User Appreciation Webinar- Q&A

Presented on June 24, 2021

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: EnSoftek 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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