

Oracle Health Claims, Prior Authorizations, and Payments Charge Services Billers User Guide



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Get Started

Information is available to assist you with getting started with Oracle Health Charge Services.

The Get Started section contains the following sections:

- [Introduction](#)
Oracle Health Charge Services is a cloud-based plugin for Oracle Health EHR that allows billers to view and manage charges on patient accounts.

Introduction

Oracle Health Charge Services is a cloud-based plugin for Oracle Health EHR that allows billers to view and manage charges on patient accounts.

For billers, Oracle Health Charge Services allows users to:

- View, work, and assign or reassign worklist items for charges.
- Accept or reject any suggested modifications for charges.
- View and modify charges.
- [Activate Your Account](#)
Not applicable
- [Sign In](#)
Signing into Charge Services is required to access the features described on this page.

Activate Your Account

Not applicable

Not applicable

Sign In

Signing into Charge Services is required to access the features described on this page.

To access Charge Services:

1. Open Charge Services using the web address that Oracle provided.
2. Log in using your Millennium Platform credentials.

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Managing Charges

Charge Services allows you to manage charges in Oracle Health EHR.

This section contains the following tasks:

- [Working Charge Worklists](#)
Working items on an Oracle Health Charge Services worklist allows you to confirm or deny suggested updates and review charge information.
- [Assigning or Reassigning Charge Worklist Items](#)
Assigning or reassigning worklist items allows you to redistribute the workload of working charge worklists.
- [Viewing and Modifying Charges](#)
Viewing and modifying charges may be necessary to correct or add necessary information.
- [Manually Adding a Charge](#)
Oracle Health Charge Services allows you to manually add charges to encounters as needed.

Working Charge Worklists

Working items on an Oracle Health Charge Services worklist allows you to confirm or deny suggested updates and review charge information.

To work items on an Oracle Health Charge Services worklist:

1. Access Oracle Health EHR.
2. Select the **Charge Worklist** tab. All worklist items are displayed.

You can also select the **Dashboard** tab to view additional information about current or historic charge item exceptions and user summaries.
3. Optionally, use Ask Oracle or the filters to view and filter the displayed worklist items.
4. As needed, review the table for any worklist items that are in a status of **Needs Approval** or **Needs Further Action**.
5. In the Issue column, review the issue or suggested action for the worklist items from Step 3.
6. Select the identified item. An overview page opens and displays additional information about the issue or suggested action.
7. Review the information and select one of the following buttons:
 - **Yes, I will resolve this:** The Charges table is displayed and prompts you to make the necessary updates to the relevant charges.
 - **No, I will provide feedback why:** You are prompted to explain why the reported problem is not an issue.
8. As needed, repeat Steps 4 through 7 for all worklist items that require approval or further action.

Assigning or Reassigning Charge Worklist Items

Assigning or reassigning worklist items allows you to redistribute the workload of working charge worklists.

To assign or reassign worklist items:

1. Access Oracle Health EHR.
2. Select the **Charge Worklist** tab. All worklist items are displayed.
3. In the appropriate row, select **Assign Task** in the Action column.
4. As needed, select **Assign to Me** or search for and select an assignee.

Viewing and Modifying Charges

Viewing and modifying charges may be necessary to correct or add necessary information.

To view and modify charges:

1. Access Oracle Health EHR, then select View Charges. Alternatively, select View Charges on the overview page for a worklist item. The Charges table is displayed.

If you access the Charges table as a biller or a department manager, you can view charge information from multiple encounters and patients at once.

2. As needed, review the information in the following columns:
 - Service Date
 - Status
 - Offset Ind
 - Description
 - Total Amount
 - Quantity
 - Revenue Code
 - Modifier
 - Procedure Code
3. As needed, review the information under Needs Attention.
4. To modify one or more charges:
 - a. Identify the charge that requires an update. Alternatively, select two or more charges by selecting the checkboxes in each row.
 - b. In the appropriate row, from the menu in the Action column, select **Open**. The View/Edit Charge dialog box opens.
 - c. Select **Edit**.
 - d. On the Bill Codes table, edit the information as needed.
 - e. On the Adjust Charges table, edit the information as needed.
 - f. In the Code box, enter the appropriate National Drug Code (NDC).
 - g. From the Units of Measure list, select an item.

Glossary

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