



User Appreciation Webinar- Q&A

1) Will MMIS* verification be sent in batches (check multiple clients at a time)?

Answer: Yes, you can batch the requests.

**MMIS (applicable for Oregon Users)*

2) Will a policy number be required to check MMIS eligibility?

Answer: The patient's Medicaid number is required to receive eligibility information.

3) Will we be able to see what day the client was assigned to their CCO?

Answer: If the client assignment date is available in the response it will be available for you.

Interactive Reports and Analytics

1) What is the source of the data for the expected revenue? Billed claims, past trends, etc.

Answer: The Expected Revenue is based on services provided and billed claims. Past trends will come with Machine Learning; likely end of this year or early next year.

2) Can any of the Power BI Reports be customized or is it only the information that DrCloudEHR chooses?

Answer: EnSofttek has developed several Reports and Dashboards that are currently available with the addition of the Power BI. You can use Power BI Desktop to customize them and/or build your own.

3) Question: Can the Power BI dashboards be configured to look at a fiscal year (July - June) view instead of a calendar view?

Answer: Yes. There are many filter options in Power BI and you can setup these options to use your custom date ranges

4) On the Power BI reports are the filters selected retained for next use? i.e., I configure the report filters today and when I go to run report next month the same filters are still in place.

Answer: Currently, Power BI will not remember the options you picked. We will research with Microsoft to see if this can be supported in the future.

New Search Option

1) Using the new search option is there a way to default to the list view for search results?

Answer: Yes. You can default the search results to the list view. This default applies to all users.

2) Does the patient search on the new appointment screen now use Universal Search instead of Legacy Search?

Answer: Yes. You can type partial names first or last, Patient ID (PID) or External ID.

Schedule/Calendar

1) When will we see the changes in the scheduler?

Answer: The changes in the Schedule are available now.

2) Will the calendar export feature be expanded in the future so that when changes are made on the provider's calendar, it's reflected on their Outlook calendar?

Answer: There are some HIPAA privacy issues with real-time integration, but it can be done. If this functionality is added, additional fees are likely as there will be increased bandwidth costs due to the real-time integration.

3) Does the calendar room reservations link to Microsoft Outlook calendars? We have non-clinical people using conference rooms that are also used as group rooms.

Answer: Currently, room reservations do not sync with Outlook calendars, but we can add the room information in the exported event so that Outlook can link it.

Billing

1) Will re-process would take the place of re-opening an encounter to re-bill the new insurance?

Answer: Yes. You don't have to re-open an encounter to re-bill.

2) Where is the unapplied payment report?

Answer: The Unapplied Cash Report is under Reports/Financial/Unapplied Cash Report. You have to have the right access permissions to access those reports.



Let's talk

Please contact me with any additional questions about DrCloudEHR.

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