

Overview

After a request is logged and fulfilled in HealthSource, it makes its way through the backend systems for quality auditing, invoicing and delivery if applicable.

If a request is unable to successfully make its way through the backend systems, or if it went through a quality or sensitive information audit and the associate performing the audit has a question, the site will receive a “Rep Message” about the request. The Rep Message will appear in HealthSource Clarity under “Event Notifications”.

It is imperative that these messages are checked and resolved daily to expedite the delivery to the requester. Check with your supervisor/manager for Messages protocol at your site.



If a Rep Message is not responded to within 30 days of the message being sent, **the request will be cancelled and wiped from the system. It will need to be relogged and reprocessed.**

If you do not have the information needed to reply to the message, please respond to the message with “Requested Information Not Available-Please Delete”

When Does a Message Appear?

Messages are site-specific. They are NOT user specific. HealthSource Clarity checks for new/open messages every 60 seconds and automatically updates the Events Notification link.



Event Notifications 114

For example, John Doe at Site 13270 handled Request 98765432, but if the ROI Processing Center sends a Message about it, ANYONE with access to Site 13270 can respond.

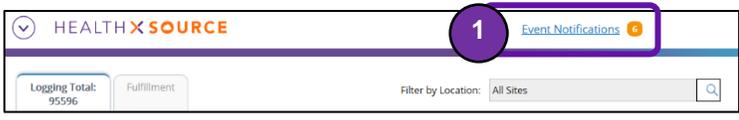
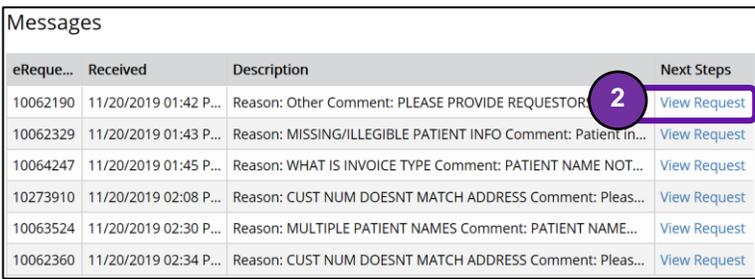
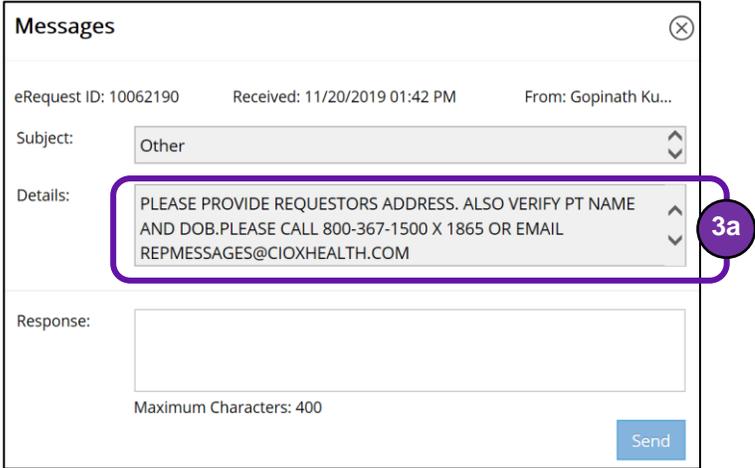
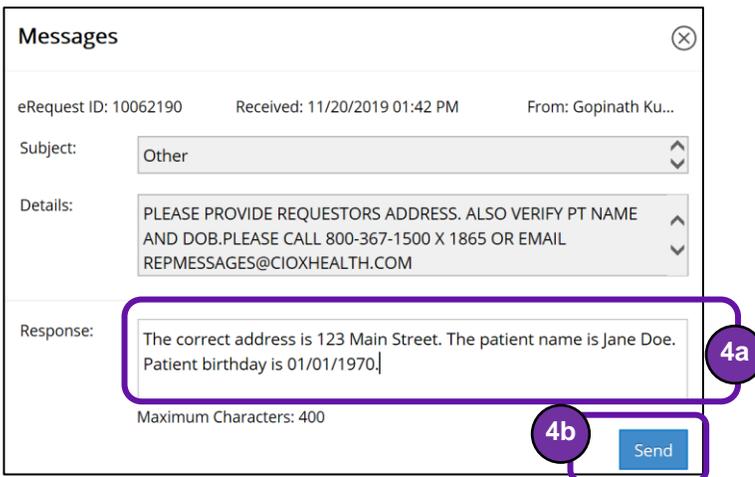
If there is an open Message concerning a request at a site to which you have access, you will see an Event Notification at the top of the HealthSource Clarity screen with a number bubble.

When Does a Message Notification Disappear?

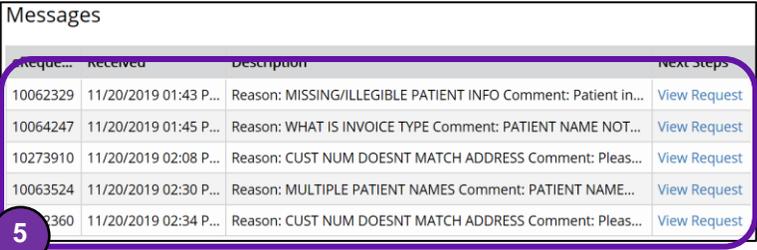
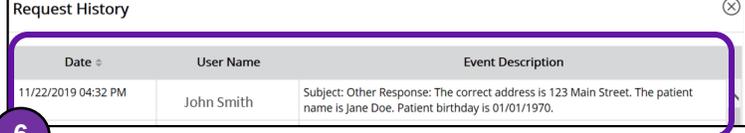
IF your site has responded to all the Messages AND there are no Document Transmission notifications; THEN the Event Notification link disappears.



How Do I View and Respond to a Message?

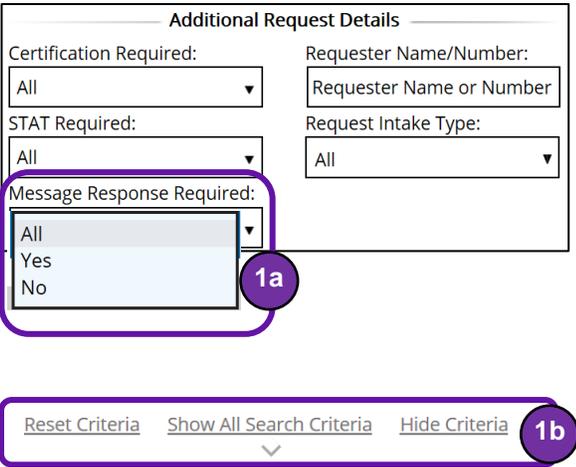
Step	Action																												
1	<p>Click the Event Notifications link.</p> 																												
2	<p>The Event Notifications window appears. The message list is sorted by Oldest Message to Newest Message. Click View Request.</p>  <table border="1"> <thead> <tr> <th>eReque...</th> <th>Received</th> <th>Description</th> <th>Next Steps</th> </tr> </thead> <tbody> <tr> <td>10062190</td> <td>11/20/2019 01:42 P...</td> <td>Reason: Other Comment: PLEASE PROVIDE REQUESTOR...</td> <td>View Request</td> </tr> <tr> <td>10062329</td> <td>11/20/2019 01:43 P...</td> <td>Reason: MISSING/ILLEGIBLE PATIENT INFO Comment: Patient in...</td> <td>View Request</td> </tr> <tr> <td>10064247</td> <td>11/20/2019 01:45 P...</td> <td>Reason: WHAT IS INVOICE TYPE Comment: PATIENT NAME NOT...</td> <td>View Request</td> </tr> <tr> <td>10273910</td> <td>11/20/2019 02:08 P...</td> <td>Reason: CUST NUM DOESNT MATCH ADDRESS Comment: Pleas...</td> <td>View Request</td> </tr> <tr> <td>10063524</td> <td>11/20/2019 02:30 P...</td> <td>Reason: MULTIPLE PATIENT NAMES Comment: PATIENT NAME...</td> <td>View Request</td> </tr> <tr> <td>10062360</td> <td>11/20/2019 02:34 P...</td> <td>Reason: CUST NUM DOESNT MATCH ADDRESS Comment: Pleas...</td> <td>View Request</td> </tr> </tbody> </table>	eReque...	Received	Description	Next Steps	10062190	11/20/2019 01:42 P...	Reason: Other Comment: PLEASE PROVIDE REQUESTOR...	View Request	10062329	11/20/2019 01:43 P...	Reason: MISSING/ILLEGIBLE PATIENT INFO Comment: Patient in...	View Request	10064247	11/20/2019 01:45 P...	Reason: WHAT IS INVOICE TYPE Comment: PATIENT NAME NOT...	View Request	10273910	11/20/2019 02:08 P...	Reason: CUST NUM DOESNT MATCH ADDRESS Comment: Pleas...	View Request	10063524	11/20/2019 02:30 P...	Reason: MULTIPLE PATIENT NAMES Comment: PATIENT NAME...	View Request	10062360	11/20/2019 02:34 P...	Reason: CUST NUM DOESNT MATCH ADDRESS Comment: Pleas...	View Request
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3	<p>The Messages window appears.</p> <p>a) Read the details</p> <p>b) Investigate the question</p> 																												
4	<p>a) Type a response in the Response field. You are limited to 400 characters. The Send button will activate.</p> <p>b) Click Send.</p> 																												



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6	<p>The message shows in the Request History. At this point, the message cannot be edited.</p> <p>If you forgot to add information, you must email the missing information along with the eRequest ID to: repmessages@cioxhealth.com.</p>  <table border="1"> <caption>Request History</caption> <thead> <tr> <th>Date</th> <th>User Name</th> <th>Event Description</th> </tr> </thead> <tbody> <tr> <td>11/22/2019 04:32 PM</td> <td>John Smith</td> <td>Subject: Other Response: The correct address is 123 Main Street. The patient name is Jane Doe. Patient birthday is 01/01/1970.</td> </tr> </tbody> </table>	Date	User Name	Event Description	11/22/2019 04:32 PM	John Smith	Subject: Other Response: The correct address is 123 Main Street. The patient name is Jane Doe. Patient birthday is 01/01/1970.																		
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Request Search-New Message Response Required

Field	Description
<p>1</p> <p>a) Under Additional Request Details in the Search Criteria, you can search for requests that require a message response (yes) or do not require a message response (no).</p> <p>b) The Message Response Required field is located under the Additional Request Details section, which is hidden by default. You must Show All Search Criteria to see it.</p> <p>IMPORTANT: If a message is not answered within 30 days, the request will be canceled.</p>	 <p>The screenshot shows the 'Additional Request Details' section of a search interface. It includes several dropdown menus: 'Certification Required' (set to 'All'), 'STAT Required' (set to 'All'), and 'Message Response Required' (set to 'All'). The 'Message Response Required' dropdown is highlighted with a purple box and labeled '1a'. Below the search filters, there are three links: 'Reset Criteria', 'Show All Search Criteria', and 'Hide Criteria'. The 'Show All Search Criteria' link is highlighted with a purple box and labeled '1b'.</p>

