Indiana University Health

Revenue Cycle Services
PatientKeeper (Electronic Super Bill)
Frequently Asked Questions

PatientKeeper System

What is PatientKeeper?
PatientKeeper is an electronic super bill tool, also referred to as "PK." PK offers providers the ability to electronically capture diagnosis and procedural charges that can be reviewed, modified and sent to billing.

How does a New User get Access to PK?

How do I get access to the system?
Previously, PK users requested access via the Helpdesk. Now, new PK users should request access to via the SOLAR tool. The PK login and password matches the user's IU Health network ID and password.

IMPORTANT!
To ensure your access is correct we need these basic elements to complete your request.

		EXAMPLE
1.	User's full name (legal name with middle initial)	Mickey A. Mouse
2.	IU Health email	mmouse@iuhealth.org
3.	Service Line (e.g. SIP Cardiology vs IUHP Cardiology)	SIP Cardiology
4.	Name of another PK user that your access should mirror	Minnie B. Mouse
5.	Providers need two additional elements:	
	a. NPI Number	9999999999
	b. Credentials (e.g., MD, NP, LPN, PT, etc.).	MD

There are three different access levels to choose from in Patient Keeper. Please select from:
- ➤ **Level 3** is for Physicians, Nurse Practitioners, and Physician Assistants   {Capture Charges}
  - ➤ **Level 2** is for Scrubbers, Coders, Management   {Edit Charges}
    - ➤ **Level 1** is for Information Systems   {Edit PK System}