request is routed to the Fulfillment Quality Control workflow only if it meets certain rules.	N/A
2	We turn the Medical Records into a searchable PDF file — regardless of the original format.	QC in Progress
3	 An automatic review checks these values in the Medical Records against what was entered for the request: Patient Name Patient Date of Birth Dates of Service 	QC in Progress
4	 If possible problems are found in Step 3, the request requires manual review. Requests can be "forced" to manual review even if the automatic review find no potential problems. 	Fulfillment Quality Control
5	 A HealthSource Clarity user with the QC Reviewer permission checks the request and decides how to handle it: allow the request to continue to the next step in the workflow — certification, invoicing, indexing, delivery, etc.; flag it as an Exception so that it can be corrected by a Client Service Representative. 	Fulfillment Quality Control

New user role for Fulfillment Quality Control

You must have the new **QC Reviewer** permission to manually review requests that have been routed to **Fulfillment Quality Control**.

If you don't have this permission, you can still open these requests, but they will be displayed in read-only mode.



Fulfillment Quality Control workflow

This diagram shows the main steps of the **Fulfillment Quality Control** process.





Fulfillment Quality Control Rules

These rules determine if a request is sent for an automated Quality Control review in the first place.

Depending on the automated results, the request can then be sent for manual review or to the next "normal" step in the workflow, such as delivery.

Rule	Default condition	Options	
	If the request uses an on-site Delivery Method , it is NOT routed to Fulfillment Quality Control :		
	• CD / DVD / Flash Drive		
Delivery Method	• Faxed		
	• Walk-In		
Because the CSR sends or gives these Medical Records to the requester, the point in sending them for review.			
Site	All Sites are enabled for Fulfillment QC by default.	Can be disabled for a specific Site .	
	Enabled, except for:		
Maior Class	• Direct Payor (PAYD)	Can be disabled for a Major Class	
	• Government (GOV)	Can be disabled for a Major Class .	
	• Continuity of Care (COC)		
Requester ID	Enabled for all requesters, except for the excluded Major Classes listed above.	Can be disabled for a specific Requester ID .	
	Did the automated Fulfillment QC review find suspicious Medical Record pages?	Requests can be forced to manual review, regardless of the automated results, based on:	
Suspects found	YES — routed for manual review.	• Site	
	NO — sent to the next step in the request workflow (certification, invoicing, delivery, etc.).	• Major Class • Requester ID	



What does Fulfillment Quality Control look for?

When **Fulfillment Quality Control** automatically searches the Medical Records, it looks at these values:

- Patient Name
- Patient Date of Birth
- Dates of Service

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		Patient Information		~
		*Last Name:	•First Name:	*DOB:
		Doe	Jane 📕	01/01/2000
	 Patient Name 	Gender:	MRN:	MBI:
	 Patient DOB 	- Select Gender -	•	
	 Dates of Service 	Claim #:		
Medical Records Searchable PDF		Dates of Service	05/12/2019	

Any mismatch between the values found in the Medical Records and the values entered on the request are flagged as **Suspected Conflicts**.



Request Search defaults for QC Reviewer role

When a user with the **Fulfillment Quality Control** role logs into **HealthSource Clarity**, the **Request Search** page appears and shows these requests by default:

Search criteria	Search parameters	Can be changed?			
Date Range	• Intake Date • Last 6 months	Yes			
Sites or Groups	All Sites	Yes			
Request Progress					
Milestone	Fulfillment	No			
Poquest Status	Fulfillmont Quality Control	Yes			
Request status	Fulliment Quality Control	Can also choose QC In Progress			
Request Characteristics					
Type and Requester Class	All	Yes			
Request Reason	All	Yes			

r m Number	•	Dat Dat	te Range te Type:		Sites									
Number	¥	Dat In	се Туре:					Rec	quest Progress			Request Characte	eristics	
Number	•	In			Sites or Groups:			Mile	lestone and Status:			Type and Reques	iter Class:	
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13270 - Dem	2955284	1	Demo Test	Electronic Insura	James Wendy	07/06/1953	02/13/202	20	02/13/2020	-520	Fulfillmen	nt Quality Control		
13270 - Dem	2993596		Syracuse Ortho Spe	Facility	GEORGE BOAZ	10/10/1985	03/23/202	20	10/03/2019	-121	Fulfillmen	nt Quality Control		
13270 - Dem	2853175		CONTINUING CARE	Continuing Care	IdrewgHA OQj	10/10/1970	10/18/201	9	10/18/2019	-115	Fulfillmen	nt Quality Control		
13270 - Dem	2836430		ALBANY MEDICAL C	Facility	ROGER HERROR	01/02/2019	10/02/201	9	10/02/2019	-115	Fulfillmen	nt Quality Control		
13270 - Dem	2852667		CLAIMS	Insurance	Anthony G Fre	09/06/2024	10/18/201	9	10/18/2019	-112	Fulfillmen	nt Quality Control		
13270 - Dem	2852054		DUNNION LAW FIRM	Attorney	PsBcyxEW bSx	10/10/1970	10/17/201	9	10/17/2019	-111	Fulfillmen	nt Quality Control		
13270 - Dem	2852566		pdiSyQkV, fAGKKJKP	Patient	fAGKKJKP pdiS	10/10/1970	10/18/201	9	10/18/2019	-110	Fulfillmen	nt Quality Control		
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13270 - Dem	2852951		ACFuSgeJ, DAVSHxVR	Patient	DAVSH×VR ACF	10/10/1970	10/18/201	9	10/18/2019	-110	Fulfillmen	t Quality Control		
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Manual review of Fulfillment Quality Control requests



The character recognition (OCR) and Natural Language Processing (NLP) tools used during automatic evaluation can cause:

- False negatives Correct values flagged as suspects
- False positives Incorrect values not identified as suspects

You must still review the Medical Records for requests sent to Fulfillment Quality Control.

- 1. Log in to **HealthSource Clarity** as a user with the QC Reviewer permission.
- 2. On the **Request Search** page, click **Work Next**.
- 3. The request opens, with the Request Letter displayed in the **Document** window on the left side.
- 4. Do you see a **Review Suspected Conflicts** notification at the bottom of the **Data Entry** window?
 - 4.1 **YES** Go to Step 5.
 - 4.2 NO The automated review did not find possible conflicts, but the request was forced to manual QC review anyway. See No Suspected Conflicts flagged? on page 27.

Yes		No	
Production of a contract of the second state of the	•Requester Name: Demo Test	*Address: 925 Nrt POINT PKWY	CRy:
Suspected Conflicts found	-21p:	• Major Class:	State: GA Requester Type: Electronic Insuran
Handin Line - ©	*Requester #: 2163818	lo Suspected onflict notice	Fax:
tina Deas e e e e e e e e e e e e e e e e e e	•Request Letter Date: 02/13/2020	Facility Received Date: 02/13/2020	Intake Date: 02/13/2020
	and the star fills, the second state of the data	Previous Re	turn to Exceptions

5. Click the **Review Suspected Conflicts** notification.



6. The screen changes to the **Fulfillment Quality Control** view, showing you the **Medical Records**, **Patient Information**, and the list of **Suspected Conflict Items**.

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■				Gender: - Select Gender -	MRN: 123456789	55N: 123-45-6789
	A Deceman A Deceman	окалак		мві:	Claim #:	
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		Indexessor:		Highlight Suspects DOS [11115	5/2010] (3 Found)	Delete pages Ignore Items
		wear an clustic adde on antide support, the opticat he was provided with, and apply for to the antide. I will see him again in about six weeks the is still symportatic.		(Highlight Suspects) DOS [Janua	ry 25, 2011] (3 Found)	Delete pages Ignore Items
		-	(Gamman (pol)			
				Review Suspected Conflicts (4/4)	Previous	Return to Exceptions Submit and Next

7. Click **Highlight Suspects** for the first **Suspected Conflict Item**. The suspect data is highlighted in the Medical Records.

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May 15.2003 This 67 year man came in helps but does not alleviate the sympt went to th-hospitatwhere he had x-rays	Suspect data in da severe inversion	Highlight DC Suspects	Click	Delete Igno pages Iter	ore ms
for the ankle. He has been applying ic swells at the end of the da	y. Medical Records IIc says the ankle	Highlight DC Suspects	DS [1111]	Delete Igno pages Iter	ore ms
Allergies: Medications: Review ofSystems: Operations:	Sulfa Paxil, Zocer, Bayer aspirin 81 milligrams daily, multi vitan He has had urinary tract infections and bronchitis in the par the has had cardiac eatheterization. Tonsillectomy and ader Varicocele and hydrocele surgeries. Transurethral resectior Bilateral implants for cataract treatment.	Highlight DC Suspects	XS (January 25, 2011) (3 Found)	Delete Igno pages Iten	ore ms
Family History: Personal & Social History swells at the end of the da	: }ol000(or alcohol products. He says his occupation is a				

7.1 If the suspect data was found on multiple pages, click **Next / Previous** until you have reviewed all the places on which it was detected.



8. Review the **Patient Information** and decide how to proceed.

- 8.1 You may need to check the Request Letter to find exactly what was authorized.
- 8.2 Check with your supervisor if you have questions about how to proceed. These instructions are more technical (how-to) than operational (why-to).

Action	Result	Use when
Delete Pages		The Medical Record page clearly was not requested — it reflects the wrong Patient and / or the wrong Dates of Service .
	Deletes EVERY page on which the suspect data was found. You CANNOT undo the deletion of pages.	In some cases, you may want to Ignore the suspected problems rather than delete the pages.
		For example, you may want the CSR to be able to see the "wrong" pages so they are not captured again.
	Leave the pages in the Medical Records. This action effectively means "I looked at the suspect item and it is not a cause for concern."	The suspect item is NOT the Patient Name , Patient DOB , or requested Date of Service .
Ignore Items		For example, a doctor's name may be flagged as a suspect.
		Patient Name , Patient DOB , or Date of Service is in a different format than expected but the Medical Records still meet the request.
		For example, the Request Letter may refer to Jane Doe, while the Medical Records are for Janet B. Doe. You might also see simple typos (mistakes) flagged as suspects.
		If this happens, use other patient identifiers (DOB, Account, Case, etc.) to verify that the correct Medical Records were captured.
		The patient information was entered incorrectly during Logging or Fulfillment . See page 28 for more information.



9. Provide a **Reason for Deleting** or **Reason for Ignoring**:

Reason popup	Reason	Use when
Reason for Deleting	Incorrect Patient	Medical Records belong to the wrong patient.
Incorrect Patient Incorrect DOB Unauthorized DOS	Incorrect DOB	Medical Records belong to the wrong patient.
Other (Provide Reason Below) Enter reason S	Unauthorized DOS	Medical Records cover Dates of Service not authorized by the Request Letter.
Are you sure you want to delete the pages for this conflict item? This action cannot be undone. Cancel Delete	Other	You must provide details to explain why you deleted the pages.
	Doctor / Nurse	The name belongs to a health care practitioner, not the patient.
Reason for Ignoring 🛞	Maiden name	The name reflects the correct patient but the Medical Records come from a time before the patient's name was legally changed.
	Not a DOB	The suspect date value is something other than the patient's Date of Birth . For example, it might be a date of treatment.
Cancel Ignore	Not a DOS	The suspect date value is something other than a Date of Service . For example, it might be a Date of Birth or a dated comment.
	Other	You must provide details to explain why you ignored the suspect data.



- 10. The first **Suspected Conflict Item** is marked with a **GREEN CHECKMARK**.
 - 10.1 If you deleted pages, and those pages originally contained other suspect items, the "later" suspects will be removed from the list.
 - 10.2 Click **Revisit Items** to "undo" the **Ignore Items** command. You **CANNOT** use **Revisit Items** to restore pages that you deleted.



11. Repeat Step 8, Step 9, and Step 10 until you resolve everything. At that point, the background of the **Suspected Conflict Items** window turns **GREEN**.





12. Do the Medical Records now meet the requirements of the Request Letter?

Decision	Action				
YES	1. Click Submit and Next .				
	2. A new request appears.				
	1. Click Return to Exceptions .				
	2. The Flag as Exception window appears.				
	Flag as Exception				
ΝΟ	+Exception Reason				
	*Comments: (Max 1000 Characters)				
	Exception and Next				
	3. The Exception Reason is <u>Fulfillment QC Failed</u> and cannot be changed.				
	4. In the Comments , provided a meaningful explanation of why the request failed QC.				
	 If possible, add suggestions as to corrective action. For example, the CSR might need to ask for a revised Request Letter covering the available Dates of Service. 				
	5. Click Exception and Next.				
	6. The request goes back to the site at which it was processed:				
	• Request Status = <u>Fulfillment Exception</u> .				
	• Exception Reason = <u>Fulfillment QC Failed</u> .				



No Suspected Conflicts flagged?

You may open a **Fulfillment Quality Control** request and see no **Suspected Conflict Items**.

Requester Name:	*Address:	* City:
Demo Test	925 Nrt POINT PKWY	ALPHARETTA
		*State:
		GA
*Zip:	*Major Class:	*Requester Type:
30005-5210		Electronic Insura
*Requester #:	No Suspected	Fax:
2163818	Conflict notice	
Request Letter Date:	*Facility Received Date:	Intake Date:
02/13/2020	02/13/2020	02/13/2020
	Previous R	eturn to Exceptions

When this happens, the request was pushed to the manual **Fulfillment Quality Control** step by a business rule (page 18), not because possible problems were found.

- 1. Review the Request Letter, Medical Records, and Patient Information.
- 2. Do the Medical Records meet the requirements of the Request Letter?
 - 2.1 **YES** Submit and Next.
 - 2.2 **NO** Return to Exceptions.



Medical Records are right, patient information entered wrong

In some cases, **Fulfillment Quality Control** may identify possible suspects because of data entry errors during **Logging** or **Fulfillment**. For example:

- the Patient Last Name typed incorrectly as "Jonhson" during Logging.
- The automated review finds a **Suspected Conflict** on every Medical Record page that included the correct name, "Johnson."

	March 17, 2020		
Patient Medical R	Correct name	Patient Information *Last Name:	Spelling mistake
Patient Information Johnson, Bill (831) 909-2761	11/22/1965	Jonhson Gender:	Bill MRN:
1821 Moreno Oceanside, CA 925054	Weight: 180 lbs Height:	- Select Gender - MBI:	Claim #:
In Case of Emergency	71 inches	Dates of Service	
Vivia O'Flynn Home phone +87 (60) 319-4999	347 Main Avenue, 1 Schmedeman Place Vero Beach, Florida, 32969 United States Work phone +87 (60) 319-4999	mm/dd/yyyy SL	spected Conflict
General Medical History		Suspected Connict items	A Review Suspected Conflicts (
Chicken Pox (Varicella): Option 2	Measles: Option 2	Highlight Suspects	Patient Name [Johnson, Bill] (1 Found)
Have you had the Hepatitis B vaccina	tion?		a de Tana a se de cara de la decara de la decara de Cara de car

If this happens:

- 1. Change the incorrect value on the **Patient Information** section of the **Data Entry** window. The **Suspected Conflict** message is **NOT** updated we **DON'T** push the request back through the automated **Fulfillment QC** review.
- 2. **Ignore** the suspects that were caused by the data entry error. Use the **Other** reason and explain that the problem was caused by a mistake during **Logging** or **Fulfillment**.
- 3. Review the Medical Records for any other potential problems.
- 4. **Submit** the request.



FAQ

Question	Answer
Can a request go to Fulfillment Quality Control only one time?	NO. There is no limit to the number of times a request may visit Fulfillment Quality Control .
I changed the Patient Name but it still shows as a conflict.	We DON'T check again after you change a data entry value. Ignore the Suspected Conflict Items and explain that you switched the value.
l opened a request and there were no Suspected Conflicts .	A request can still be "forced" to Fulfillment Quality Control even if the automated review of the Medical Records did not find any potential issues. You must carefully review these requests and decide if they meet the requirements of the Request Letter.
Does Fulfillment Quality Control slow down the delivery of a request?	YES, but the benefits outweigh the time delay. A request that was perfectly handled by a CSR, but goes through Fulfillment Quality Control anyway, will be slightly delayed compared to the same request that skips QC. The exact amount of time depends on the size of the Medical Records and how long the QC process takes. However, Fulfillment Quality Control should cut down the number of Unauthorized Disclosures and incomplete requests. The reduction of "emergency" work to pull and destroy requests, retrieve shipments before delivery, or deal with the financial and legal penalties for a UAD is well worth the extra time spent in QC.