Frequently Asked Questions [FAQ]: SHC Professional Billing Provider Dashboard

Question 1: Where can I find material to assist me on navigating the SHC Professional Billing Provider Dashboard?

Answer 1: The SHC Professional Billing Provider Dashboard tip sheet can be found on the Stanford Intranet. Click here: https://stanfordhc.service-now.com/edu/edu_view.do?sysparm_article=KB0179750

Answer 2: There is also a video on the Stanford Intranet. Click here: https://stanfordhc.service-now.com/edu/edu_view.do?sysparm_article=KB0179750

Question 2: Does My wRVU Breakdown Report-Last Month or Current Month report include charge corrections?

Answer: The detail report excludes charge corrections.

Question 3: Why is the wRVU data not matching with DSS/Funds Flow reports?

Answer: The IT-Professional Billing team only loads estimated, gross, unadjusted wRVUs. The intention is that DSS/Funds Flow is the true source of the final wRVUs and there is no plan to load the adjusted wRVU logic into Epic. For adjusted wRVU inquiries, please contact your DFA or Finance.

Question 4: What types of variance in wRVUs would there be between the dashboard and DSS/Funds Flow reports?

Answer: The dashboard logic excludes modifier deductions, charge corrections, and closed encounters that routed to Charge Review WQ for the billers/coders to review coding edits.

Question 5: Can I run the My wRVU Breakdown reports for other providers in my specialty?

Answer: No. These dashboards are login specific. The data will only reflect your own encounter and wRVU summaries.

Question 6: How often are wRVUs values loaded in Epic?

Answer: The IT-Professional Billing team only loads estimated, gross, unadjusted wRVUs into Epic once a year. Finance delivers the approved file in mid-February.

Question 7: Do Open Encounters sitting in the Resident/Fellow In Basket appear on the co-signers SHC Professional Billing Provider Dashboard?

Answer: Yes. There is a component entitled Chart Cosign Required where these encounters will display if the co-signer needs to complete any critical closure points.

Question 8: Once a Resident/Fellow closes the encounter with Resident Only procedure code and identifies the co-signer, do those appear in the co-signers' SHC Professional Billing Provider Dashboard?

Answer: Yes, these encounters will appear in the component titled: Chart Cosign Required.

Question 9: Will there be any additional benchmarking data, aside from the My E&M Codes component?

Answer: Currently, Epic does not release benchmarking data of other Epic clients. This has been submitted as an enhancement idea for future production.

Question 10: On the My E&M Codes component, what is being used to compare me against other providers in my specialty?

Answer: The specialty provided by you to the Medical Staff Office (MSOW) when applying for your billing privileges for CMS is what is being used in this component.

Question 11: Will SHC providers continue to receive a weekly Open Encounters Report (aka: DECR) from my biller on a weekly basis?

Answer 1: There will be a transition period of 60-days from the **July 11th** Go-Live date, where you will be provided with a weekly detailed report. Effective Monday, **September 3rd**, the weekly report will be discontinued, and you will manage your Open Encounters from the SHC Professional Billing Provider Dashboard.

Answer 2: Additionally, the weekly Open Encounter Escalation Report will continue to be submitted on a weekly basis to the Clinic and School of Medicine leadership.

Question 12: What do I do if there are issues with the data?

Answer: Please reach out to the IT-Professional Billing team at: SHCPBTeam@stanfordhealthcare.org.