



**myCPSI Support**

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*by Computer Programs & Systems, Inc.*



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# myCPSI Support

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## Chapter 1 Introduction

CPSI offers myCPSI as a convenient method for entering, viewing and updating non-emergency situations. Situations may be submitted via myCPSI 24 hours a day, 7 days a week; however, they are not directed to after-hours support. Situations that are entered after normal business hours will be pulled from the queue the next business day. This myCPSI User Guide not only contains procedures for creating situations, but it also provides explanations of categories used when entering support situations online.

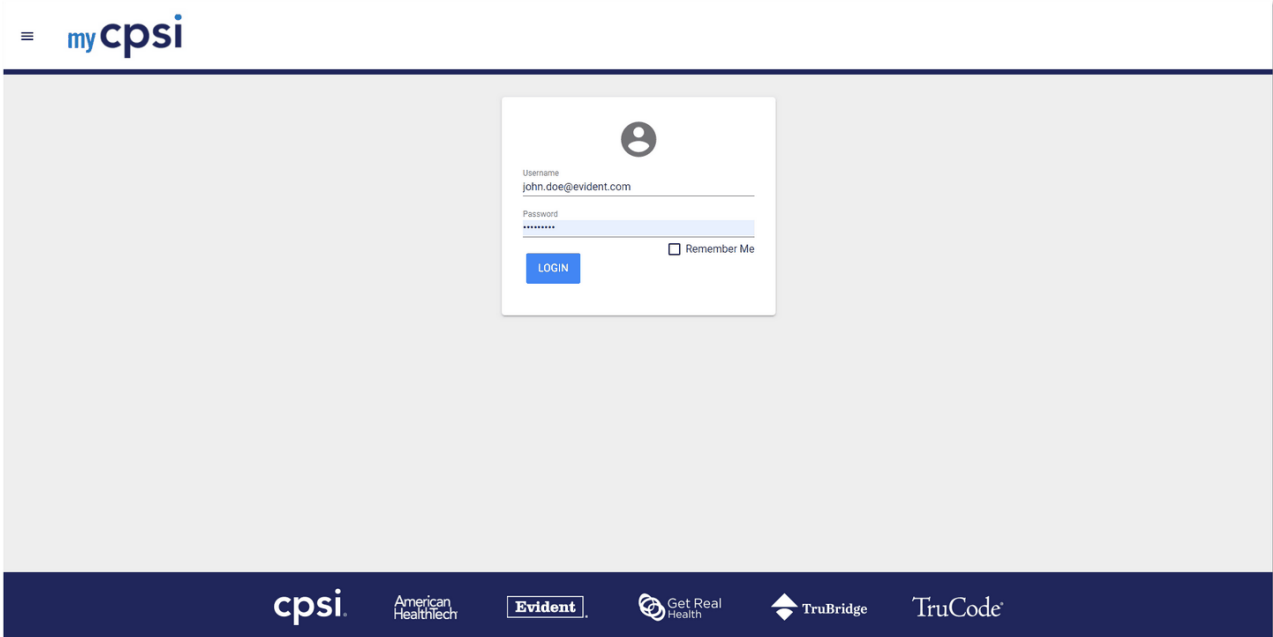
**NOTE:** *Emergency or “system down” situations should always be phoned in to Evident during normal business hours or to Evident's or AHT's Emergency Support number after normal business hours.*

## Chapter 2 Entering Online Support Situations

Follow the instructions provided below to enter a new support situation online.

1. Go to [www.mycpsi.com](http://www.mycpsi.com) and enter your unique username and password.
2. Select **Remember Me** to have the browser remember your username and password going forward.

**NOTE:** Please contact your facility's IT System Administrator for the creation of a unique username and password.

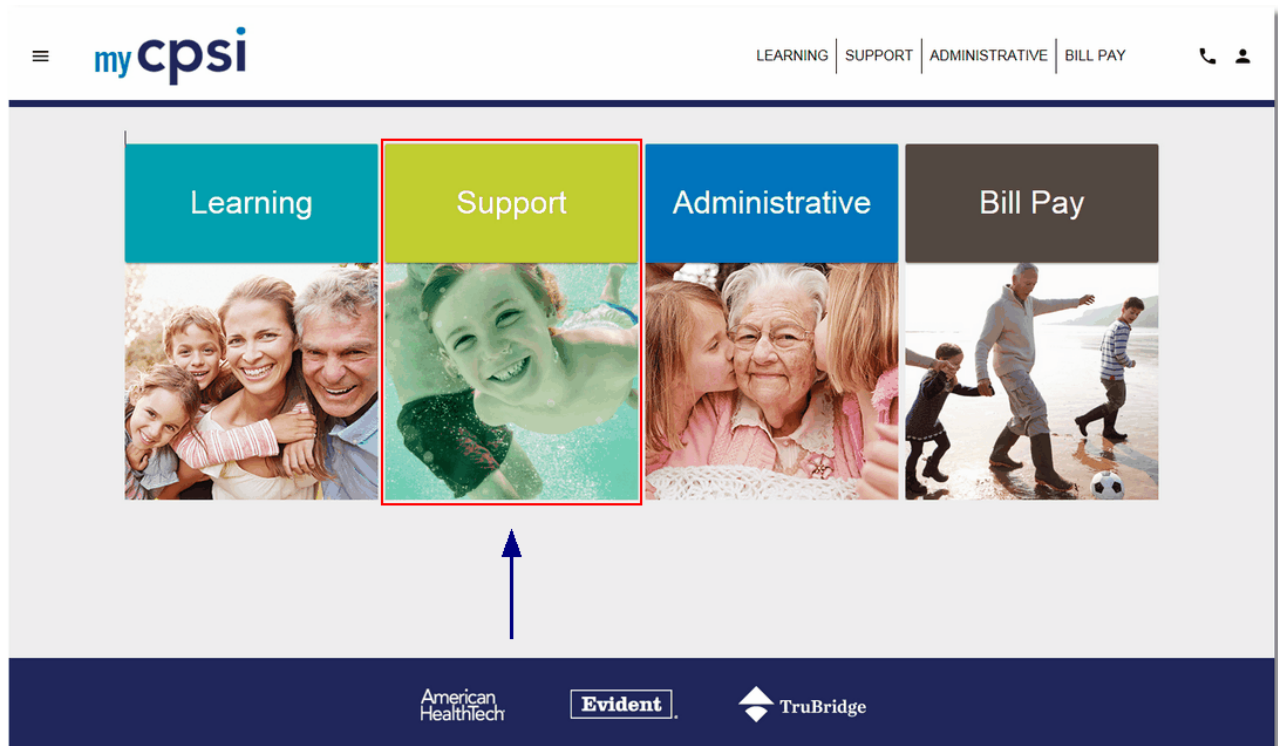


The screenshot shows the myCPSI login interface. At the top left is the 'mycps' logo. The central focus is a white login box with a user icon, a 'Username' field with the text 'john.doe@evident.com', a 'Password' field with masked characters, a 'Remember Me' checkbox, and a blue 'LOGIN' button. The footer of the page displays several partner logos: cps, American HealthTech, Evident, Get Real Health, TruBridge, and TruCode.

MyCPSI Home Page

3. Select **Login**.



4. Select **Support**.

MyCPSI Homepage

5. Select **Create New Situation** from the lower-right corner of the screen or the blue header area of the screen.

**NOTE:** You can also select the hamburger menu in the upper-left corner of the screen and then select **Create Situation**.

6. This displays the Situation Entry screen, which enables users to create new situations for any Evident or AHT support group. Enter the requested information in each field to create the situation. (See field explanations below.)

The screenshot shows the 'Enter New Situation' form in the myCPSI Support system. The form is titled 'Enter New Situation:' and contains the following fields and options:

- Full Name:** John Doe
- Phone Number:** 2516398300
- Extension:** 1111
- Email Address:** john.doe@evident.com
- Facility:** CPSI (dropdown menu)
- Application Support:** Technical Applications (dropdown menu)
- Application Support Group:** Electronic Forms Problems (dropdown menu)
- Description:** Unable to save E-form (21/60 characters)
- Details:** When in an E-form and trying to save and exit, the screen is freezing.

At the bottom of the form, there are three buttons: SUBMIT, CANCEL, and ADD FILES. To the right of the ADD FILES button is a dashed box containing an upload icon and the text 'Drag/Drop files here'.

Situation Entry Screen

- **Full Name:** Enter your name.
  - **Phone Number:** Enter the telephone number, including extension, at which an Evident or AHT Support Representative can reach you.
  - **Email Address:** Enter your email address, if you have one.
  - **Facility:** Open the drop-down list and select the facility the situation is being created for.
  - **Application Support:** Open the drop-down list and select the application support category for the situation.
  - **Application Support Group:** Open the drop-down list and select the applicable application support group. See the [Support Category Descriptions](#)<sup>[11]</sup> section of this document for a more detailed explanation of the categories in this list.
  - **Description:** Type a brief description of the issue.
  - **Details:** Provide a detailed explanation of the issue. To receive the best support, be as specific as possible.
  - **Add Files:** To add screenshots or supporting documentation to the situation, select this option. You can add multiple documents/screenshots, if necessary.
7. When all fields are complete, select **Submit**, and a situation number will be displayed. The situation will then be sent to the appropriate Evident or AHT support queue.

## Chapter 3 Support Search Screen

The search screen allows users to populate a list of situations using a combination of parameters described below. Use these parameters to locate the situation(s) you want to view.

myCPSI Support Search Screen

- **Facility:** Select All or the specific facility. Only facilities available to the logged-in user will appear in the list.
- **Start Date/End Date:** Enter the date range you want to view.
- **Platform:** To view situations only for a specific platform, select the appropriate platform (Thrive, TruBridge, Centriq, or AHT). Leave "All" selected to view situations from all platforms.
- **Status:** To view situations with a specific status, select the appropriate status (All Types, Awaiting Customer Response, Complete, Incomplete, or Investigating).
- **Application Support:** Select the appropriate Application Support category. To view situations from all categories, leave this option blank.
- **Application Support Group:** Select the group category to further filter the results. An Application Support category must be selected for this option to become available. See the [Support Category Descriptions](#) section of this user guide for a list of all available categories.
- **All / Only Sits with WR/Jira / Only Sits without WR/Jira / Only Escalated Sits:** Choose whether to specifically view situations associated with a work request/Jira, situations NOT associated with a work request/Jira, or situations that have been escalated.

Once you have chosen the parameters for your search, select the **Search** button. The screen refreshes to display the list of situations that match those parameters.






To reset all filter fields and begin a new search, select the **Reset** button.

**NOTE:** All filter selections are "sticky," meaning the system remembers the last filters selected and applies them each time the same user logs in again.

### **Working with the Search Results**


Use any of the methods below to work with a list of situations on the search screen.

- If the search returns many situations, change the selection in the **Rows per page** field to choose how many display on screen at once (10, 15, 20, 25, or 50). Use the navigation arrows to the right of this field to view additional pages of results.
- By default, the results are sorted by situation number. To sort them by **Date**, **Description**, **Facility**, **Caller**, **Status**, or outstanding **Days**, select the corresponding column heading. Select the same heading again to reverse the sort.
- Look for icons in the **Status** column to easily identify situations that have been closed (i.e., the status is Complete) and ones that are awaiting customer response.

Status ▾	Days
 Awaiting Customer Response: 07/28/2022	52
 Awaiting Customer Response: 08/31/2022	33
 Complete:	115
 Complete: 05/02/2022	0
 Complete: 05/02/2022	3
Investigating: 08/11/2022	34
Investigating: 09/14/2022	42

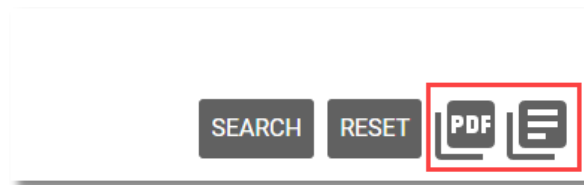
**Icons in Status Column for Situations Awaiting Customer Response and Complete**

- Look for the upward arrow icon in the **Situation Number** column to identify situations that have been escalated.

Situation Number
9506517
9513157
9476101 
9435814

Arrow Icon Indicating Escalated Situation

- To export the list of situations currently displayed on screen to a PDF or CSV file, select the corresponding icon to the right of the **Reset** button.



Export as PDF (left) and CSV (right) Icons

## Viewing a Situation

To view all the details of a situation in the search results list, select anywhere in the row for that situation.

**Situation: 8808828**

<b>General Category:</b> AHT Technical Support	<b>Specific Category:</b> Technical
<b>Created Date/Time :</b> 2020-09-03 11:05	<b>Last Action Date/Time:</b> 2020-09-03 16:20
<b>Caller:</b>	<b>Assigned Employee:</b> Anthony Jasper

**Description:**  
Update Internal Sites - AHTCR and AHTSANDBOX

**Message:**  
Please update internal sites of AHTCR, AHTSANDBOX to latest. LTC 17.21 AHT 19.2.8 These posted on 9/2. Please send Richard L email when done.

---

<b>Action Number:</b> 1	<b>Created Date:</b> 2020-09-03 16:20:00	<b>Display Name:</b> Anthony Jasper
-------------------------	--	-------------------------------------

**Message:**  
AHTCR and AHT Deom have been updated as requested.

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[NEW ACTION](#) [CLOSE](#) [PRINT](#)

### Situation Details

All the information for the situation will appear. All actions that have been entered for the situation will be listed. The following options are available below the situation details:

- **New Action:** Select this button to add an action to the situation. The Assigned Employee will be notified when the new action is submitted.
- **Close:** Select this button to close out of the open situation and return to the search screen.
- **Print:** Select this button to print all the information for the selected situation.

### Searching for a Specific Situation

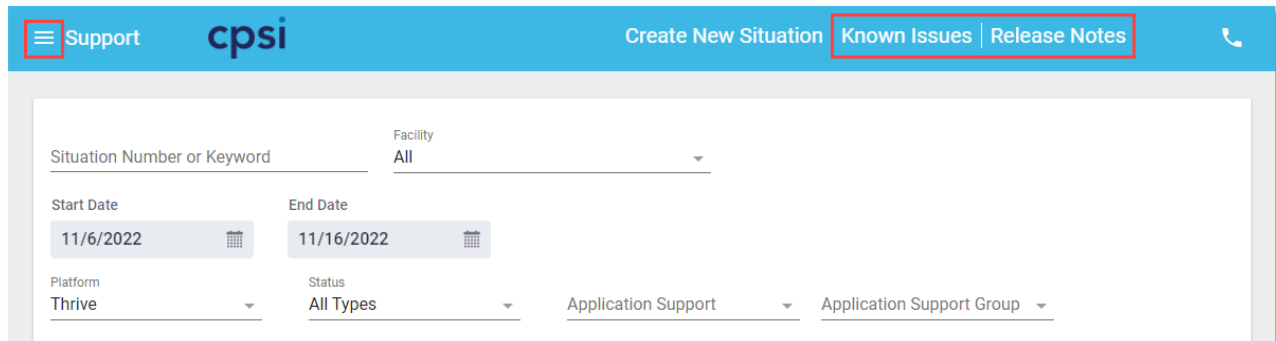
Use the search field at the top of the search screen to find a specific situation by situation number or keyword.

- To find a specific situation by its situation number, type that number in the search field and press **<Enter>**.
- To find any mentions of a specific situation number within the description and actions of other situations, add quotation marks around the situation number in the search field and press **<Enter>**.
- To find a specific keyword within all logged situations, type that word in the search field and press **<Enter>**. The search will return whole or partial words that match the search text, and it is not case sensitive.

## Chapter 4 Release Notes and Known Issues

The Support area of myCPSI also provides access to release notes and known issues for CPSI software and for third-party products used with CPSI software. To access release notes or known issues, use either of these methods:

- Select the hamburger menu in the upper-left and select **Release Notes** or **Known Issues**.
- Select the **Known Issues** or **Release Notes** shortcut in the blue header bar of the Support page.



Hamburger menu (left) and shortcuts (right)

On both the Release Notes page and the Known Issues page, you will select filters in the left pane, and the release notes or known issues that match the selected filters will appear in the right pane. Select the **Need Help?** link in the upper-left corner corner of the Release Notes or Known Issues page for information on using the filters and working with the results.



## Chapter 5 Support Category Descriptions

### 5.1 AHT General Support

- **3R Human Resources** - This category is used for all issues regarding Applicant Tracking, Job Vacancy, Job Posting, Applications, KPI, Qualifications and all other HR Application items.
- **3R Payroll Processing** - This category will address issues from Processing Payroll, Employee Master Maintenance and Employee Benefits, Deductions, and Remittance Sources.
- **3R Scheduling** - This category is used for issues regarding Scheduling, Recurring Templates, Recurring Schedules and Time Editing via Schedule.
- **3R Taxes** - This category is used for issues with Taxation, Tax Wizard, Remittance Agencies, Tax Filing and Reporting.
- **3R Time and Attendance** - This category will be used to address Time Sheet related items such as Calculation for Wage, Premium, and Absence, Editing and Verification.
- **3R W2** - This category used for end of year balancing and production of W2 Form and Electronic Filing.
- **AHT Assessments/Forms** – This category is used for general issues or questions occurring while using assessments and forms within AHT.
- **AHT Biometrics** – This category is used for issues or questions with biometric setup or issues arising while using biometrics within AHT.
- **AHT Care Plans** – This category is used for general issues occurring with viewing, setup, and creating Care Plans within AHT.
- **AHT- Clinical Decision (CDS)** - This category is used for issues or questions within assessments and clinical decision support while using AHT.
- **AHT Communication Center** – This category is used for issues or questions with text, chat, email, fax, and broadcast communication within AHT.
- **AHT Completed Care** – This category is used for issues or questions arising while using the reporting features of Completed Care that tracks trends and assists with audits within AHT.
- **AHT Content Manager** – This category should be used for issues arising in Content Manager related to the build of images, elements, schedule library, Resident Care Forms, Resident Summary, Resident Care Sets for Resident Care and clinical form workflows.
- **AHT Resident Care** – This category will address issues with Resident Care for the Nursing and Nursing Assistant as it relates to tasking, My Team, assignments, task management, task performance while documenting resident care and ADL workflows within AHT.

- **AHT Task Manager** - This category is used for any issues related to Task Management, tasks, bulk sign/removal while using AHT.
- **AHT ePrescribing** – This category is used for any issues that arise in e-prescribing while utilizing AHT.
- **AHT eSig** – Use the category for any issues or questions as it relates with electronic signature while using the AHT application.
- **AHT-Document Import** – This category is used for issues or questions arising when using the document import feature within AHT.
- **AHT-Miscellaneous** – This category is used for general AHT question or issues within the AHT application.
- **Accounts Payable** – This category is used for issues with the Accounts Payable module, including invoices, vendor maintenance, 1099s, cash disbursements, and reports.
- **Admissions in AHT** - This category is used for any issues with admissions within AHT or general AHT admission questions.
- **Ancillary Tracking** – This category is used for any issues with treatment plan, progress notes, therapy import, therapy back out, therapy transfer, therapy procedures, supplies, and general Ancillary Tracking questions within the LTC application.
- **Billing (AR)** – This category is used for issues with resident billing, status changes, room charges, ancillary charges, claims, prior month adjustments, cash receipts, billing setups, billing reports, Pre-Bill, Resident Statements within LTC.
- **Billing (AR) Can't Close** – This category is used for issues or questions arising when closing the billing month within LTC.
- **COMS** - This category is used for issues related to COMS and AHT/LTC.
- **COVID-19 Tool Kit** -This category is used for any questions related to the COVID-19 Tool Kit.
- **Clinical Miscellaneous** – This category is used for general/miscellaneous clinical questions or issues while using AHT or LTC.
- **Corporate Office** - This category is used for issues or questions with comparative and consolidated groups within General Ledger, Billing, and Clinical while using the Corporate Office module in LTC.
- **Financial Management** – This category is used for issues related to Bank Reconciliation and other general Financial Management questions in the LTC application.
- **General Ledger** – This category is used for issues with journal entries, post journals, AP/GL close, financial statements, and other General Ledger questions.

- **Interoperability AHT** – This category is used for any issues arising while using the integration platform between AHT and the 3rd party vendor that communicates and shares data.
- **Interoperability LTC** - This category is used for any issues arising while using the integration platform between LTC and the 3rd party vendor that communicates and shares data.
- **MDS** – This category is used for any issues related to the MDS 3.0 within LTC such as transmission, MDS Sections, Resident Interview Wizard, and other general MDS questions.
- **Medication Entry Error** – This category is used for any issues related to medication entry error while using AHT/LTC.
- **Medications Can't Pass** – This category is used when issues arise while passing medications using LTC.
- **Miscellaneous** – This category is used for general LTC Miscellaneous questions or issues.
- **MyCPSI Questions** – This category is used for issues/questions arising while using myCPSI.
- **Order Administration** – This category is used for issues related to Order Administration, Command Center, Resident Availability, eMAR, eTAR unsigned records, and other Order Administration questions within the LTC application.
- **PDPM Billing** - This category is used for any issues/questions related to PDPM billing on claims, room charges, ancillary charges, etc.
- **PDPM Clinical** – This category is used for any issues with PDPM calculations on the MDS along with other PDPM MDS related questions.
- **Payroll** - This category is used for new hire employee setup, payroll processing, payroll reports, payroll setup, Payroll Based Journal, SUTA, FUTA, W2, and other general Payroll questions.
- **Pharmacy Interface** - This category is used for any issues or questions that arise while using pharmacy interface.
- **Pre-Admissions in AHT** - This category is used for any pre-admission issues or questions while using AHT.
- **Pre-Admit Issues in LTC** -This category is used for any pre-admit issues or questions in LTC as it relates to Admission Analysis or Resident Information.
- **Progress Notes AHT** – This category is used for any issues or questions with Progress Notes while using AHT.
- **Resident Information** – This category is used for issues arising or questions in LTC Resident Information with setups, resident information, or any general Resident Information questions.
- **Resident Information AHT** – This category is used for any Resident Information issues or questions while using AHT.

- **Smart Charting** - This category is used for issues or questions arising while using Smart Charting module within the LTC application as it relates to notes, ADL documentation, setups, etc.
- **Therapies** - This category is used for issues arising with therapy import, therapy documentation, therapy setup or general therapy questions while using AHT/LTC.
- **Trust Funds** – This category is used for issues/questions with Resident trust funds, deposits, withdrawals, allocating interest, and reporting while using the LTC application.
- **User Security** - This category is used for user security issues or questions while accessing AHT or LTC.
- **eLearning assistance** - This category is used for general questions/issues as it relates to CPSIQ.
- **eLearning User Admin** - This category is used for issues or questions for user administrator roles within CPSIQ.

## 5.2 Centriq - Clinical

- Centriq Administration
- Chart Printing
- Clinic
- CommonWell
- COR Dashboard
- COVID-19 Tool Kit
- CPOE
- CPOE - MedNec Check Issue
- EMAR
- ENCOR
- EPrescribing
- eRX - Add/Edit/Deactivate
- eRX - Unavailable
- General Clinical Support
- General MIPS/MU
- Laboratory
- myCPSI Questions
- Notes
- Notes Unavailable
- Patient Chart
- Patient Communications
- Patient Portal
- Pharmacy
- Prov Work Center
- Pt Care Instructions
- QARCT
- Radiology
- Secure Messaging
- Transcription
- TWYD
- Unable to Access System

### 5.3 Centriq - Financial

- 3R Human Resources
- 3R Payroll Processing
- 3R Scheduling
- 3R Taxes
- 3R Time and Attendance
- 3R W2
- Accounts Payable
- Accounts Receivable
- Billing
- Centriq Administration
- Claims
- CommonWell
- COVID-19 Tool Kit
- Document Management Sys
- General Ledger
- Health Info Mgmt
- Materials Mgmt
- myCPSI Questions
- Patient Registration
- Payroll
- Reporting
- Scheduling
- State Reporting
- Unable to Access System

### 5.4 Clinical Support

- **Allergy** - This category is used for all issues related to patient allergies. (e.g. Allergies Application, Pharmacy Allergies, Allergy Clinical Monitoring)
- **Antimicrobial Review** - This category is used for the Antimicrobial Review application, Pharmacy AUP Report and Medication Review Report.
- **CCD** - This category is used for issues related to viewing, editing, downloading or sending the Continuity of Care Documents (CCD)-Patient Summary and Referral/Transitions, which are documents comprised of administrative, demographic and clinical patient information. The CCD is used for Promoting Interoperability - Health Information Exchange: HIE-Summary of Care Send and HIE Receive and Reconcile (Clinical Reconcile) Measures.
- **CDS Alerts** - This category is used for issues regarding Clinical Decision Support (CDS) Alerts. These may entail turning on CDS Alerts, turning off CDS Alerts or general questions regarding the use of CDS Alerts with Promoting Interoperability.
- **Charge Entry (Clinical)** - This category is used for any questions or issues related to the setup and use of the Charges application.
- **Clinic Future Orders** - This category is used for the Future Orders option when placing hospital orders from the clinic via the TP-EHR application or when releasing the future orders in the hospital.
- **Clinical History** - This category is used for the Clinical History application within Thrive UX and Web Client that displays transcriptions, lab results, physician documentation, nursing documentation, images and reports across all accounts and across all departments.
- **CommonWell** - This category is used for the support of Interoperability Health Information Exchange issues with retrieving documents from the CommonWell network and Health Information Exchange Group networks.

- **COVID-19 Vaccine Assist** - This category is used for any questions related to the setup and use of the COVID-19 Vaccination Assistant solution. This solution includes: intake/check-in, facilitation of second dose, text/e-mail targeted patient campaigns, patient self-scheduling, appointment reminders, electronic consent, post vaccination follow-up instructions and more.
- **Core & Quality Measures** - This category is used for issues with Core Measures, CQM for EP/EC, ENCOR User Setup and Quality Measures.
- **Dietary** - This category is used for issues concerning the Dietary application including printing dietary reports and/or cards/labels, cancelling orders, table maintenance and nutritional assessments.
- **Direct Messaging** - This category is used for issues with the transmission of Direct Messages, Direct Messaging Import from Inbox and Promoting Interoperability Health Information Exchange Measures.
- **Documentation:** This category is used for assistance with any documentation platform. These include Electronic Forms, Flowchart Documentation, Notes Documentation and Physician Documentation.
- **Electronic MAR and Reports** - This category is used for issues with any electronic medication administration record (MAR): 24-Hour MAR, 8-Hour Scheduled/X1/IV MAR, or 8-Hour PRN MAR and Diabetic Record. This category is also used for issues regarding POC medication reports including 5-Day MAR, MAR Final, MAR Temp, Scheduled Med Report, Med Reconciliation Report (for those facilities not using the Med Reconciliation application) and Drug Monograph.
- **Electronic Signature** - This category is used for issues related to the Electronic Signature module and setting a user passphrase. Specifically signing co-sign, verbal, telephone and protocol orders within the Electronic signature application as well as transcriptions.
- **Faxing** - This category is used for all issues related to the faxing of any document, report or results from any clinical department.
- **Health History** - This category is used to support the various types of Health History categories (Social Health, Family Health, Implantable Devices, Surgical/Procedure History, etc.).
- **Home Screen Alerts** - This category is used for support of alerts on the Home Screen, i.e., setting up new alerts, editing existing alerts and alerts not populating to the Home Screen correctly.
- **PACS** - This category is used for all aspects of Image Storage and distribution from within the ImageLink PACS System.
- **Immunization** - This category is used for issues that may arise from using the Immunization application.
- **IRF-PAI** - This category is used to support Acute Rehab and Extended Rehab facilities that utilize the IRF PAI form for reporting and reimbursement purposes, including specific setup and submission file generation.

- **Laboratory** - This category is used for issues related to use of all aspects of the Laboratory application, such as result entry, reference range tables, specimen collection, receipt of orders, management and laboratory reports. This category will also include Blood Administration, Calculations, Laboratory Infection Control, Medical Necessity, Pathology, Product Inventory, QC, Reference Range and Resulting for Hospital and Clinic.
- **LTC Care Plans** - This category is used to support the combination of nursing and medical diagnoses to develop a plan of care as part of the RA/MDS application.
- **Medication Reconciliation** - This category is used for issues arising from the use of the Electronic Medication Reconciliation application for Nursing, Pharmacy or Physicians.
- **Medical Necessity** - This category is used for support of the Medical Necessity application from Ancillary Departments.
- **MyCPSI Questions** - This category is used for questions regarding the use of myCPSI.
- **Nursing WB/Virtual Chart** - This category is used for support of the Point of Care Nursing Whiteboard and Virtual Chart.
- **OR Management** - This category is used for issues with the EWS Operating Room Management application including scheduling, completing, canceling, reporting and table maintenance.
- **Order Chronology** - This category is used for issues related to review, maintenance and documentation options available for ancillary, medication and nursing orders via Order Chronology.
- **Order Entry/Order Verify** - This category is used for order entry and verification for all order types. This includes CPOE5, Updated Nursing OE and Verbal Orders.
- **Outreach Client Access** - This category is used for issues with the Outreach Client Access (OCA) application, including link issues, order entry, patient search, printing reports and table maintenance.
- **Patient Data Console** - This category is used for issues related to the Patient Data Console.
- **Patient Education** - This category is used for issues related to use of the Patient Education Documents application, such as lookup, printing, Micromedex CareNotes™ and quarterly updates.
- **Patient Portal** - This category is used for issues related to accessing the Patient Portal via the POC virtual chart's Patient Portal hyperlink and for issues related to the content of the Patient Summary when accessed by patients via the portal. This category should also be used for any issues accessing Talk with Your Doc and MyCareCorner.
- **Patient Summary** - This category is used for support of the Patient Summary Screen that provides a view of multiple areas of a patient's chart at once, such as vitals, medications and lab results.

- **Pharmacy** - This category is used for issues stemming from a pharmacy order, report or medication charging. It might also be used for questions about item master setup for Pharmacy items, running clinical or inventory adhoc reports, setting up auto-print reports in Cron, Clinical Monitoring controls or other departmental setup concerns.
- **POC Reports/Adhoc** - This category is used for issues regarding any of the POC reports accessible on the Virtual Chart (opened in Adobe® Reader®) or printable via a workstation or network printer. This category is also used for issues with the POC Ad Hoc system. Problems include inability to generate reports, setup issues and report formatting concerns. And last, this category should be used for any issues with Data Mining.
- **Prescription Entry** - This category is used for support of electronically prescribing controlled and non-controlled medications.
- **Problem List** - This category is used for issues pertaining to the physician's Problem List.
- **Quality Improvement (QI)** - This category includes support for internal quality monitoring specifically involving Physician Credentialing, Infection Control monitoring by nursing, Risk Management and event reporting, QA Studies for internal control and Utilization Review for case management and coverage of stay.
- **Radiology/Mammography** - This category is used for issues related to use of the Radiology application and Mammography System. This includes printing requisitions, cards or labels for orders, transcriptions on Radiology orders, use of the schedule, clinical notes, film analysis and film tracking, departmental statistics, physician billing and other reports. This category is also used for issues pertaining to any part of the Mammography application including the individual Patient Mammo Record, the patient Notification letters, the patient Recall letters and any of the QA reports.
- **Rehabilitation** - This category is used for issues related to functions performed in the software by the Rehab or Physical Therapy department, such as receipt of orders, entering patient charges and printing various reports.
- **Respiratory** - This category is used for issues concerning the Cardiopulmonary application, including charging out procedures, the Cardiopulmonary schedule, order entry for subsequent treatments and table maintenance.
- **Scheduling** - This category is used for issues with the Updated Scheduling module.
- **Thrive Navigation** - This category is used for support related to Thrive navigation including Thrive UX and Web Client.
- **Tracking Board** - This category is used for support related to the Emergency Department Information System (EDIS) and Thrive Provider EHR (TP-EHR) Tracking Board.
- **Update Documentation Content** - This category is used for support related specifically to the content updates for Thrive Documentation (Clin Doc) provided by Content Services. Support needs related to the use of Thrive Documentation application should be submitted with the Documentation category.



- **Update Notes Templates** - This category is used for support related specifically to the content updates for the CPSI Template available for Notes. Support needs related to the use of the Notes application should be submitted with the Documentation category.
- **Vital Signs** - This category is used for issues with the Vital Sign application in Thrive Patient Care Portal and Thrive UX Patient Care Portal. These may entail general documentation questions as well as problems relating to entering, amending, and reviewing previously documented vital signs.
- **Web Client** - This category is used for support related specifically to the use of Web Client.

## 5.5 Consulting Services

- **Clinical Consulting** - This category is used for issues and questions related to current TruBridge Clinical Consulting contracts.
- **Design & Build** - This category is used for customers who have a contract with the TruBridge Clinical Help Desk to build Clinic e-forms, Hospital e-forms, Flow Charts, Physician documentation templates, Custom Patient Education Documents or Order Sets/Lists/Protocols.
- **Clinical IT Help Desk** - This category is used for customers who have a contract with the TruBridge Clinical Help Desk to serve as their remote Clinical IT service.

## 5.6 Financial Support

- **3R Management Suite Human Resources** - This category is to be used for all issues regarding Applicant Tracking, Job Vacancy, Job Posting, Applications, KPI, Qualifications and all other HR Application items.
- **3R Management Suite Payroll** - This category will address issues from Processing Payroll, Employee Master Maintenance and Employee Benefits, Deductions, and Remittance Sources.
- **3R Management Suite Scheduling** - This category is used for issues regarding Scheduling, Recurring Templates, Recurring Schedules and Time Editing via Scheduling.
- **3R Management Suite Taxes** - This category is used for issues with Taxation, Tax Wizard, Remittance Agencies, Tax Filing and Reporting.
- **3R Management Suite Time and Attendance** - This category is used to address Time Sheet related items such as Calculations for Wage, Premium and Absence, Editing and Verification.
- **3R Management Suite W2** - This category is used for end of year balancing and production of W2 Form and Electronic Filing.
- **Accounts Payable** - This category is used for issues with the Thrive Accounts Payable module, including Invoices and Vendor Maintenance, 1099s, Checks, Refunds and Reports.

- **Ad Hoc Rept/Database** - This category is used for assistance with building, merging and filtering ad hocs.
- **Aging Reports** - This category is used for issues with Aging Reports in Accounts Receivable.
- **Budgeting** - This category is used for issues with the Thrive Budgeting module, including reports.
- **Charge Entry** - This category is used for any assistance with Financial Patient Charge Entry.
- **Clinic Financial** - This category is used for questions/issues associated with the financial side of the TP-EHR software.
- **Closing Days/Months** - This category is used for issues with closing the day or month either manually or through the auto-close feature.
- **Coding** - This category is used for any issues related to coding in the Grouper.
- **CommonWell** - This category is used for issues with the setup and registration of patients within Commonwell.
- **Contract Billing** - This pertains to the service of billing a business, instead of the patient, for charges incurred.
- **Document Scanning** - This category is used for issues with setting up image titles (within the table of the Image Titles function) to be scanned, as well as any issues with saving scanned documents.
- **EnterpriseWide Scheduling** - This category is used for issues with Enterprise Wide Scheduling (EWS) such as scheduling a patient or registering a patient from the schedule.
- **Executive Info Module** - This category is for questions associated with the Executive Information application.
- **FAX** - This category is used for issues encountered when Medical Records Transcriptions are faxed.
- **Financial Management General Accounting (FMS)** - This category is associated with the Financial Management application, not Thrive Accounting. This will include General Ledger, Accounts Payable, Cash and Bank Management, Fixed Assets and Advanced Financial Reporting.
- **Financial Management Materials Management (FM-MMM)** - This category is associated with the Financial Management application, not Thrive Materials Management. This will include Inventory, Requisition, Purchase Orders and Product Master Maintenance.
- **Fixed Assets** - This category is used for issues with the Thrive Fixed Assets module, including Tag Maintenance and Depreciation Runs.
- **General Ledger** - This category is used for issues with the Thrive General Ledger module,

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including setting up General Ledger numbers, creating and posting Journal Entries, Budgets, Reports and Year End Close.

- **Health Information Management** - This category is used for general issues with Medical Records.
- **Home Health** - This category is used for issues pertaining to areas such as patient registration, Plans of Care, OASIS, Verbal Orders, patient charge entry, receipting, billing, closing the day and month and HH reports.
- **Human Resources** - This category is used for issues with applicant tracking, scanning images and Human Resources Eforms. This category is for customers that utilize the Thrive Human Resources Application.
- **Insurance** - This category is used for issues with the insurance billing, reports and table setup.
- **Item Master** - This category is used for issues regarding the Item Master from a financial perspective.
- **Material Management** - Materials Management pertains to a facility's inventory. This category is used for issues in areas such as purchase orders, requisitions and/or item master maintenance. This category is for use with the Thrive Materials Management Application.
- **Medical Necessity** - This category is used for issues with the Medical Necessity Look-Up option on the Hospital Base Menu.
- **MU Stats Report** - This category is used for issues on the financial side of Evident's software that deals with Core Statistics and Menu Statistics not calculating correctly within the report. This category is used if a patient is not pulling to the Statistics Report when tables are set to pull that patient.
- **MyCareCorner** - This category is used for any issues with the new Patient Portal, MyCareCorner (MCC).
- **MyCPSI Questions** - This category is used for issues with myCPSI.
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- **Payroll** - This category is used for issues regarding new hire employee setup, processing payroll, payroll reports, quarterly earnings reports, deduction setup, pay code setup and employee master setup. This category is for customers that utilize the Thrive Payroll Application.
- **Portal** - This category is used for any issues encountered with Thrive Patient Portal (created for MU Stage 2).
- **Private Pay Collections** - This category is used for issues with Statement Runs, Collection Letters, Accounts Management and any table maintenance that goes along with those topics/ areas.
- **Pt Event Notification** - This category is used for any issue with the Patient Event Notification mandate.

- **Receipts** - This category is used for issues with entering any type of receipt, balancing a receipt list or any other receipt-related issues.
- **Registration** - This category is used for general issues with Registration such as how to access the ER Log, how to access the Service Log and how to add/delete insurances.
- **Revenue Reports** - This category is used for issues with Revenue Reports within Accounts Receivable.
- **Scheduling 5** - This category is used for issues with the Updated Scheduling module.
- **Security Review & Audit** - This category is used for issues with performing security reviews and audits.
- **System Security** - This category is used for issues with financial security and login setup questions.
- **Time & Attendance** - This category is used for issues with clocking in/out, shift ranges and Time and Attendance punches/time sheets. This is for customers that utilize the Thrive Time and Attendance Application.

## 5.7 Hardware Support

- **Barcode Problems** - This category is used for hardware issues relating to barcode readers (e.g., if the barcode reader will not read barcode labels or power on, etc.).
- **Digibox** - This category is used for known issues related to Digiboxes (e.g., the Digibox has a bad port, the Digibox will not power on, etc.).
- **Document Scanning** - This category is used for issues related to scanning hardware (e.g., scanner will not scan documents or will not power on, etc.).
- **Keyboard Problems** - This category is used for issues related to keyboards, such as when a keyboard becomes non-functional.
- **Modem Problems** - This category is used for issues related to fax modems (e.g., there is no power to the fax modem, the fax modem will not send faxes, etc.).
- **Monitor Situations** - This category is used for issues related to monitors (e.g., there is nothing displayed on the monitor, the monitor will not power on, etc.).
- **Networking Issues** - This category is used for issues related to networking hardware, such as a faulty Network Interface Card (NIC).
- **PC Issues** - This category is used for issues related to PC hardware (e.g., the PC is will not power on, the PC will not boot up, etc.).
- **Point of Care Devices** - This category is used for issues related to POC devices such as Chart Carts (e.g., the Chart Cart is experiencing power issues, the Chart Cart is experiencing display issues, etc.).

- **Portserver Issues** - This category is used for hardware issues related to portservers (e.g., the portserver will not power on, a faulty port has been identified on the portserver, etc.).
- **Printer Problems** - This category is used for hardware issues related to printers (e.g., the printer will not power on, the printer will not print, printer paper fails to extract from paper tray when attempting to print a document, etc.).

***NOTE:** Evident only supports Lexmark® Postscript Level 3 laser printers, Zebra® thermal printers and Microline®, Epson® and Tally® Emulation pin-fed serial printers.*

- **Scanner Problems** - This category may also be used for the same situations that pertain to the Document Scanning category.
- **Secure Signature** - This category is used for hardware issues related to Secure Signature Pads (e.g., the user's PC will not recognize the signature pad, the signature pad is unable to recognize signatures, etc.).
- **Server Issues** - This category is used for hardware issues related to HIS Production Servers, Virtual Server Systems, Disk-to-Disk Servers, etc. Some examples of these issues may include the server losing power, a faulty disk drive in the server, the server experiencing processor issues, etc.
- **Time Clocks** - This category is used for hardware issues related to Time Clocks (e.g., the Time Clock will not power on, the Time Clock is experiencing display issues, etc.).
- **UPS Related Problems** - This category is used for hardware issues related to uninterruptible power supplies (UPS), such as the UPS not keeping a charge and failing to keep the server up after a power failure within the facility.

## 5.8 ImageLink® - Clinical

- **ImageLink CD** - This category is used for issues with burning studies to CDs.
- **ImageLink Dictation** - This category is used for issues dealing with the linkage to third-party dictation systems.
- **ImageLink Elec Signature** - This category is used for issues pertaining to E-sign when being accessed via ImageLink.
- **ImageLink Export** - This category is used for issues with exporting or sending studies to outside Picture Archiving and Communication System (PACS) or locations.
- **ImageLink HIS Interface** - This category is used for issues between Evident ImageLink and Evident HIS/RIS communication.
- **ImageLink Hang Protocol** - This category is used for issues with the setup and maintenance of user-defined hanging protocol.

- **ImageLink Image Display** - This category is used for issues regarding images displaying in ImageLink (e.g., images not displaying, etc.).
- **ImageLink Lab Values** - This category is used for issues relating to the setup for the display of Laboratory values from the Evident Laboratory application in ImageLink.
- **ImageLink Overlays** - This category is used for issues relating to the setup of Patient and Study information to be displayed while viewing images in ImageLink.
- **ImageLink Printing** - This category is used for issues relating to the printing of images from ImageLink to a DICOM printer.
- **ImageLink QC Tools** - This category is used for issues relating to Quality Control (QC) tools to perform image and study maintenance.
- **ImageLink Scan Documents** - This category is used for issues relating to the setup and viewing of documents in ImageLink from the Evident Scan Documents application.
- **ImageLink Security** - This category is used for issues with the setup and maintenance of Network logins used for point of security in ImageLink.
- **ImageLink Study Management** - This category is used for issues requiring the movement of images to match with orders or studies.
- **ImageLink Toolbar** - This category is used for issues relating to the use and function of the ImageLink Toolbar for viewing functions.
- **ImageLink Viewer** - This category is used for general issues relating to viewers (e.g., viewer requires updates, issues regarding viewer functionality, etc.).
- **ImageLink Worklist** - This category is used for issues relating to the setup and manipulation of user defined worklists within ImageLink.

## 5.9 ImageLink - Technical

- **Backup Related Issues** - This category is used for issues with the ImageLink backup not starting or not completing successfully.
- **Bad Disk Drive** - This category is used for issues with the disk drive.
- **Distribute new versions** - This category is used for facilities that require ImageLink software version updates.
- **Export** - This category is used for issues related to sending images (e.g., users unable to send images to an outside facility).
- **HIS Interface Issues** - This category is used for issues related to communication with the HIS Production Server (e.g., orders backing up and not sending because communication to the HIS Production Server is down).

- **ImageLink Portal** - This category is used for issues with the portal server (e.g., the portal server not functioning properly).
- **ImageLink Server Issues** - This category is used for issues related to the ImageLink Server (e.g., unable to save data, disk space issues, etc.).
- **Modality Setup/Issues** - This category is used for issues regarding the equipment associated with acquiring Radiology images.
- **On Call** - This category is used to track issues called in after hours.
- **Server Hardware Issues** - This category is used for issues related to ImageLink Server hardware (e.g., a faulty disk drive is found on the ImageLink Server, the ImageLink Server is experiencing processor issues, etc.).
- **Study Management Issues** - This category is used for issues related to images (e.g., images were attached to the incorrect order, error message displays when opening a study, images need to be added to a closed study, images need importing, etc.).
- **Study Revert** - This category is used for issues regarding reverts.
- **Viewer Issues - Other** - This category is used for issues related to ImageLink software (e.g., unable to connect to ImageLink, orders not crossing to worklist, worklist not refreshing, unable to burn CDs, etc.).
- **Workstation Hardware** - This category is used for issues with ImageLink workstation devices (e.g., the CD-ROM will not eject media, the display on the monitor is out of focus, there are dead pixels (blank spots) displayed on the monitor, etc.).

## 5.10 Interfaces

- **Clinical Interface** - This category is used for issues with those interfaces connected to the Evident Clinical applications.
- **Clientside Dashboard** - This category is used for issues related to the Interface Management System (IMS) Client-Side Dashboard (tool used for the monitoring of interface traffic and messages via the IMS).
- **CommonWell Health IF** - This category is used for issues related to the CommonWell Health interface.
- **ELR Interface** - This category is used for issues related to the ELR Interface.
- **Expired Cert Error** - This category is used for issues with expired certificates.
- **GL Upload** - This category is used for issues related to interfaces that upload GL data into the Evident System.

- **HL7 ADT** - This category is used for the transmission of patient demographics through an interface.
- **HL7 Change Upload** - This category is used for uploading charges from third-party vendors into Evident.
- **HL7 Download-Non ADT** - This category is used for downloading the HL7 to a non-ADT.
- **HL7 Item Master Download** - This category is used for providing a copy of the HL7 Item Master by downloading it from Evident to third-party vendors.
- **HL7 Misc Download** - This category is used for any download interface (from Evident to vendor) that may not fit within any other category.
- **HL 7 MR Coding IF** - This category is used for third-party medical record coding interfaces.
- **ICD10-ENCODERS** - This category is used for issues with ICD10 encoders.
- **ICD10-INBOUND HL7** - This category is used for issues with ICD10 inbound HL7.
- **ICD10-OUTBOUND HL7** - This category is used for issues with ICD10 outbound HL7.
- **Immunization Interface** - This category is used for issues with immunization interfaces.
- **Inter-Client Interface** - This category is used for issues with inter-client interfaces.
- **Interface – Med Records** - This category is used for issues related to HIM and MR transcriptions.
- **Lab Interface** - This category is used for issues with interfaces related to in-bound and out-bound Lab orders and results. This includes Secure Network Interface (SNI)-related issues.
- **LIS/CPSI Interface** - This category is used for Laboratory Information Systems (LIS) to Evident interface issues by those facilities using the third-party Laboratory system.
- **Meaningful Use IF** - This category is used for issues with interfaces reaching MU.
- **Med Rec Trans Upload** - This category is used for uploading medical record transcriptions from third-party vendors into Evident.
- **Medical Device Data Sys** - This category is used for issues with medical device data systems.
- **MR Encoders** - This category is used for issues encountered when performing medical record coding using a third-party vendor software.
- **MU Install Follow-up** - This category is only used by Evident Implementations representatives.
- **Receipt Upload** - This category is used for uploads of receipt/payment information from third-party vendors into Evident.



- **PACS** - This category is used for PACS issues by those facilities using a third-party PACS system.
- **Patient Ins Data Verifctn** - This category is used for patient insurance verification interfaces.
- **PDI** - This category is used for issues with the Portable Device Interface (PDI).
- **Pharmacy Interface** - This category is used for issues with pharmacy-related interfaces – Automated Dispensing Machines (ADMs) and charges.
- **Satisfaction Survey IF** - This category is used to track satisfaction surveys for interface.
- **Syndromic Surveillance** - This category is used for issues with Syndromic Surveillance.

## 5.11 Learning & Development

- **Clinical Workshop** - This category is used for questions regarding any clinical or physician workshop held at Evident or elsewhere.
- **Financial Workshop** - This category is used for questions regarding financial software workshops held at Evident or elsewhere.
- **LMS** - This category is used for questions regarding CPSIQ.
- **LMS Admin Setup** - This category is used for questions regarding admin setup for CPSIQ.
- **Other** - Any question directed to Evident's Learning and Development Group that does not fall into a workshop or eLearning queue should be sent to this queue.
- **eLearning Tool Questions** - This category is used for questions about any of the online presentations.

## 5.12 Managed IT Services

- **AHT-HIS** - This category is used for issues with the ITMS-hosted HIS Production Server for AHT or requests for changes to the available service.
- **ANTIVIRUS** - This category is used for issues with antivirus software.
- **TB IT HELP DESK** - This category is used for issues with the ITMS-provided IT Help Desk services.
- **TruBridge AD Mgt** - This category is used for issues with the IT Managed Services (ITMS)-hosted Active Directory Systems or requests for changes to the available service.
- **TruBridge Backup** - This category is used for issues with the ITMS-hosted Backup or requests for changes to the available service.

- **TruBridge Disk Backup** - This category is used for issues with the ITMS-hosted D2D backup or requests for changes to the available service.
- **TruBridge EMAIL** - This category is used for issues with the ITMS-hosted Exchange or POP3 email accounts or changes to the available service.
- **TruBridge HIS Server** - This category is used for issues with the ITMS-hosted HIS Production Server or requests for changes to the available service.
- **TruBridge ICF Mgt** - This category is used for issues with the ITMS-hosted Internet Content Filtering or changes to the available service.
- **TruBridge TEST Server** - This category is used for issues with the ITMS-hosted Test Server or requests for changes to the available service.
- **TruBridge WAN Management** - This category is used for issues with the ITMS-managed firewall (i.e., add/remove VPN connections, port changes, etc.).
- **TruBridge WARM Server** - This category is used for issues with the ITMS-hosted Warm Server or requests for changes to the available service.
- **TruBridge WIFI Management** - This category is used for issues with the ITMS-hosted wireless infrastructure at the facility or changes to the available service.
- **TruBridge Website Mgt** - This category is used for issues with ITMS-hosted websites or changes to the available services.

## 5.13 Software Distribution

- **Change Management** - This category is used for issues regarding patches (e.g., assistance needed installing a specific patch or patches, locating a Work Request for a specific patch, etc.).
- **Distribution Notification** - This category is used for issues regarding notification of patches (e.g., user needs to update his/her email address to receive notification of patches, user did not receive a notification of a transmitted patch, user was notified of a transmitted patch but did not receive the patch, etc.).

## 5.14 Technical

This Application Support category is used for creating situations regarding the support and troubleshooting of a Evident client's HIS Production Server, HIS Warm Server, Training Server, Test System and any Virtual Server System (VSS) environment. This includes server, storage and peripheral device management. Specific categories are described below:

- **Acushare problems** - This category is used for issues with shared memory and license management versions (e.g., users are receiving Acushare errors when accessing certain Thrive

applications, the HIS Production Server is generating AcuCOBOL® errors, etc.).

- **AD HOC Report Issues** - This category is used for issues related to the maximum number of disk users and issues with heavy disk usage.
- **Archival Data Repository** - This category is used for issues related to the ADR (e.g., there are missing archives, a warning is generated due to insufficient disk space on an od partition, etc.).
- **Backup Problems** - This category is used for issues related to the HIS Production Server backups, both manual and automated (e.g., the backup failed to complete successfully, the backup failed to run, etc.). This is also used if assistance is needed with performing a manual backup before conversions, hardware changes or update installations.
- **Change Management App** - This category is used for issues related to the Change Management application (e.g., user is unable to successfully install patches, the Evident System is experiencing issues after installing a patch, etc.).
- **Cobol File Errors** - This category is used for issues related to file corruption or application errors, such as file error 98s on AcuCOBOL data files.
- **CPREPOSITORY Issues** - This category is used for problems with the repository directories that reside on the ADR. The repositories are used by the PhysDoc and ScanDoc applications within the software. (This is not a category that a customer would choose.)
- **Cron Jobs** - This category is used for issues related to specific jobs set up to run automatically at specified times from within the HIS Production Server, such as Lab reports not printing when they are scheduled or assistance being needed with setting up jobs in the automatic scheduler.
- **Default Postgres Language** - This category is used for issues that are related to correcting the default SQL database language.
- **Device Control Table** - This category is used for issues related to the Device Control Table (DCT) (e.g., issues encountered when setting up ports in the DCT, facility contact needs to have a port removed from the DCT, etc.).
- **Disk Drive Problems** - This category is used for issues related to server hard disk drives (e.g., the HIS Production Server encounters a disk drive failure, the facility requests assistance with replacing a failed disk drive, etc.).
- **Disk Space Warnings** - This category is used for issues related to disk space on the HIS Production Server (e.g., facility contact receives a warning for insufficient file system disk space, a user is unable to complete a task within Evident due to insufficient space on a file system, etc.).
- **Disk to Disk Backup Issue** - This category is used for issues related to Disk-to-Disk (D2D) Servers (e.g., the D2D Server is not functioning properly or the D2D Server backup fails, etc.).
- **Faxing** - This category is used for issues related to faxing (e.g., faxes are being sent to the incorrect fax number, fax services are down, faxes sent via Evident are distorted when received, etc.).

- **File Recovery for Software** - This category is used for requesting assistance from Evident with saving files or retrieving a file from a backup tape.
- **Flash Server Error** - This category is used for requesting assistance with issues related to the Flash Server.
- **General System Problems** - This category is used for general issues related to the HIS Production Server (e.g., a user has questions about disk space availability, facility contact has questions regarding availability of user licenses, etc.).
- **Install/Maintain postgres** - This category is used for issues related to installing and maintaining the SQL database.
- **Licensing Issues** - This category is used for issues related to COBOL runtime errors, such as users receiving a warning that the runtime licenses have been exceeded.
- **Line Printing Service** - This category is used for issues related to printing (e.g., users cannot print to a specific printer, print services are down for the entire facility, etc.).
- **Modem Problems** - This category is used for issues related to modems (e.g., facility contact needs assistance from Evident installing a new modem, a fax modem does not respond to a fax request, modem has no power to it, etc.).
- **Networking Issues** - This category is used for issues related to the HIS Production Server NIC (e.g., facility requests assistance from Evident in configuration and setup of the NIC - changing the IP address of the HIS Production Server). These types of situations are also related to routes, gateways or subnet masks within the HIS Production Server.
- **OE Reorganization Problem** - This category is used for issues related to Order Entry Reorganization (e.g., the OE Reorganization does not run properly, assistance is needed from Evident to run a manual Order Entry Reorganization, the facility is experiencing problems with low order numbers, etc.).
- **Point of Care Devices** - This category is used for issues related to POC devices such as a Chart Cart device not working correctly.
- **Password Changes** - This category is used for issues related to updating the password on the HIS Production Server and the HIS Test Server.
- **Portserver Issues** - This category is used for issues related to portservers (e.g., a portserver is not responding, a bad port is found on a portserver, assistance is needed by Evident with configuring a portserver, etc.).
- **Postgres Access** - This category is used for issues connecting to the Postgres Database Application via third-party software.
- **Printer Problems** - This category is used for issues related to a specific printer (e.g., the printer is not responding, the user is unable to print to a specific Evident printer, etc.).

- **RAID Controller Batteries** - This category is used for any problems with the RAID controller batteries. (This is not a category that a customer would normally choose.)
- **Report Server Issues** - This category is used for issues related to the facility's Report Server (e.g., a user is unable to log in to the Report Server, a user has an issue running a report or is unable to print to a specific Evident printer from the Report Server, etc.).
- **Save Data Files** - This category is used for assistance with saving hooked files.
- **System Login Issues** - This category is used for issues when users are attempting to log in (e.g., user receiving a message that he/she is already logged in when attempting to log in to Thrive, facility contact is unable to log in to the HIS Production Server, etc.).
- **System Mgmt Dashboard** - This category is used for issues related to System Management Dashboard (e.g., users need granted access to the System Management Dashboard, the real-time statistics that appear on the Dashboard are incorrect, etc.).
- **System Performance** - This category is used for issues related to system slowness. These issues may be system-wide or isolated to a particular department within the facility.
- **Tape** - This category is used for issues with backup tapes (e.g., a backup tape is identified as "bad," facility contact requests assistance from Evident un-protecting a write-protected backup tape, a tape will not eject from a tape drive, etc.).
- **Test System Issues** - This category is used for issues related to the facility's Test System (e.g., facility requests that the Test System be updated, a request is made to sync the Test System to the HIS Production Server, etc.).
- **Training System Problems** - This category is used for issues related to the Training System (e.g., the facility requests assistance with syncing a Training System from the HIS Production Server, the facility requests assistance with copying files to the Training System, etc.).
- **Update System Date & Time** - This category is used for issues related to a system's date and time, such as assistance being needed from Evident with setting the date and time on the HIS Production Server or Training System.
- **UPS Related Problems** - This category is used for issues related to the UPS (e.g., the UPS does not keep a charge and fails to keep the server up after a power failure within the facility, facility contact is unable to monitor the UPS, etc.).
- **Warm Server Backup Issues** - This category is used for issues related to the HIS Warm Server, such as the Warm Server backups not running or the backups not completing successfully.

## 5.15 Technical Applications

This Application Support category is used for creating situations regarding supporting and troubleshooting Thrive, ChartLink connectivity issues, PrintRTF, E-Signing of forms, PCBackup and other Evident desktop applications in the Windows® environment. This includes troubleshooting of login, connectivity and other errors that may be received in any of these applications.

- **ClientWare 5 Problems** - This category is used for issues that arise when attempting to log in to ClientWare 5 (e.g., a user is receiving ActiveX errors, ClientWare will not launch, etc.).
- **ClientWare Issues** - This category is used for issues related to ClientWare (e.g., user receives a WinSock error when attempting to log in to ClientWare or assistance is requested of Evident with the installation of ClientWare).
- **ClientWare Runner** - This category is used for issues and questions pertaining to the conversion to the ClientWare (CW) Runner from the traditional method of accessing ClientWare. It is also used for problems resulting from the usage of the CW Runner. An example of this issue would be if the CW Runner becomes incompatible with the user's setup (virtual environment, Terminal Server, Group Policy Objects, etc.) after the conversion from the traditional method of accessing ClientWare.
- **ChartLink Issues** - This category is used for issues relating to ChartLink connectivity (e.g., users are unable to sign in to ChartLink, user's web browser does not recognize the ChartLink IP address, etc.).
- **Conversion** - This category is used for issues related to conversion.
- **E-Sign** - This category is used for issues related to electronic signatures on forms.
- **Electronic Forms Problems** - This category is used for issues related to Electronic Forms (e.g., users are unable to open any type of electronic form, users are receiving errors when opening electronic forms, etc.).
- **IF Engines** - This category is used for issues with Neotools and unresponsive Interface Management Systems.
- **Imprivata™ Issues** - This category is used for issues with a user's profile validation when attempting to log in to certain applications.
- **Java Issues** - This category is used for issues with Java® when users are attempting to perform tasks within Thrive.
- **Network Troubleshooting** - This category is used for issues relating to networking problems (e.g., blocked ports, connectivity issues, receiving Winsock errors, etc.).
- **ODBC Support** - This category is used for issues related to AcuCOBOL Open Database Connectivity (ODBC) (e.g., assistance requested in locating database fields, facility requests scheduling a flattening process, etc.).

- **Patient Care Portal** - This category is used for Thrive UX and Thrive UX Patient care portal application licensing and support inquiries.
- **PC Backup Issues** - This category is used for issues related to PC Backup (e.g., the PC backup does not run consistently, facility requests assistance with setting up a PC Backup, etc.).
- **PDA** - This category is used for issues related to Personal Digital Assistants, or hand held devices (e.g., the device does not connect, the user requests help from Evident with client installation, etc.).
- **Printing Issues** - This category is used for issues with printing (e.g., unresponsive printers or failed print jobs).
- **PrintRTF Issues** - This category is used for major issues related to printing or scanning (e.g., the facility is unable to print or scan hospital-wide, users are experiencing issues with documents converting to Adobe or Microsoft Word®, etc.).
- **Scanning, Digital Sig, EFM** - This category is used for issues related to scanned images, digital signatures or Electronic File Management (e.g., users are unable to view scanned images, signatures on electronic forms or any electronic form via the Electronic File Management system).
- **System Mgt Dashboard** - This category is used for issues related to the System Management Dashboard (e.g., users are unable to connect to the System Management Dashboard, panels are not displaying within the System Management Dashboard, etc.).
- **Thrive Application** - This category is used for general questions and issues with the Thrive and the Thrive Patient Care Portal.
- **Time Clock Issues** - This category is used for issues regarding connectivity of Time Clocks.
- **Users area website** - This category is used when maintenance is required on a user's profile within the Evident User Areas website (e.g., a user needs his/her password reset to access this website, users need to be deleted from the website, etc.). This category is also used for assistance in locating documentation or presentations.
  - Evident has an existing Work Request that, once complete, will enable the facility's main account to update or remove personal accounts.
  - Requests for new personal accounts should be directed to the facility's IT Director rather than to an Evident Support queue.
- **Windows 7 PrintRTF** - This category is used for major issues related to printing or scanning using a Windows 7 print appliance (e.g., the facility is unable to print or scan hospital-wide, users are experiencing issues with documents converting to Adobe or Microsoft Word, etc.).
- **Windows Server Backups** - This category is used for issues relating to backups of the Windows Server.

## 5.16 TruBridge Business Services

- **1099** - This category is used for Payroll Processing Service customers who have issues related to electronic 1099s.
- **270/271-Eligibility** - This category is used for issues related to electronic Eligibility inquiries (270 files) and their corresponding responses (271 files) such as sending and receiving the files, interpreting the files or general use of the application.
- **276/277-Claim Status** - This category is used for issues related to the electronic Claim Status application, the transmission of real-time and batch 276 claim status inquiries and their corresponding electronic 277 responses.
- **278-Health Services Review** - This category is used for issues during Registration that send electronic inpatient admission notification to payers.
- **Abstracting** - This category is used for issues related to the Abstracting service which allows users to transmit electronic files to the state health reporting office.
- **Abstracting Edits** - This category is used for issues related to electronic Edits used when creating electronic abstracting files.
- **Benchmarking** - This category is used for issues related to the Benchmarking service that allows users to compare specific operational and statistical indicators with other facilities such as use of the application and data that displays for each facility.
- **Business Services Oncall** - This category is used for issues related to Electronic Billing or Payroll Processing after normal business hours.
- **Direct Deposit** - This category is used for Payroll Processing Service customers who have issues regarding Direct Deposits processed for their employees such as the information pulling to the direct deposit file and how/where it is transmitted.
- **Electronic Billing** - This category is used for issues related to the creation and transmission of electronic 837 files as well as retrieving and interpreting audit, 997, R277 and STAT reports that are received after the 837 has been transmitted.
- **Electronic Billing Edits** - This category is used for issues related to Electronic Billing Edits that are used during the creation of an electronic 837 file.
- **Electronic Pay Stubs** - This category is used for issues related to Electronic Pay Stub files including how and when the file is displayed online.
- **Electronic Remits** - This category is used for issues related to electronic 835 files used to process electronic remittance advices (ERAs) such as uploading the files to Evident and using the Remittance Advice Processing (RAP) application.
- **Electronic W2s** - This category is used for issues related to the creation and storage of Electronic W2s for Payroll Processing Service customers.



- **ICD-10 EDITS** - This category is used for creating edits or supporting the existing ICD10 diagnosis code and electronic billing edits for the 837 file.
- **ICD10 GEN QUESTIONS** - This category is used for ICD10 specific general questions.
- **ICD10 TEST FILES** - This category is used for CMS Acknowledgement and End-to-End 837 files.
- **Medical Necessity Upload** - This category is used for issues related to the Medical Necessity Upload Service such as updates that are made and what information is stored in the Medical Necessity tables, thus displaying in the MN Lookup Option.
- **Medicare Connect** - This category is used for issues related to the setup and maintenance of the Evident connection for access to Medicare's Direct Data Entry (DDE) system.
- **MP-EMR Conversion** - This category is used for facilities converting from MPM to MP-EMR such as data transfer, table maintenance and Electronic Billing Services (EBS) training.
- **Online Adjudication** - This category is used for issues related to the creation and transmission of pharmacy claims through the Online Adjudication application.
- **Payroll Processing** - This category is used for issues related to entry of employee hours, calculation of wages and deductions, production of payroll checks, tracking of benefit hours, processing of payroll data and administrative reporting needs.
- **Quarterly Earnings** - This category is used for issues related to the the electronic submission of Quarterly Earnings reports to the state by Evident for Payroll Processing Service customers.
- **Statement Processing** - This category is used for issues related to the creation and transmission of electronic statement files for facilities that are utilizing the Statement Processing Services (SPS).

## 5.17 TruBridge Orders

BCBS Remit UB92  
Commercial Remit 1500  
Commercial Remit UB92  
EBOS-Blue Cross 1500  
EBOS-Blue Cross UB92  
EBOS-Champus 1500  
EBOS-Champus UB92  
EBOS-Commercial 1500  
EBOS-Commercial UB92  
EBOS-Medicaid 1500  
EBOS-Medicaid UB92  
EBOS-Medicare 1500  
EBOS-Medicare UB92  
Medicaid Remit 1500  
Medicaid Remit UB92  
Medicare Remit 1500  
Medicare Remit UB92  
Sub Claims Scrubber  
Sub Contract Mgt  
Sub Denial Mgt  
Sub Eligibility  
Sub ERA Retrieval  
Sub ESMD  
Sub Medicare Navigator  
Sub PLE  
Sub Remittance Mgt