UK HealthCare

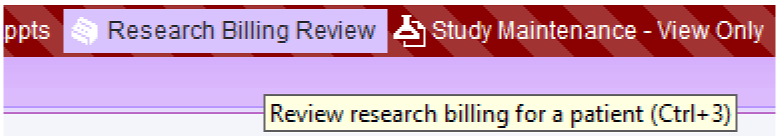
Tip Sheet

How to correct Research Billing Review

If you need to re-bucket charges after Research Billing Review has already been completed, please follow the steps below

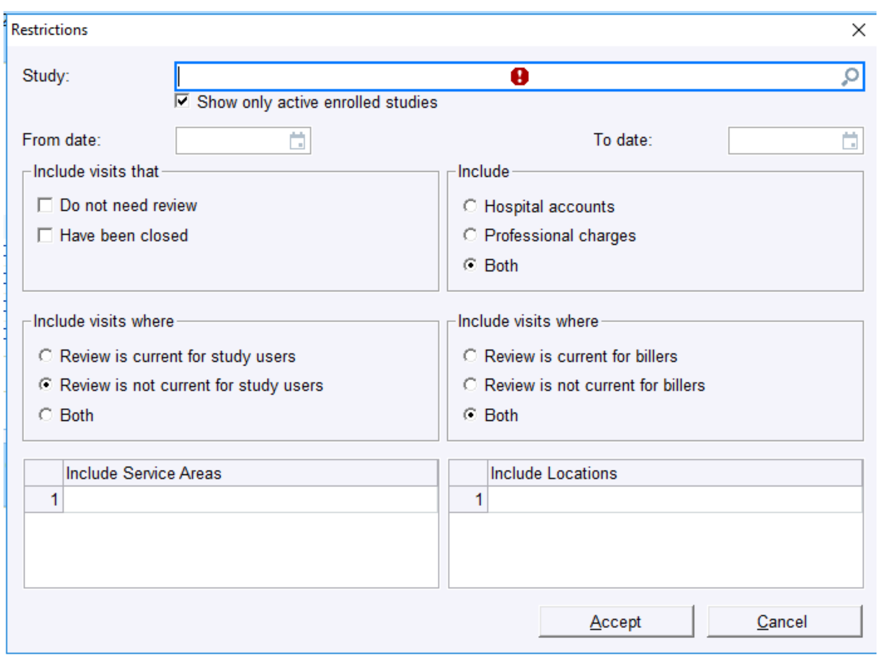
Try It Out

1. Click **Research Billing Review** and select your patient



2. If you don't get the account you need to review automatically, select the **Restrictions** button

3. You can select or change the study. If they are no longer active in your study, uncheck the box that says **Show only active enrolled studies**. You may also specify a time frame, if that would be helpful.



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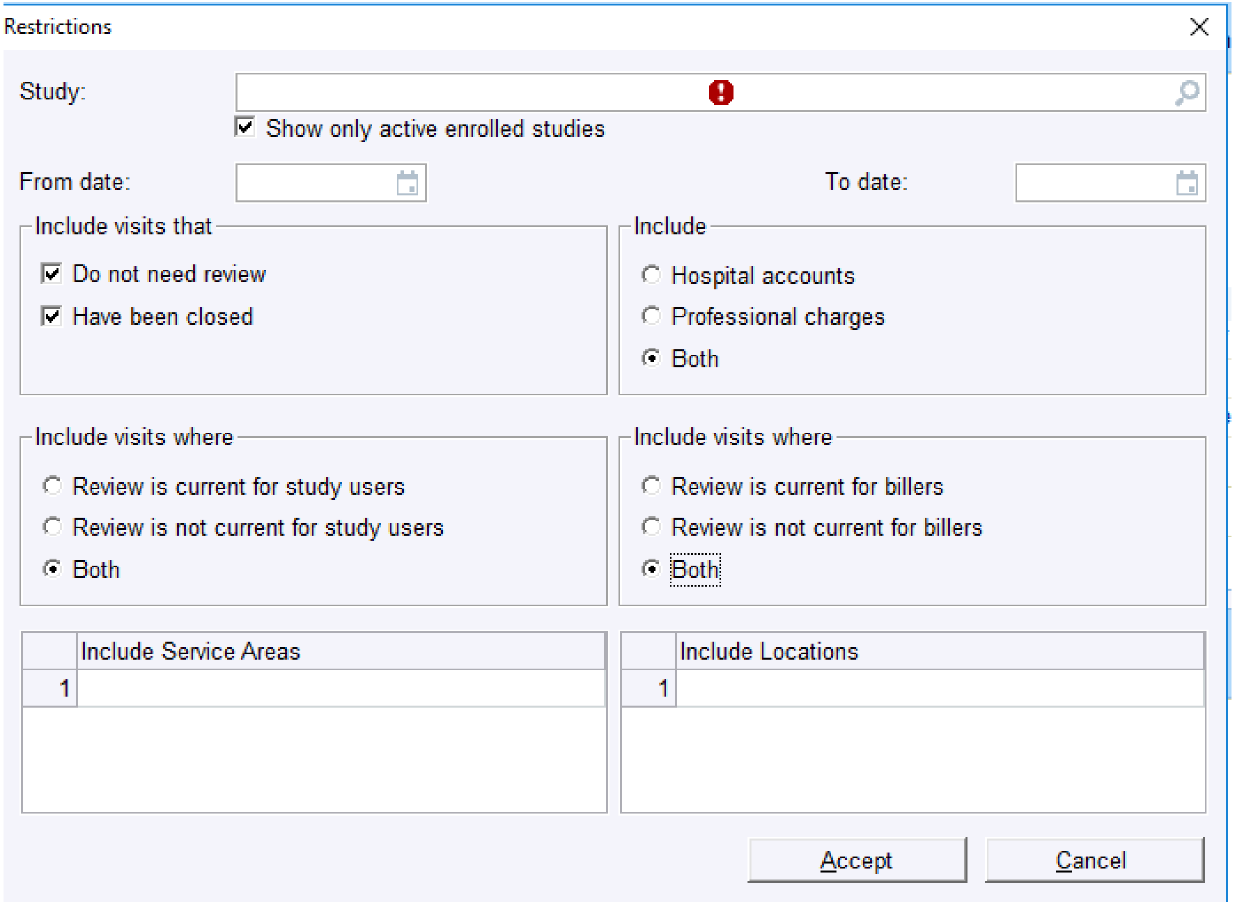
4. Change the check boxes to match the screenshot below to search for all accounts. Click Accept and you may then re-review charges.



5. You may need to click Charges for each encounter to open them.

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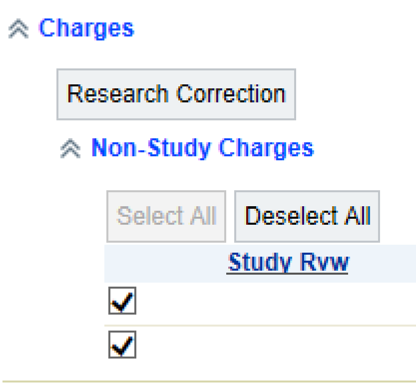
6. If you have a checkbox beside the charge you need to move, you may select it and click **Research Correction.** *If you don't have a checkbox, skip to step 10*



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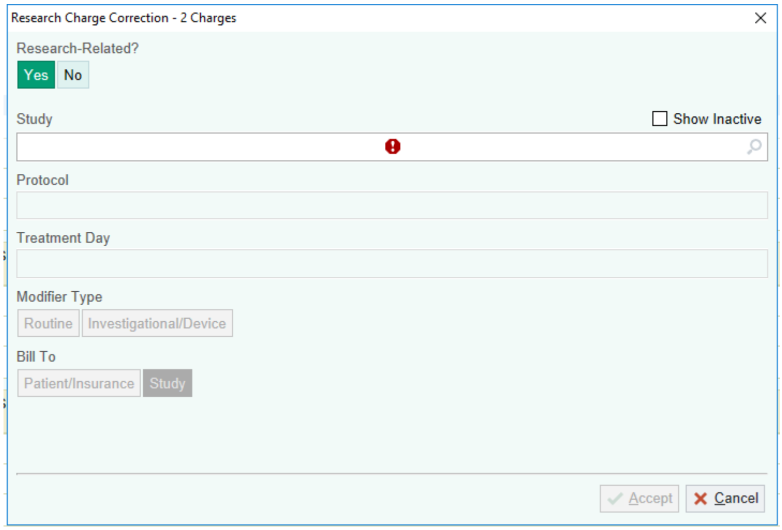
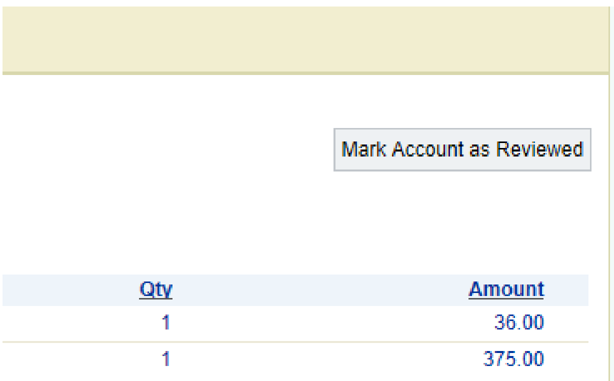
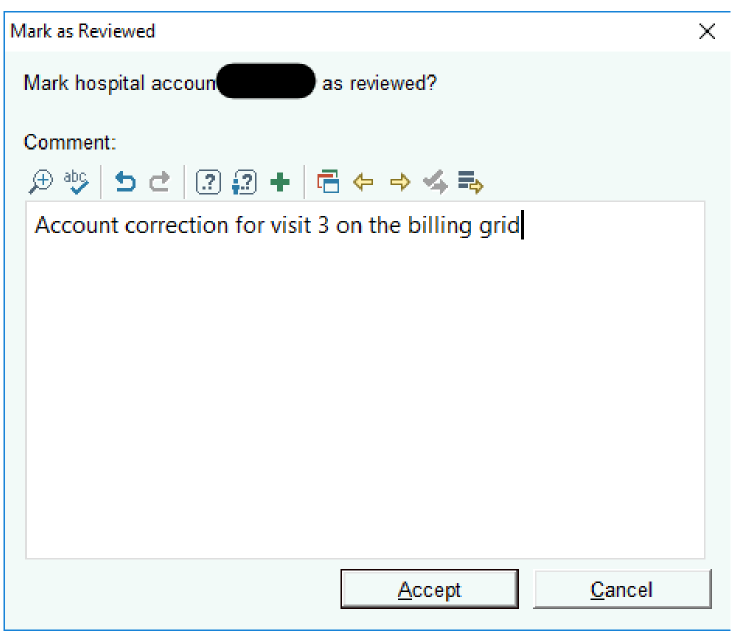
7. Fill out the Research Charge Correction box with the correct information, then click **Accept**



8. Click **Mark Account as Reviewed**



9. Type an explanation in the *Comment* box, then click **Accept**



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10. If your charges do not have checkboxes, you will need to open a ServiceUKnow ticket and a form will be sent to you to complete so that the billing team can make the changes for you. The charges will then come back to your report **Total Balance Needing Research Review (Study Team).**

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