

RepOnLine 2020 Job Aid

Introduction This job aid reviews the most frequently used icons and tools located in the RepOnLine application.

What is RepOnLine? RepOnLine (also known as FieldOnLine) is a Ciox application used for generating and viewing information about records requests. It has historically been used to communicate between Customer Service, CSRs and Management. Tools and reporting options depend on the end user role.

How to access RepOnLine To log on to RepOnLine, enter the following address into your internet browser: www.roitransmit.com. Log on and password is your rep number and password.

Helpful reports Use the reports below to assist in estimating costs or reviewing request details:

Report	Details
Field Report	The Field Report show the number of requests processed, total pages processed, and invoice amount. Filter options include associate, site, or area.
Test Location Pricing	Test Location Pricing provides an estimate of charges based on location, page count, request type and ship to location. This is not a definitive invoice calculator but can approximate a request cost.
Shipping Cost Estimate	The report shows shipping costs for multiple vendors. Similar to Location Pricing, this is an estimate, not a definite charge.



Important: While most reporting in RepOnLine is available in HealthSource, those mentioned above are only available in RepOnLine at the time.

Customer Service Review

Overview



Customer Service Review provides a snapshot of a request and the requests' current status. Selecting the blue icon from request search screen allows you to review high level information on the invoice status and request, patient details, billing/shipping, fee approval, and invoice pricing.

Customer Service			
Request ID (Invoice Number):			
Area/Site Information		ROI Specialist Information	
Area Number:	40510	REP ID:	
Site/Location Number:		REP Name:	
Site/Location Name:		RMO Number:	
Site Status:	ACTIVE	RMO Name:	
HealthPort Partner Site:	NO	RDO Number:	
Request Track #:		RDO Name:	
		VPO Number:	
		VPO Name:	
Site Coordinator:			
Invoice/Request Information			
Request ID:		Employee Num:	
Request Type:	BLUE CROSS CLAIM	Site ID:	
Job Type:	NB	Field Req ID:	
Invoice Template:	NB	Field Scan Date:	03/18/2016 08:53:50
Billable:	N	Field Xfer Date:	03/18/2016 08:53:50
Customer Num:	1572375	Sensitive Data:	N
Requested By:	BCBS	Paper Page Count:	0
QuickView:	N	Micro Page Count:	0
QuickView Direct:	N	Electronic Page Count:	7
BOC Indicator:	N	Electronic Delivery?	N
Message:	N/A		
Response:	N/A		
Patient Information			
Patient Name:		Value:	NA
Patient ID1 Code:	Other	Value:	
Patient ID2 Code:		Value:	
Patient ID3 Code:		Value:	
Index Work Queue Information			
Request State:	WPE	User Name:	
Busy Indicator:	N	Priority:	5
Billable Indicator:	N	Route Indicator:	N
Date Originated in System:	03/18/2016 09:57:19	Route From User:	
Date Assigned:		Route Date:	
Start Work Date:		Route Reason:	
Pended Indicator:	N		
Route Comment:			
Pended Date:		Maximum Pend Date:	
HealthPort Messaging History			
No Messages Sent...			
Special Processing Information			
Record Cert Required:	N	Check Received:	
Years Searched:		Check Payment Type:	
Facility Kept Payment:		Check Number:	
OS Pickup Indicator:	N	Check Amount:	
		Check Date:	
Billing Address Information		Shipping Address Information	
Name:		Name:	BLUE CROSS BLUE SHIELD
Attn:		Attn:	BCBS
Address 1:		Address 1:	PO BOX 419169
Address 2:		Address 2:	
Address 3:		Address 3:	
Address 4:		Address 4:	
City:		City:	KANSAS CITY
State:		State:	MO
Zip:		Zip:	64141-6169
Country:		Country:	US
Invoice Pricing Information			
Item Code	Quantity	Unit Cost	Price Details Total Cost
There are no pricing details available.			

Request History Report

Overview



Selecting the Request History Report icon shows step by step activity for the request release from the time the request enters the system chronologically. Details that are included in this report include: request state, date/time, user, event, and comments associated with the request.

Request History Report					
ID	State	Date / Time	User	Event	Comment
07735231	CONFIRM	10/11/2011 12:44:20 AM	CONFIRM	CONFIRM	Received at local area USPS for delivery--no confirmation information available.
07735231	PRINT	10/5/2011 5:42:05 PM	CDN/ITE	PRINT_INV_STAT	PRINT_JOB (A151544) was completed for print: 50054554
07735231	WIPE	10/5/2011 5:41:13 PM	ISI	CHANGE_STATE	Transition from PRINT To WIPE
07735231	PRINT	10/5/2011 5:41:13 PM	ISI	CHG_ST_DETAIL	Records will be wiped from the system for all requests that are moving to WIPE
07735231	PRINT	10/5/2011 5:41:13 PM	ISI	REQUEST_COMPLETE	SUCCESS
07735231	CONFIRM	10/5/2011 5:41:13 PM	ISI	CONFIRM_SEQ_STAT	Confirmed receipt by USPS for SHIP. The Confirmation Number is : 500021548
07735231	PRINT	10/4/2011 4:45:48 PM	DISTMGR	QUEUED TO PRINT	123456789: Request is in Print and Mail
07735231	PRINT	10/4/2011 4:36:08 PM	DISTMGR	QUEUED_DISTMGR	PRINT_ID:123456789
07735231	PRINT	10/4/2011 4:27:34 PM	ROI	CHANGE_STATE	Transition from INVOICE To PRINT
07735231	INVOICE	10/4/2011 4:27:34 PM	ROI	CHG_ST_DETAIL	Added record to inv_cpe_detail
07735231	INVOICE	10/4/2011 4:27:34 PM	INVOICER	INVOICE_CREATE	Created invoice of type BPAT for request 1245785501
07735231	INVOICE	10/4/2011 4:27:33 PM	INVOICER	ASGN_NEW	Assigned from request post by SP
07735231	INVOICE	10/4/2011 4:27:18 PM	ROI	CHANGE_STATE	Transition From SMART_INDX to INVOICE
07735231	PRICE	10/4/2011 4:27:17 PM	ROI	PRICE_DETAIL	Non patient postal - BPAT
07735231	SMART_INDX	10/4/2011 4:27:16 PM	SMART_INDX_USER	DEBUG EVENT	Variable Sent into ISQuickView.1234548945875845487
07735231	SMART_INDX	10/4/2011 4:27:01 PM	ROI	CHANGE_STATE	Transition From DATA_ENTRY To SMART_INDX
07735231	SMART_INDX	10/4/2011 4:27:01 PM	ROI	CHANGE_STATE	REQUEST SENT TO SMART INDEXING
07735231	DATA_ENTRY	10/4/2011 4:27:01 PM	INDC-ROUTE	CHANGE_STATE	JOB ENTERING SYS
07735231	AUTO_LOG	10/4/2011 4:27:01 PM	ESMARTLOG	AUTO_LOGOUT	Auto Logout Successful Logout (s:55944444)

Invoice Cancellations

Overview



Cancelling an invoice begins with locating the invoice through the Invoice Search link. Only RMO access and above can cancel (delete) an invoice. Once the invoice is located, use the icon highlighted to cancel an invoice. If records should not be delivered, note this in the comments section. When all fields are complete, choose OK to submit the invoice cancellation.

Date: 4/6/2020	Name:	Invoice#:
Area Number:		
SRA/Location Number:		
REP ID:		
REP Name:		
RMO Number:		
RMO Name:		
RDO Number:		
RDO Name:		
VPO Number:		
VPO Name:		
Open Amount:		
Customer Service Forms: INV21-Cancellations		
CANCEL AMOUNT:	<input type="text"/>	
REASON CODE:	-- Select One --	
REASON FOR CANCEL:	<input type="text"/>	
CANCEL REQUESTED BY: FULL NAME:	<input type="text"/>	
DIRECT PHONE NUMBER:	<input type="text"/>	
EXTENSION:	<input type="text"/>	
RETURN RECORDS ?:	-- Select One --	
CUSTOMER MAJOR CLASS:	ATTY	
CUSTOMER#:	1725210	
INDEXING ERROR:	-- Select One --	
INDEXER:	<input type="text"/>	
<input type="button" value="OK"/>	<input type="button" value="Return to Invoice Search"/>	