

Logging a Request: BOC

Business Office Copy Request Type Process

The Business Office Copy (BOC) process was developed to work with special BOC Coversheets provided by the Operations Field Support department. These coversheets are set up with a specific customer number and delivery process.

Note: if you do not have a BOC coversheet for your business office requests, utilize the Standard workflow.

Follow the steps below to log a **Business Office Copy** request after selecting a request in **Logging** Task Type:

Step	Action										
1	In the Request Information section, select Business Office Copy under <i>Request Type</i> .										
2	If the requestor was not found and populated automatically, enter the name or address and zip code of the requester.										
3	Select Find Requester . Confirm the "Customer #" on the coversheet matches the "Requester #" in HealthSource. Note: If the requester is not found based on the search criteria/Requester # match, you will need to log this request under "Standard".										
5	Enter the Request Letter Date found on the request letter.										
6	Enter the Facility Received Date .										
7	Reason for Request will automatically default to Business Office Copy with <i>Electronic Delivery Method</i> .										
8	Enter the Requested By and ATTN .										
9	In the Patient Information section, Complete the Patient Information fields if they were not filled in by the ADE.										
10	Enter the Dates of Service requested.										
11	In the Medical Information section, select the Requested Record Types .										
12	In the General Information section: <table border="1" data-bbox="548 1255 1421 1570"> <thead> <tr> <th>Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Fee Approval Limit</td> <td>Not applicable-these are inhouse requests.</td> </tr> <tr> <td>Sensitive Data</td> <td>If the records contain sensitive information, check this box.</td> </tr> <tr> <td>Return Records to Facility</td> <td>If the records need to be returned to the facility before being sent to the requester, check this box.</td> </tr> <tr> <td>Payment Information</td> <td>Not applicable-these are inhouse requests.</td> </tr> </tbody> </table>	Field	Description	Fee Approval Limit	Not applicable-these are inhouse requests.	Sensitive Data	If the records contain sensitive information, check this box.	Return Records to Facility	If the records need to be returned to the facility before being sent to the requester, check this box.	Payment Information	Not applicable-these are inhouse requests.
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13	Select: <ul style="list-style-type: none"> • Submit and Next to move onto the next request in your queue. • Save and Close to come back to it at a later time. • Submit and Close to submit and return to your landing page. • Submit and Fulfill to go straight to fulfillment. 										

