Frequently Asked Questions

**How do I add new users to the CCR?**

Click **Support** at the top of your screen and choose **New User Setup Request**. If you aren't prompted with that option, ask someone who has **Advanced User** permissions and they can do it for you. If you feel you should have Advanced User permissions (the ability to request new users and delete Requests), contact our support team.

How do I email a document attachment?

If you'd like to email a document attached to the CCR, you need to set up your browser such that documents, such as PDFs, open in Adobe instead of in the browser. Here's what you need to change:

Chrome:
1. Click the arrow next to the downloaded document on the bottom bar. Select "Always open in Adobe Reader".
2. If the PDF automatically opens in a browser window, i.e. it does not appear in the bottom bar: go to your browser Settings, click "Show advanced settings…" scroll to Downloads, click the "Clear auto-opening settings" button. Then go back to step 1.
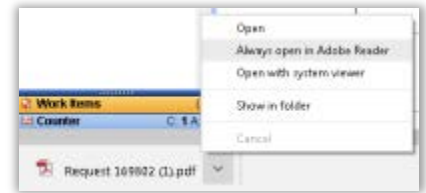
Internet Explorer:
1. In your browser, open Tools > Manage Add-ons. Under Add-on Types, select "Toolbars and Extensions". In the Show menu, select "All Add-ons". In the list of add-ons, select "Adobe PDF Reader".
2. At the bottom of the screen, click the "Enable" button.
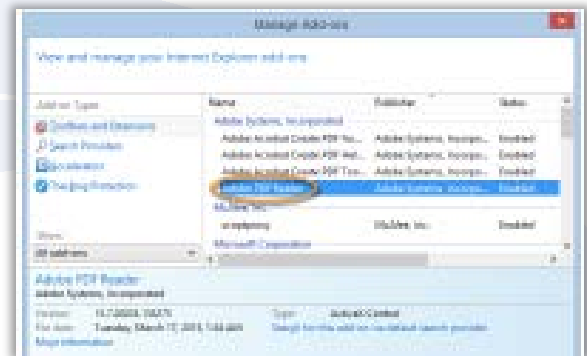
What do the abbreviations under Payment Type on the Account Detail tab mean?

- BT - Check Payment
- DP - Direct Payment (we manually post these, or this is reported to Avadyne by the facility but not specified as Check Payment or Credit Card Payment -- it could be a cash payment)
- CC - Credit Card Payment
- CRJ - Adjustment
- DBJ – notes the funds on the account in Avadyne's system

I can't attach files to a Request

Check that you're using a compatible browser, like Chrome or IE 10-11, as attachments won't work in older versions of IE.

Nothing happens when I click the New Request button (or Submit button)

You probably have an older version of Internet Explorer. IE 9 and below will not support some of the components used in CCR. Upgrade to IE10 or higher, or use Chrome.

I can't see the 'No Action Required' code or dropdown at the bottom of an account.

- Which browser are you using? If you're not sure, click here to find out: http://supportdetails.com/ (look on the Web Browser box on that page.) You need to be using IE 10 or higher, or Chrome.
- If you don't see the drop down box, you might have your screen resolution set too low. Try holding down the Ctrl key and clicking the minus ' – ' key several times to make the resolution higher. Can you see it now?
- Are you clicking the arrow next to '--Select Activity--'? Clicking that arrow will show you your list of available codes (usually 'No Action Required' and 'Transfer').

Why can't I delete a Request using the red X?

You don't have the Advanced User permission, needed to delete the Request. Ask a manager to delete it for you. If you feel you should have this permission, please contact our support team.

I'm using Chrome and when I click the Search button, nothing happens.

It's likely that the search window has opened in the background. Look for other open browser windows.

If you want to configure Chrome to open new windows as tabs in a single window, you must add an "extension" to Chrome. Here's how:

- Click the "four lines" icon in the upper right hand corner to see Options.
- Select "Settings". This opens a new tab
- On the left side, click Extensions. On that page, scroll all the way to the bottom
- Select Get More Extensions
- On the next screen is Chrome Web Store. Search for "TheOne" (all one word)
- When found, click the "+ ADD TO CHROME" button

What constitutes a Related Account?

Related Accounts are based off what we call 'Seed Accounts' in our MDR. These have different Client Patient Account Numbers but are for the same patient..

Why can't I see the Submit or Cancel button on a request? All I really see is the comments section and Show All button?

Increase your monitor resolution - things are just scrolling off the page. Hold down ctrl key and click the '-' key a few times.

Why are completed Requests in my Avadyne Responses pool?

Because we want to give you a chance to either 'Follow-up' or 'Complete' the account.

Why is this account in My Opened Items and how do I get rid of it?

You opened it, either from the work list (Open) or by clicking **Next** or by clicking it in the **History** list. You can tell how it was opened by looking at the **Source** in the blue bar over the header.

If you don't need to work it, use **No Action Required** and click the green **Complete** button.

If there are multiple Requests on an account, how do I work them all at once?

Work the first Request and click **Submit and More**. The account will stay open so you can work other Requests.

How do we get CCR reports?

Ask your Avadyne Account Manager for now, and you'll be able to run these yourself in the future.

I get an error saying 'contact Benchmark support' when I try to send a request with an attachment.

Cancel the Request and try again, and it should work.

How do I specify which insurance my Request is about?

In the New Request box, pick the Payer from the dropdown list.

Why does this account keep coming back to my work queue?

Are you closing it using **No Action Required** rather than actually working it and **clicking Submit and Close**? If so, stop using No Action Required and work the account instead, using Submit and Close button.