



# 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.

1. User’s full name (legal name with middle initial)
2. IU Health email
3. Service Line (e.g. SIP Cardiology vs IUHP Cardiology)
4. Name of another PK user that your access should mirror
5. Providers need two additional elements:
  - a. NPI Number
  - b. Credentials (e.g., MD, NP, LPN, PT, etc.).

#### EXAMPLE

Mickey A. Mouse  
 mmouse@iuhealth.org  
 SIP Cardiology  
 Minnie B. Mouse  
 9999999999  
 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}

\* Request Type:  Add  Delete  Change [Click for Name Change](#)

First Name: Courtney Middle Name: E Last Name: Crague  
 Title: RCIS-Systems Analyst Intern Level: SYSTEMS PROFESSIONALS  
 Employee Number: 10-98206  
 Manager Name: Nathan Arnold

**Primary Phone(s) and Location Information**

OfficePhone: (317) 962-4223 Ext: FaxPhone: (317) - PagerPhone: (317) - CellPhone: (317) -  
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 Room: 150

**Other Phone(s) and Location(s) Information**

PagerPhone: (317) - CellPhone: (317) - OfficePhone: (317) - FaxPhone: (317) -  
 Campus: Shadeland Building: Shadeland Dept. Floor: 01

Please select the Systems you want to access and then follow the steps

1. Select the systems you need and then click "ADD >>" button to place requests for the selected systems
2. If you want to remove some of the selected systems, Please select them and click "REMOVE <<" Button
3. If you want to remove all the selected systems, then click "REMOVE ALL <<" Button

\* Computer System

ADINT Service Account	ADD >> REMOVE << REMOVE All <<	Patient Keeper Application
Admin Rights/Server Account		
ARCHIVE(Harmony)		
Archive-Bloom/Paoli-Sunquest Lab		
Arnett Space Request		
Arnett Systems		
BABE		
Ball and Blackford Systems		
Bedmaster		
Blood Bank History/Downtime App		

Level 3 (Physicians, Nurse Practitioners, Physician Assistants)  
 Level 2 (Scrubber)  
 Level 1 (Information Systems)

\* Request Detail For Patient Keeper Services:

Send Request

