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.

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Customer Service
Request ID (Invoice Number):

Area/Site 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:			

ROI Specialist Information

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:			
Patient ID1 Code:	Other	Value:	NA
Patient ID2 Code:		Value:	
Patient ID3 Code:		Value:	

Index Work Queue Information

Request State:	WIPE	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

	Billing		Shipping
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.

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.