

IS HELP DESK CHECKLIST

Please ensure the following details are provided when receiving / responding to an Integrated System Call:

1. Note process details:
 - a. Note whether the user was adding or updating data
 - b. Exact time function was performed
 - c. Client Name / DMH ID
Provider Name/Provider ID

2. Module/ Function: The heading represents the IS tab that the user is working under. The lettered items represent the available functions under each module.
 - Clinical
 - a. Client
 - b. Episodes
 - c. Groups
 - d. Services
 - e. Medications
 - Administrative
 - a. Eligibility
 - b. Enrollment
 - c. Claims
 - d. Authorization (TAR, OTAR)
 - e. Archive
 - Plan
 - a. Review OTAR
 - b. Review Authorization Request
 - c. Adjudicate Claim
 - CIOB
 - a. Maintain Provider
 - b. Maintain User Provider Roster
 - c. Maintain Plan
 - d. Maintain Rate Tables
 - e. Manage FFS Conversion Table
 - f. Transaction History
 - g. Denied Claim Summary
 - Retail Pharmacy
 - a. Nature of Issue
 - b. Client Last Name Used
 - c. Rx Card Number
 - d. Date range for Rx

3. Note exact error message or description of problem encountered. Screen prints are preferred.

Note: To obtain a screen print, have the user select the screen print button and then paste the print into a word document. The word document can then be emailed to the individual troubleshooting the error.

IS HELP DESK CHECKLIST

Application: *IS*

Service Location: *Long Beach Asian Pacific Clinic*

Reporting unit: *1917 A*

Rendering Provider Name: *Choo*

Rendering Provider ID: *000154023*

DMHID: *1998547*

IS Module: *Clinical*

Functionality Performed: *Enter Medications*

Time of Transaction Performed: *7:00am*

Error Message Received (must be the full / exact message): *"there is another open episode in the reporting unit"*

Key Work: *Another Open Episode*

Description of Problem (as detailed as possible): *Getting an incomplete episode in IS. System does not let user update the diagnosis screen, "there is another open episode in the reporting unit."*

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