

CORE- Mailroom Reject Report

Purpose:

The items that are manually rejected from Classify and Verify that need to be pulled and rescanned will end up on a Reject Report. The system can automatically reject a claim from Verify if it does not contain required information needed for the upload to the MMIS system, if the Data Entry/Imaging Technician (DE/IT) did not manually reject them. The system can also reject Correspondence that was not able to finish processing within the system. All of these types of items will end up on one of the two Reject Reports.

Identification of Roles:

Data Entry/Imaging Technician – pull, sort, and prep items from the Reject Report

Quality Analyst – perform Quality Assurance checks on specified aspects of the Reject Report process

Operations Coordinator, Operations Team Lead, and Operations Manager – operate as a resource for the Reject Report; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Print the Reject Reports from Transform Manager

- a. Custom Reject Report
- b. DocIt Classification Reject Report

Step 2: Go to the archive room to pull the rejected documents

Step 3: Locate the rejected documents

- a. First locate the archive box
- b. Then locate the rejected documents within the archive box by the imprinter number

Step 4: Pull the rejected documents

- a. Pull out the rejected document and all supporting documentation
- b. Complete a “Reject Checkout Insert form” located in the archive room
- c. Replace the rejected document with the completed “Reject Checkout Insert form”

Step 5: Prep the rejected documents

- a. Identify why the document was rejected and how it should be re-prepped

- b. Re-prepare the document to be scanned directly to the form
- c. Reassign the original Julian Date

Step 6: Bundle and complete the Scan Job Coversheet located at the work station

Step 7: Transfer the bundled mail

- a. Items are placed onto the Quality Assurance cart to be quality checked
- b. Items are transferred to the scan stations once the Quality Assurance check is complete, as these documents are scanned immediately

Step 8: Scan documents assigning the documents a priority number specific to items from the Reject Report.

Step 9: Scanned documents are placed into an archive box specific for items from the Reject Reports.

Forms/Reports:

Custom Reject Report- created daily
DocIt Classification Reject Report- created daily
Reject Checkout Insert form
Scan Job Coversheets

RFP References:

5.2.2.3.4.12, 5.2.2.3.4.15, 5.2.2.3.4.17

Interfaces:

Verify System
Transform Manager

Attachments:

Reject Checkout Insert form

Imprinter: _____ Thru: _____

Date: _____

Department: Mailroom

Request Type: Reject Report

Scan Job Coversheet

RESUB CLAIMS

YEAR/JULIAN TO ASSIGN: -
 Y Y J J J

CLAIM TYPE:

HCFA Single

HCFA Attach

UB Single

UB Attach

Dental Single

Dental Attach

TMC Single

TMC Attach

Institutional X-over Attach

Professional X-over Attach

LTC

PO BOX #: SCREEN RESUB INTERNAL

SCAN PRIORITY: **50** **100**_(trays) **175**_(reject) **255**

TODAY'S DATE: _____ **INITIALS:** _____

DATE IMAGED: _____ **IMAGED BY CLERK ID:** _____

Scan Job Coversheet

SPECIAL BATCH

YEAR/JULIAN TO ASSIGN: $\frac{\quad}{Y} \frac{\quad}{Y} - \frac{\quad}{J} \frac{\quad}{J} \frac{\quad}{J}$

CLAIM TYPE:

HCFA Attach

UB Attach

Dental Attach

TMC Attach

Institutional X-over Attach

Professional X-over Attach

Inpatient X-over Attach

Outpatient X-over Attach

PO BOX #: 36506 INTERNAL POLICY RESUB
SCREEN

SPECIAL BATCH: **YES**

SCAN PRIORITY: **50 150 255**

TODAY'S DATE: _____ INITIALS: _____

DATE IMAGED: _____ IMAGED BY CLERK ID: _____