Bulletin: Sharecare Group Service Entries

Problem: The calculation charges associated with Group Services has identified inconsistent charge amounts. The vendor is informed and working with our team to create a fix to the issue. Below are temporary instructions to help ensure your entries here forward are charged appropriately.

1. Complete Group Service entries as before.
   a. Note that Duplicate Service Override Warning will only appear if the service Time is an exact time match as its duplicate entry.
   b. A duplicate entry has the same: Consumer ID, Facility ID, Program ID, Service ID, & Date.
   c. If Service Start Time is the same, it will display “Override?” see below
   d. If Service Start Time is different – it will NOT display an “Override” warning.

2. For known Duplicate Service Entry:
   a. Check service entry using the “Edit Service” tab on the Service Entry Screen.
   b. Based on the Begin/End Date criteria you elect; ensure “Billed?” drop down shows UNBILLED”
   c. Select the suspect Consumer service record
   d. Select the appropriate “Duplicate Service Override” reason
   e. Apply UPDATE to the record.
   f. Note: The Edit Service selection should be for your Facility/Program ID and specify a corresponding Group Service Code. “EDIT” will allow you to update the list of individuals records matching your criteria.

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3. For known incorrect Group Service Charge
   a. To update an UNBILLED Group Service Charge:
      i. Create a Service Activity Report for your Facility (see below)
      ii. Use the Service Activity Report to note the Consumer records with incorrect charges applied.
   b. Edit the services.
      i. Allow system to recalculate the service charge using Edit Services
         1. Fac/Prog & Group Service Code (272/124 & 106-85) (as an example)
      ii. Billed? UNBILLED
         1. UNBILLED will show unprocessed services and they can select from the Consumer Menu
         2. Select date (Begin/End) will narrow the selection or leave blank
      iii. Select EDIT (Consumer)
         1. Select Duplicate Service Override
         2. UPDATE
         3. CLOSE -- This will return you to the list of consumers in your selection criteria.
➢ Repeat until complete

This will help the clerk avoid, entering by individual records and simple present all consumers within the Fac/Prog. Note the Authorized Unit will change and the Service Charge calculation will also change.

If there are BILLED services – you will not be able to change these entries, contact ShareCare Support for assistance.