



PatientKeeper Provider Charge Entry

Purpose:



To provide a standardized process on how to enter charges into PatientKeeper.

Definition:

PatientKeeper (PK) is a stand-alone application supported by Revenue Cycle Services (RCS) that is utilized by some clinicians and support staff to capture professional charges in certain settings. The application is used by clinicians, support staff, billers, coders and charge scrubbers to capture and review professional charges rendered to patients in settings/locations where PK is the charge capture solution. Revenue Cycle Services (RCS) is responsible for billing physician office charges, reviewing insurance claims, making adjustments to accounts and/or balance billing.

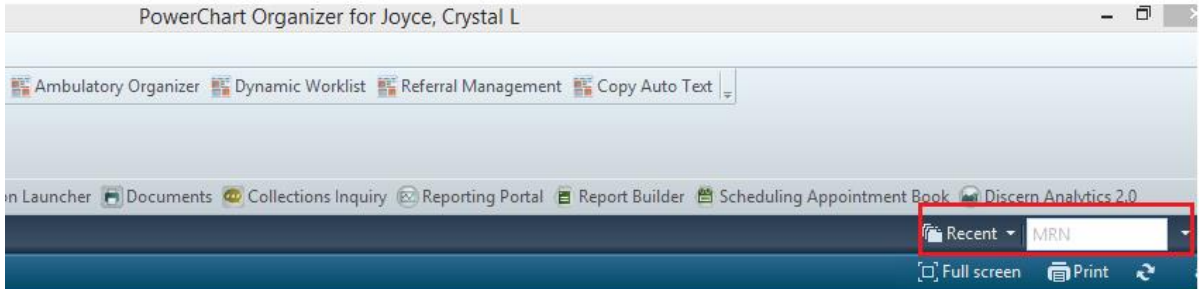
Qualifications:

- Applies to providers that enter charges using the Standard version of PatientKeeper.
- Access to PatientKeeper is granted by submitting an electronic SOLAR.

Step	Description:	Key Point/Image/Reason
1	Open Cerner and login to PowerChart.	 

Reach out to your supervisor or manager with questions. To ensure the most current version of this document is in use, please refer to the electronic version and print when necessary.



2a	<p>Search for the patient 1 of 2 ways.</p> <p><u>Search Method 1</u></p> <p>Enter the patient the patient's Medical Record Number (MRN) in the search field.</p>	



2b

Select an encounter from the **Encounter Search** window.

Click **OK**.

Encounter Search

Recent Persons

Last Name:

First Name:

FIN NBR:

DOB:

Person Identifier (ex. MRN):

Phone Number:

Search Reset

Search Quality

☐ Assume Wildcards

Name	Deceased	VIP	MRN	DOB	Sex	Age	M
				06/18/53	Male	67 Years	

FIN	Enc Type	Enc Status	Reg Date	Disch Date
000	Inpatient	Active	7/6/2020 14:56	
000	Phone Message	Discharged	7/6/2020	7/6/2020 23
000	Phone Message	Discharged	7/6/2020	7/6/2020 23
000	Outpatient	Discharged	7/1/2020 13:23	7/1/2020 23
000	Outpatient	Discharged	6/29/2020 7:35	6/29/2020 2
000	Phone Message	Discharged	6/25/2020	6/25/2020 2
000	Outpatient	Discharged	6/24/2020 16:08	6/24/2020 2
000	Outpatient	Discharged	6/24/2020 13:36	6/24/2020 2
000	Phone Message	Discharged	6/22/2020	6/22/2020 2
000	Outpatient	Discharged	6/19/2020 8:09	6/19/2020 2
000	Outpatient	Discharged	6/17/2020 16:12	6/17/2020 2

OK Cancel Preview



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Search Method 2

Select **Patient List** from the tool bar at the top of the PowerChart screen.

Providers will choose the appropriate list where the patient is being seen. Location tabs are found below the Patient List banner.

Select patient from list by highlighting them, then double click to bring up the patient's chart.

Room	Bed	VIP Code	Name	MRN	Age	Sex	LOS	Visit Reason	Attending	Consulting
WC3252	P	T	94	62 years Male	3.1 Days	SOB			Lee, Joseph T, MD	Petty, Benjamin D, MD...
WC		B	7	45 years Male	3.2 Days	Abd Pain			Jaydev, Fnu, MD	Crevier, Karen N, MD...
WE		S	7	53 years Male	1.7 Days	unable to walk			Delecaris, Nicholas A, MD	Ching, Kelsey K, MD...
WC		S	3	88 years Female	3.2 Days	High Blood Sugar			Thompson, Catherine E, DO	Raines, Stormi T, PA-C...
WC		N	7	67 years Female	16.6 Days	Difficulty Breathing			Djenge, Eric J, MD	Hopkins, Mark L, MD...
WE		N	7	20 years Male	3.5 Days	sickle cell pain			Djenge, Eric J, MD	Crevier, Karen N, MD...
WC		C	3	64 years Female	6.8 Days	PULMONARY EDEMA, DYSPNEA			Lim, Kenneth J, MD, PhD	Logdberg, Lars O, MD...
WE		A	2	70 years Female	6.9 Days	Weakness			Lim, Kenneth J, MD, PhD	Logdberg, Lars O, MD...
WE		B	7	57 years Female	3.1 Days	SOB-Coughing			Jaydev, Fnu, MD	Petty, Benjamin D, MD...
WC		V	7	64 years Male	8.1 Days	ams			Jaydev, Fnu, MD	Foy, Jeffery, MD...
WE		N	7	77 years Male	22.8 Days	Low oxygen levels			Lee, Joseph T, MD	Pittman, Gregory R, MD...
WC		D	7	78 years Female	35.1 Days	SBO, elevated troponin			Burgardt, Claire E, MD	Petty, Benjamin D, MD...
WE		V	7	50 years Female	1.7 Days	ams			Lee, Joseph T, MD	Ching, Kelsey K, MD...
WE		N	7	79 years Female	5.5 Days	PNEUMONIA, FEVER, CHF EXACERBATION			Lim, Kenneth J, MD, PhD	Rose, Anthony S, MD...
WC		B	7	18 years Male	2.5 Days	new onset diabetes			Thompson, Catherine E, DO	Hopkins, Mark L, MD...
WC		B	4	59 years Female	7.0 Days	UTI, DEHYDRATION, METASTATIC, PANCREATI			Lee, Joseph T, MD	Pittman, Gregory R, MD...
WE		R	7	75 years Female	10.6 Days	CELLULITIS			Thompson, Catherine E, DO	Hopkins, Mark L, MD...
WE		B	7	76 years Male	6.7 Days	ams, aki			Thompson, Catherine E, DO	Pittman, Gregory R, MD...
WE		D	7	40 years Male	7.1 Days	sepsis			Djenge, Eric J, MD	Pittman, Gregory R, MD...
WC		V	7	31 years Male	3.8 Days	abd pain			Jaydev, Fnu, MD	Ching, Kelsey K, MD...
WE		U	to 7	79 years Male	18.8 Days	possible COVID 19, SOB			Fulkerson, Zachary, MD	Logdberg, Lars O, MD...
WE		B	7	30 years Male	3.0 Days	ALCOHOL WITHDRAWAL			Jaydev, Fnu, MD	Jacobs, John C, MD...

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From the Menu on the left-hand side of the screen, select **Provider View**.

Opened by Patel, Ami

Task Edit View Patient Chart Links Notifications Navigation Help

Messages Patient List Provider Handoff ED Tracking List Scheduling PatientKeeper Up To Date Patient Population Suite Orders Queue D...

Tear Off Change Charges Exit Calculator AdHoc PM Conversation Communicate Patient Education Medical Record Request

Allergies: No Known Allergies DOB:06/18/53 Age:67 years
Care Team: View Details Wt. For Calc:69.400 kg (07/06/2020) Advance Directive:Yes
My IU Health: Yes PHSA:No Clinical Trial:<No Data Available>

Menu Provider View

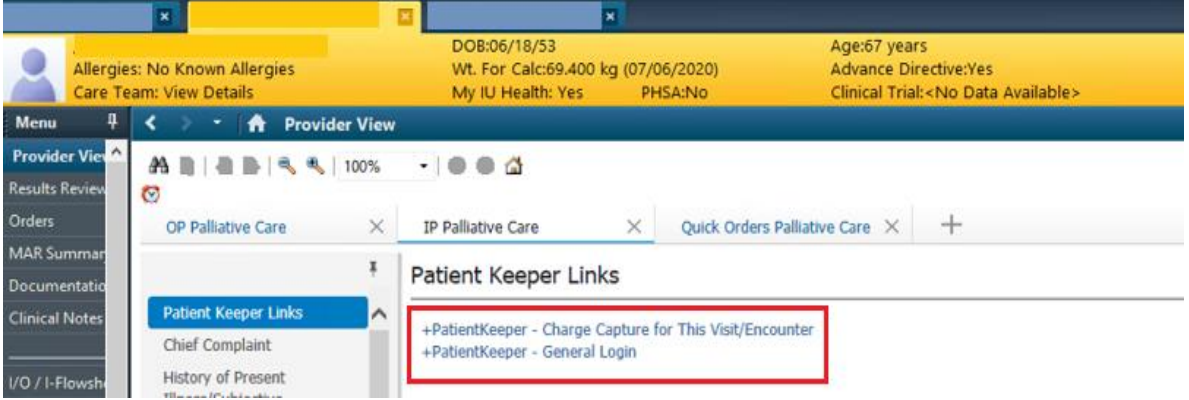
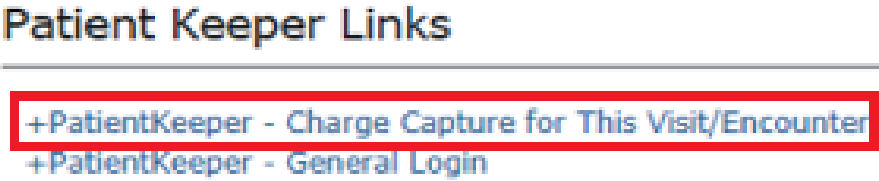
Results Review Orders MAR Summary Documentation Clinical Notes I/O L:Flowsh

OP Palliative Care IP Palliative Care Quick Orders Palliative Care

Patient Keeper Links

- +PatientKeeper - Charge Capture for This Visit/Encounter
- +PatientKeeper - General Login



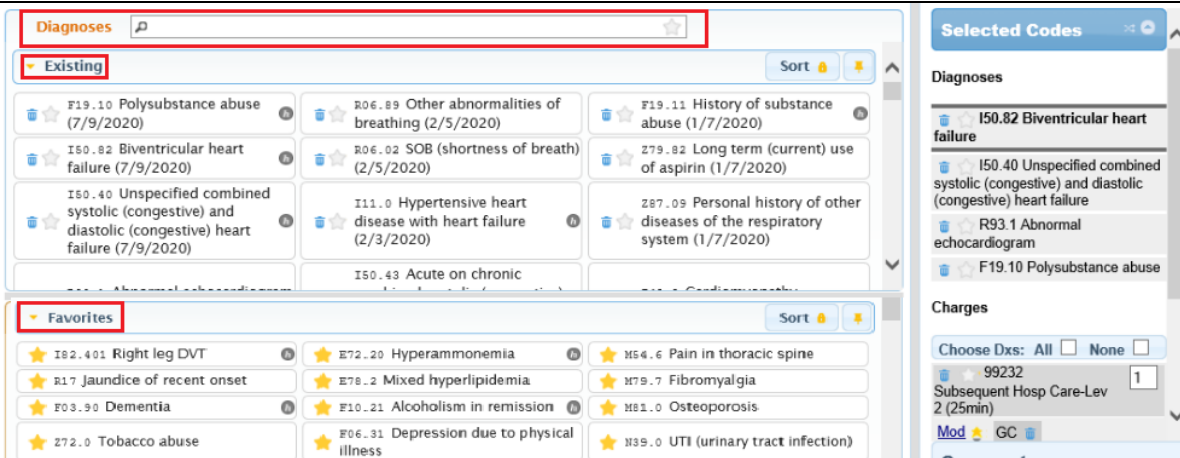
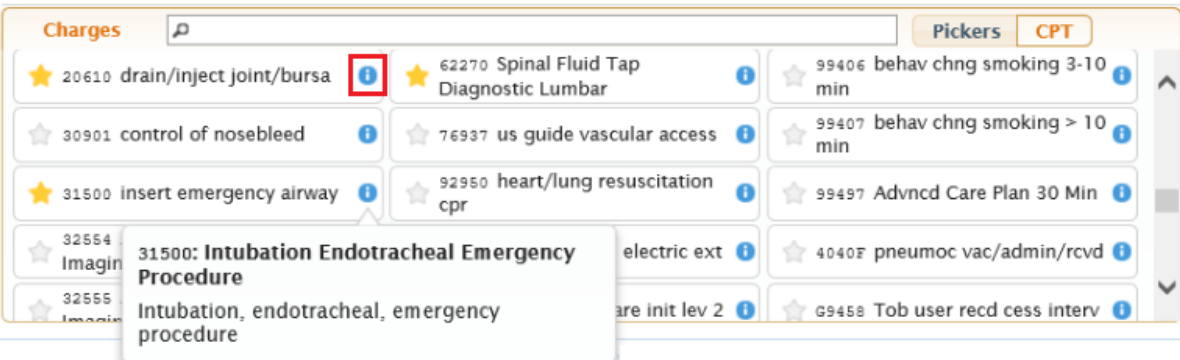
5	<p>Access to PatientKeeper links will appear in the sub-menu for providers to choose.</p> <p>PatientKeeper Link Options:</p> <p>+PatientKeeper – Charge Capture for the Visit/Encounter, allows providers to enter charges into PatientKeeper.</p> <p>+PatientKeeper – General Login, allows providers to view the entire PatientKeeper application.</p>	
6	<p>To post charges, select the +PatientKeeper – Charge Capture for This Visit/Encounter link.</p>	



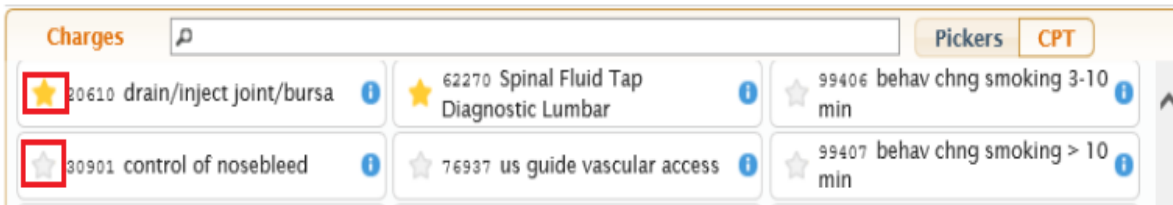
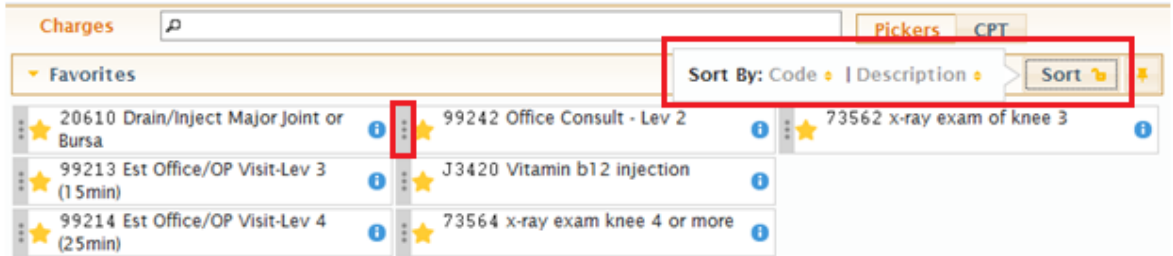
7	<p>Once the Charge Capture Screen opens, locate the panel titled Charge Details On the left-hand side of the screen.</p> <p>Populate each field with the patient's charge details. The fields indicated by a red asterisks (*) are required.</p> <p>The fields are as follows:</p> <p>INS Info Only – Information from Cerner with the insurance name. This does not affect edits and is for informational purposes only.</p> <p>Date * – Auto populates with today's date. This is can be changed if needed.</p> <p>Rendering Provider * – The provider who performed the services.</p> <p>Bill Area * – The location in which the services are rendered.</p> <p>Staffing Provider – The supervising provider that will verify the information entered by the rendering provider.</p> <p>Svc Site * – The physical location of where the services are rendered (i.e. Inpatient, Outpatient, Surgery Center, etc.)</p>	<div>Charge Details</div> <div>INS Info Only</div> <div>MEDICARE PART A</div> <div>Date*</div> <div>07/06/2020</div> <div>Rendering Provider*</div> <div>SCHENDEL MD, KEVIN D</div> <div>Bill Area*</div> <div>Facility - Greenbush Internal Medicine Arnett 100</div> <div>Svc Site*</div> <div>Inpatient-21</div> <div>Referring</div> <div></div> <div>Staffing Provider</div> <div></div>
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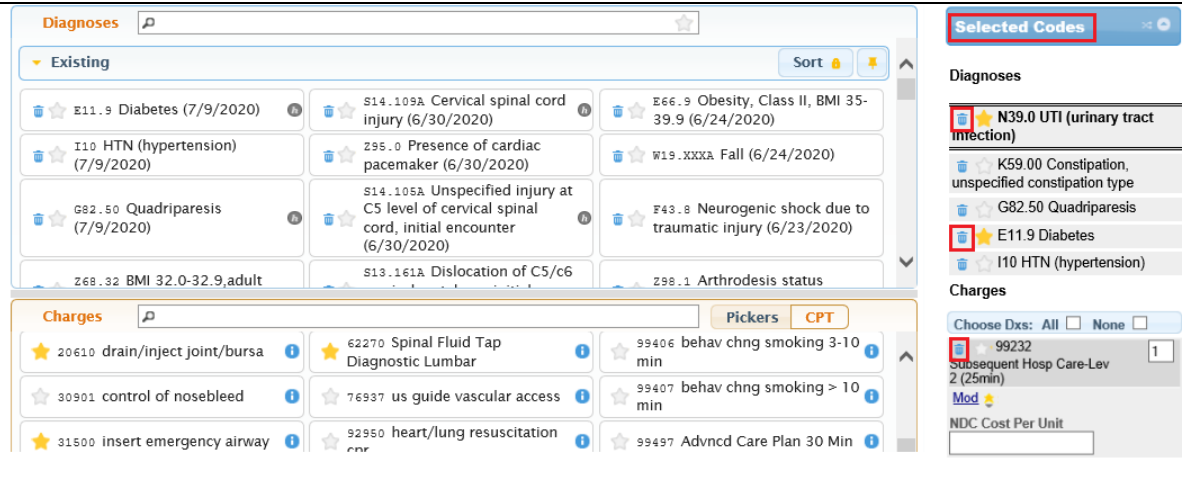
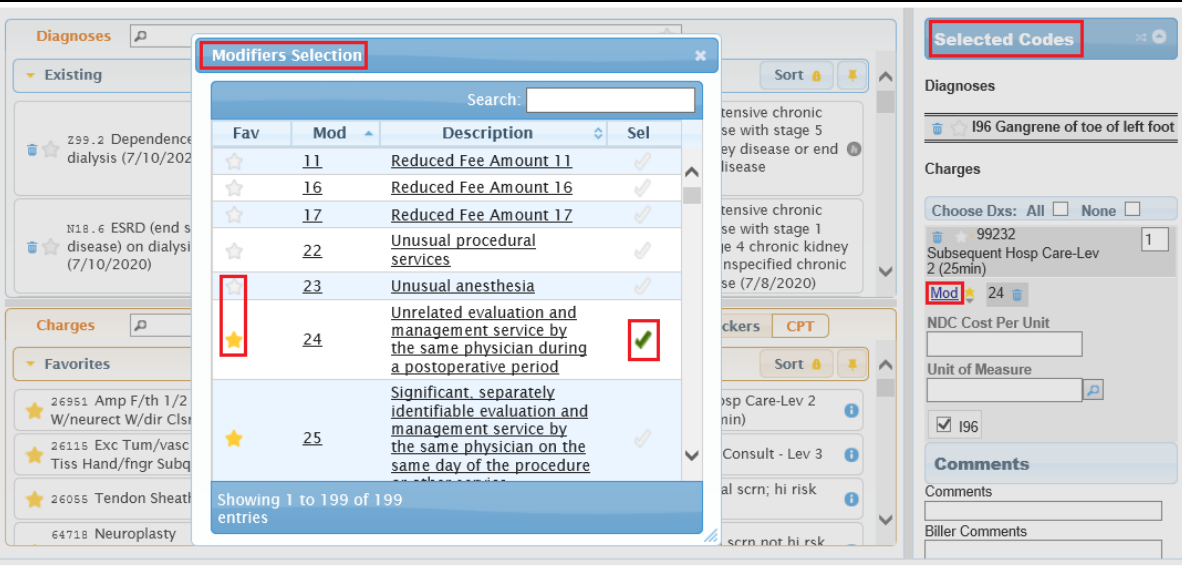


	Referring Provider – The provider that recommended the patient be seen by the rendering provider.	
8	<p>In the middle section of the Charge Capture screen, enter the ICD-10 code or a key diagnosis word in the Diagnosis field.</p> <p>Users can also choose from the Existing List or from the Favorites list.</p>	 <p>The screenshot shows the 'Diagnosis' field at the top, which is highlighted with a red box. Below it are two sections: 'Existing' and 'Favorites'. The 'Existing' section contains a grid of diagnosis codes and descriptions, such as 'F19.10 Polysubstance abuse (7/9/2020)' and 'I50.82 Biventricular heart failure (7/9/2020)'. The 'Favorites' section contains a grid of favorite diagnosis codes and descriptions, such as 'I82.401 Right leg DVT' and 'E72.20 Hyperammonemia'. To the right of the diagnosis lists is a 'Selected Codes' panel showing a list of selected diagnoses and charges.</p>
9	<p>The procedure codes that are listed have a little blue <i>i</i> to the right of each code.</p> <p>Click the blue icon to view the Code Book description of the CPT code.</p> <p>Viewing the description will assist providers in selecting the appropriate CPT code.</p>	 <p>The screenshot shows the 'Charges' field at the top, which is highlighted with a red box. Below it is a list of procedure codes and descriptions, such as '20610 drain/inject joint/bursa' and '62270 Spinal Fluid Tap Diagnostic Lumbar'. A tooltip is shown for the code '31500', displaying the description 'Intubation, endotracheal, emergency procedure'. To the right of the charges list is a 'Pickers' panel showing a list of selected procedure codes.</p>



10	<p>Diagnosis (ICD-10) and Procedure (CPT) codes in PatientKeeper can be stored as a favorite for quick and easy access.</p> <p>Next to each code there is a dithered star. Click the star next to a code to save to favorites. Codes that have a yellow star have been saved and will appear in the Favorites section of the Charge Capture screen.</p> <p>Note: The favorites that are added are user specific and will appear for every patient.</p>	
11	<p>Click Sort to arrange codes by preference. Arrangement can be made by Code (numerical) or by Description (alphabetical).</p> <p>Users may also click the three grey dots to left of the code and drag the codes into their preferred arrangement.</p> <p>Click Sort to lock the codes into place.</p>	



12	<p>There are blue trash cans listed next to every code which allows providers to delete a diagnosis, procedure, and/or modifier from the Selected Codes panel on the far right side of the screen.</p> <p>When codes are deleted it will only remove the code from the current transaction. It will not remove the code from the provider's favorites list.</p>	
13	<p>For every CPT code listed, providers have an option of adding a modifier.</p> <p>From the Selected Codes panel, click Mod to view a list of eligible modifiers for selection.</p> <p>From the Modifiers Selection window, click the checkmark next to the appropriate modifiers. Once the modifier is selected the checkmark will turn green.</p> <p>Users can also click the star next to the modifier to save to favorites for future use. The star will turn yellow, once it has been saved to favorites.</p>	



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Providers have the option of sending the biller, coder or scrubber a message if they have questions about the charge, if they are unsure of which code to select or other information related to the charge capture process.

From the **Selected Codes** panel, click inside the **Comment** field. A Comment window will appear off to the side.

Enter comment, then click anywhere outside the box to save the comment.

Note🔗: The billers, coders and scrubbers do not have the option to reply back to the comment. Providers should list their email address with their comment so they have the ability to respond back to the message.

Selected Codes

Diagnoses

I96 Gangrene of toe of left foot

Charges

Choose Dxs: All ☐ None ☐

99232
Subsequent Hosp Care-Lev 2 (25min)

Mod

NDC Cost Per Unit

Unit of Measure

☒ I96

Comments

Comments

Comments



15	<p>After charges have been entered including: Diagnosis Codes, Procedure Codes, possible modifiers and comments, click Submit at the bottom of the screen.</p> <p>This will move the encounter to the Holding Bin for the biller, coder or scrubber to process.</p>	
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Effective Period & Review History

Effective Period:	02/01/2020-01/31/2021
Reviewed by:	Brian Sauders, Program Director of Revenue Cycle Services – System Patient Access
Approved by:	Maria English, Executive Director of Revenue Cycle Services – System Patient Access DJ Plavsic, Executive Director of Revenue Cycle Services – System Patient Access
Electronic Signature:	