

2022 Helpdesk Guide

Amanda - 2022-08-23 - General

Ticketing Departments

- **Forcura/HCHB/Pointcare/RSL/Direct Connect-** Everything related to these 5 products and hair care tips, coffee shop recommendations, camping spots, sunsets
- **IT Support-** Printers, Broken Tablets, New Tablet Requests, Farm Issues, Lame Jokes
- **Property Management-** Toilets, Furniture, AC, Bugs, etc

HCHB/Forcura/RSL/Forcura/Direct Connect

Forcura- This section is for ALL things related to Forcura.

- **Attachment Issues-** You will use this if you are having issues with getting a document to attach in Forcura
- **Direct Connect-** Send questions or issues with Direct Connect here
- **Fax Issues-** For all Fax related issues in Forcura
- **Unable to process order-** Having issues with an order?
- **Other Forcura Issues-** Have a Forcura issue not listed above please use this.

Patient-This section is for ALL things outside of Scheduling, Workflow, and Referrals

- **Demographics changes:** Have the wrong patient Name, DOB, SSN, MBI...we got you
- **Override Access:** Need to override OASIS changes for a nurse that is not available? Submit them here, one ticket per visit you are needing to override OASIS changes on. Why? Tracking! ????
- **System Errors Not Related to Workflow:** Have a visit the nurse completed but it's stuck in Lalaland?
- **Home Health:** Patient related items specific to Home Health
 - **No Billable Visits in a period-** Please do not use this if the patient had a payor change, please use this for payor changes ????. More

- details will be released soon
- OASIS Question Changes- Not related to DX or physician changes
- Order Issues-NOT related to a ROC or 485
- Other Patient Related Issues
- **Hospice:** Patient related items specific to Home Health
 - Addendum Console
 - Bereavement
 - IDG
 - Orders
 - Other Patient Related Issues

Payor Change: For Admitted patients who have had a payor change mid-episode.

Did the payor change after we admitted the patient? Submit here!! If the patient has not been admitted but the payor is wrong, please submit this under referral reset.

Pointcare/RSL- App issues including Visits/Calls still on the tablet

- Pointcare- Please do not submit a ticket if it is a same day patient care issue.
 - Send visits back for inactive employee: Did the nurse leave without notice and still has several visits on their tablet? I can now remove without logging into the tablet
 - **Misc:** All other Pointcare issues here
- RSL
 - **Misc:** All RSL issues here

Referral All things referral on a patient that has not been admitted.

- Referral Reset- Found out the patient has MCR instead of Zebracakes HMO PFFS PPO MCR ADV. Send it over so we can reset that workflow for you!
- **Reverse Non-Admit:** Have a patient that you nonadmitted this month and they have changed their mind? Let's reverse it!
- MCR Eligibility-New Branches Only: Currently for Amarillo, Weatherford, and Waxahachie
- **Initial Branch Charity-New Branches Only:** for new startups only.
- **Duplicate Referral:** Oops, was the patient already on service? Send it over we will get it removed!

Scheduling: Anything related to a completed visit that is not on a tablet.

- **Almost Complete:** Have a visit the nurse completed but it's stuck in Lalaland?
- **Late Recert:** Have a RCT that needs to be move to the new cert?
- **Insufficient Authorization:** Have you exhausted all of your brain power trying to figure out why you can schedule? We got you!
- **Home Health**
 - **Visit Changes**
 - **Late charges:** Have visits you need to verify but the claim is billed?
 - **Make Visit Nonbillable** Billed visits that need to be made nonbillable.
 - **Service Code Change-Not Nursing** Most commonly will be used for visits that are billed but verified under the wrong service code. PT01 to PT19
 - **Visit Date Change** If you a visit verified on 1/10 but it should be 1/11 and now its billed
 - **Visit Time Change:** Did time attempted traveling occur during the visit? We can set you back to the correct time!
 - **Worker Change:** Accidentally verified that PT33 as Bobs therapy company instead of Dill Pickles therapy? Got you!
 - **OASIS Changes**
 - **Recert to DC-Visit** Did you recert the patient get recerted and now the doctor is being super nice and refusing to sign for the new cert? RN02 to RN18
 - **Recert to TIF** Pt hospitalized after the RCT took place and there are no billable visits. RN02 to RN11 + RN44
 - **Recert To DC-NO Visit:** This would be a Recert to a RN11 and finally a RN66
 - **Visit Deletion**
- **Hospice**
 - **HIS** We never hear from you hospice, we love you and miss you
 - **Bereavement** IDG drama llama, we are here for you...unless its urgent please call us
 - **Visit Deletion**

Worker All things related to Worker Console

- **Add/Remove Branch Access:** Need to have branches added or removed

from your profile? Send it here!

- Analytics Access: Lost your ability to view analytics?
- Assign Additional Courses: Need to assign an existing employee access to another role? Example: Scheduler to Intake
- [Clinical Supervisor Tablet Access](#): Need your clin sup to help cover visits in the field? Please understand this has to still go to Sheila and Tamera for approval once the ticket is submitted.
- [Hospice MD Setup](#)- Hire a MD? Get your email access and promispoinet logins here!
- Prehire Courses: Have a bonusing employee who would like to complete courses before hire. This must be approved by the powers that be before this is submitted to the helpdesk.
- Promispoinet Courses Complete: Has your employee completed all courses? Please submit that here
- Add/Remove Rapid Reschedule- Have an employee who needs to have Rapid Rescheduled removed or added..You guessed it
- [Incompatible Patients](#): Have a nurse that never ever wants to see a nurse again? Managers/DONs can submit that here!
- Other Worker Permissions
- For Helpdesk use Only*PAF- **Please do not use this**

Workflow Anything workflow related

- Delete workflow The following are all workflow items that are just chilling on your workflow that either done need to be processed or are duplicates!
 - Assign Evaluation Documentation
 - Discharge Patient that is still inpatient at eoe
 - Document preclaim eligibility
 - Other
- [Reset Workflow](#) The following items are when we need workflow reset!
 - 485 Home Health
 - DX Change
 - Physician Change
 - ROC Home Health
 - Review ROC Evaluation Documentation
 - Review/Edit Approve Held ROC Order
 - CTI-Hospice
 - F2F-Hospice
 - POC-Hospice
- Other Workflow Issues

Misc Items not related to a patient or worker

- Add/Edit Provider- Need a provider added that is already in the system under another branch?
- Analytics Issues - Analytics acting a fool?
- Payroll Issues-HCHB- Employee not showing up for payroll?
- PECOS issues- Have a provider that is showing not PECOS enrolled but you were pinky promised they were?
- Report Manager- Report questions/Issues....let us help you!
- Update Branch Contact- Do your patient info sheets have an old employee listed as the branch contact? Fix that here!

Property Management

- Office Checklist
- Signage
- Furniture
- Maintenance
 - HVAC
 - Repairs
 - Roof
 - Copier
 - Postage Machine
- Pest Control
- Supplies

IT

Mike is working on new templates for the IT side. When those are ready, we will send another email out ????