

The **Communication Center** is a tool for sending secure communications between Avadyne and clients.

At a Glance

Create a New Request

1. Search for and open an account
2. Click the **New Request** button on the account
3. Fill out the Request and click one of the submit options

Respond to an Avadyne Request

1. Open an account from the 'Requests from Avadyne' list
2. Work the Request
3. Choose your Response and click one of the **Submit** options

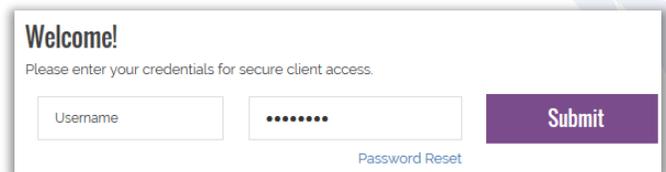
Review Avadyne Responses to Your Requests

1. Open an account from the 'Responses from Avadyne list
2. Review the response
3. Click **Follow-Up** if you need to send more info, or
4. Click **Complete** if nothing more needs to be done

Logging In

Go to <https://workflow.avadynehealth.com> in Chrome or Internet Explorer (version 10 or higher). Type your user name and password and click **Submit**.

Choose Communication Center, if prompted



The screenshot shows a login interface with the following elements:

- Welcome!** header
- Instruction: "Please enter your credentials for secure client access."
- Username input field with the label "Username"
- Password input field with masked characters "....."
- Submit button
- Link for "Password Reset" below the password field

Create a New Request

1. Enter an account number or name in the **Search** panel then click the **Search** button or hit **Enter** on your keyboard
2. In the results window, click **Select** next to the account you're looking for and the account will open on your Workscreen
3. Click **New Request** and fill out the form. *You can edit the text that auto-populates.*
4. Add a file if needed and click **Submit and Close** to submit the Request to Avadyne and close the account.
5. **Or**, if you need to create **another** Request on this same account, click **Another Request** to submit the Request but keep the account open so you can create another Request.

A screenshot of a search panel with tabs for 'Next By', 'History', and 'Search'. The 'Search' tab is active. Below the tabs, there is a 'Search:' label, a 'Search' button with a magnifying glass icon, and two input fields labeled 'Account #' and 'Name'. A 'Search' button is located at the bottom right of the panel.

New Request

Another Request

Submit and Close

Cancel

The account disappears from your screen and will appear in the Avadyne's queue within 30 minutes.



Quick Tip

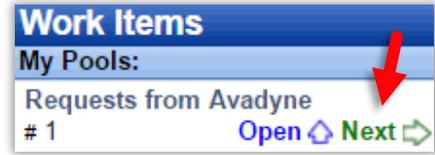
When you see a **Send to PDF** button on an account, click the button to create a downloadable or printable PDF of *that specific information*.

Send to PDF

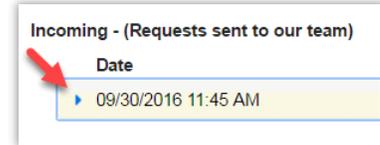
You'll see **Send to PDF** buttons on the Summary tab, by the Account Notes at the bottom, and on Requests themselves.

Respond to an Avadyne Request

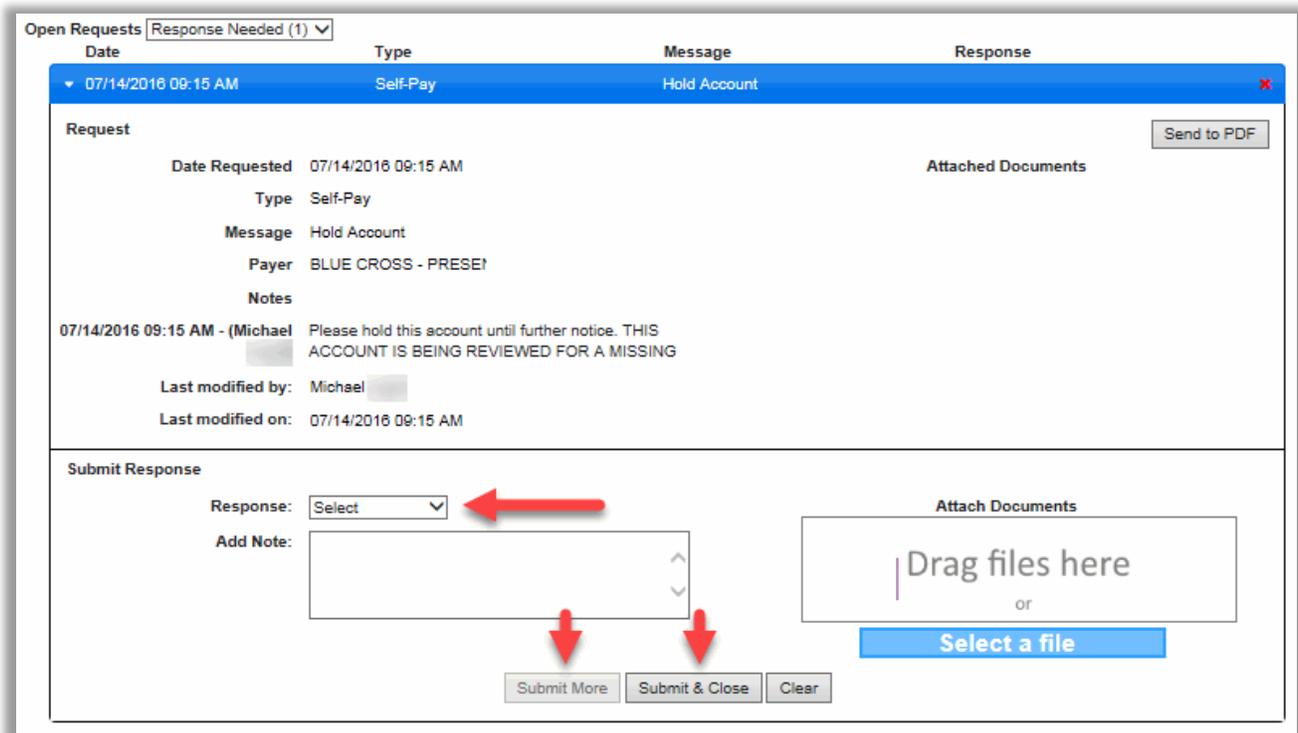
1. In the **Requests from Avadyne** list, click **Next**
 - a. Alternately, you can click **Open** to view all items in this list (see ‘**Sorting Accounts**’ for more information on using **Open**)



2. Under “**Incoming – (Requests sent to our team)**” expand the Request using the blue arrow, read, and work the Request



3. When ready, choose a **Response** from the list, add any notes or documents, and click Submit and Close to submit this Response and close the account.
4. **Or**, click **Submit More**, to submit this Response and keep the account open so you can work more Requests. *Note that the **Submit More** button will be grayed out if there are no other Requests to address.*

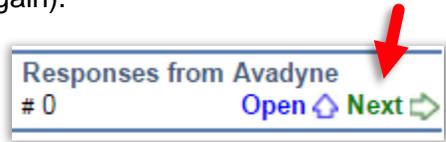


The account disappears from your screen and will appear in the Avadyne’s queue within 30 minutes.

Review Avadyne Responses to Your Requests

When Avadyne responds to a Request, the Request will either appear in your ‘Response Received’ pool (or close automatically, if there’s no need for you to look at it again).

1. In the **Responses from Avadyne** list, click **Next**
 - a. Alternately, click **Open** to view all items in this list (see ‘**Sorting Accounts**’ for more information)
2. Under “**Outgoing –(Requests sent from our team)**”, expand and review Avadyne’s Response

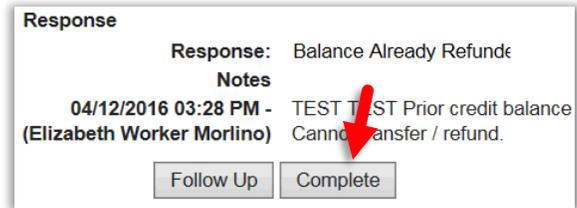


| Outgoing - (Requests sent from our team) | | | | |
|--|----------------|-------------|---------------|---|
| Date | Type | Message | Response | |
| ▶ 02/16/2016 08:16 AM | Insurance Hold | Hold Review | Continue Hold | ✘ |
| ▶ 07/28/2016 05:37 AM | Insurance Hold | Hold Review | | ✘ |

3. If needed, click the **Follow-Up** button to send more information to Avadyne.

Do not use Follow-Up to ask a new question!

4. Click **Complete** if nothing more needs to be done on this Request



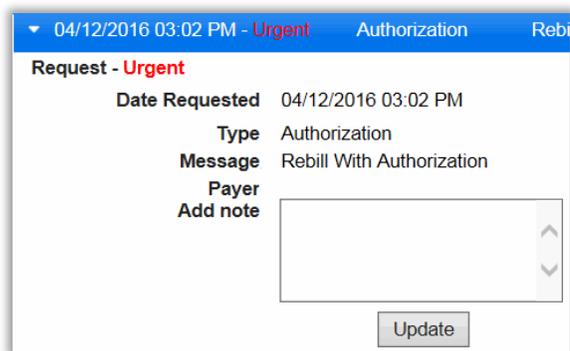
Editing Existing Open Requests

You can add information or documentation to your existing Request if needed.

1. Find the account using **Search** or **History**
 - a. **History** shows your most recently worked accounts
2. Click the **blue arrow** next to a Request to expand it
 - a. Add a Note
 - b. Add or remove a document

**Note that you cannot change the Request Type*

3. Click **Update** and the Request will disappear from your screen and be sent to Avadyne.



Remember:
 Do not include a new Request in your Response!
 You must create a **new Request** each time you need something new.

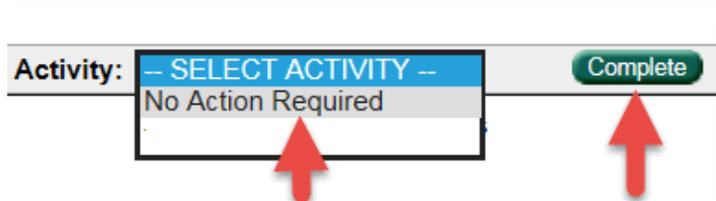
Creating Multiple Requests on the Same Account

It's important to keep Requests separate, so they can be answered accurately using the Response lists. If you have multiple Requests to make on a single account, click **New Request**, create a Request, and use the **Another Request** button to submit that Request but keep the account open so you can create another Request.



Close an Account without Doing Anything on It

If you open an account but don't want to do anything on it (for example, accounts opened by mistake), select **No Action Required** from the **Activity** list and click the green **Complete** button.



*Note that this is the **only** situation in which you'll ever use the green **Complete** button!*

Deleting a Request

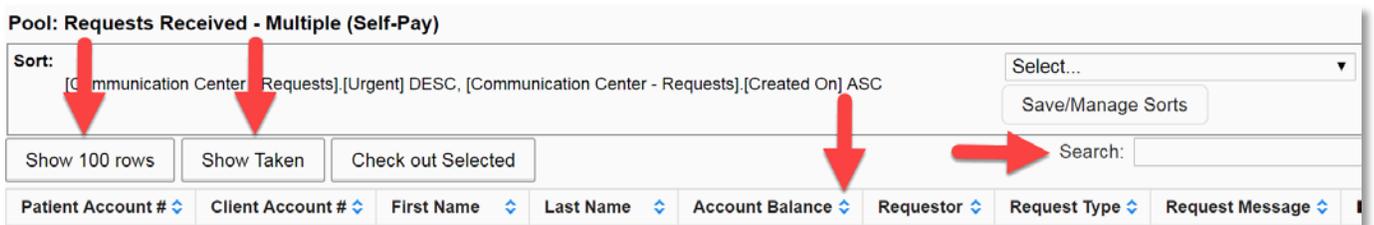
Managers can click the **red X** on a Request to delete it. If you don't have permission to delete Requests, close the account with No Action Required and ask a manager to delete the Request.



Sorting Accounts in a Work Pool List

When you open a pool of accounts using the **Open** button, there are a few things to note:

- To change the number of accounts that display on one page, click the **Show # Rows** button.
- Items in the pool that are open by another user are considered **'taken'** and do not show on this list by default. To see all accounts in this list (taken or not), click **'Show Taken'**. Taken items will appear in dark gray.
- Re-sort the list by clicking the **blue arrows** in the column headers.
 - **TIP: hold the Shift key to choose multiple sort criteria**
- **Search** for any account criteria using the **Search** field and the list will automatically re-populate.



Note that accounts will appear multiple times on this list if they have multiple Requests on them.

Account Tabs

Summary Tab: shows more detailed patient information and Account Notes from Avadyne's system. The notes are nearly real-time. Click **Send to PDF** to save the notes as a printable PDF.

| Summary | Requests | Insurance | Related Accounts | History | Account Detail |
|---|-------------|--|---|---------|----------------|
| Patient Information Patient First Name FRANKLIN Patient Last Name MARTINEZ Street Address 3048 N NATCHEZ AVE Unit n/a City CHICAGO State IL Zip Code 606344954 Home Phone 312-905-4428 Birth Date 12/31/1978 SSN 352702434 | | | Insured Information Subscriber Name FRANKLIN MARTINEZ | | |
| Employer Name S&C ELECTRIC Phone 773-338-1000 | | | Balances and Payments Patient Balance 13306.50 | | |
| | | | Facility Visit Information Admit Date 10/09/2015 Discharge Date 10/10/2015 | | |
| | | | Guarantor(s) Guarantor First Name n/a Guarantor Last Name n/a Guarantor Phone n/a | | |
| Account Notes | | | | | |
| | Date | Note Text | Send to PDF | | |
| | 06/10/2016 | 6/9/2016 - 1000 to 1LX1: Letter - First | | | |
| | 06/17/2016 | Letter - 501: First Notice (17776099) ON 06/17/2016 | | | |
| | 06/28/2016 | TC FROM PT VER ADD/PH/DOB UPDATD W/105 WITH ADJUSTOR FOR | | | |
| | 06/28/2016 | CLAIM AND INS PH. | | | |
| | 06/29/2016 | 6/28/2016 - 1LX1 to 1INS: DISCOVERED INSURANCE PENDING | | | |
| | 06/29/2016 | New insurance information has been provided by patient. | | | |
| | 06/29/2016 | Please verify for accuracy. Avadyne is returning this | | | |

Requests Tab: All Requests on this account appear here.

- **Incoming – (Request sent to our team)** – these are Requests sent by Avadyne to you, and need to be worked by your team.
- **Outgoing – (Requests sent from our team)** – these are Requests you and your team have sent to Avadyne that are still open.
 - If there is a Response listed under the Response column, Avadyne has responded to your Request and you must click the blue arrow to expand the Request, review Avadyne’s Response, and either **Complete** or **Follow-up**.
 - If the Response column is blank, Avadyne has not worked your Request yet.
- **Completed Requests** – these are historical Requests that can’t be edited
- **Delete a Request** – Advanced Users (usually Managers) can click the red X to delete Requests.

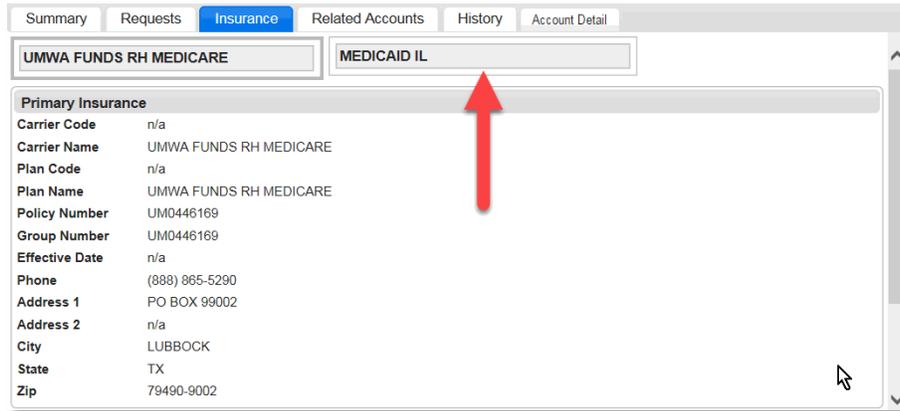
The screenshot displays the 'Requests' tab with the following data:

| Incoming - (Requests sent to our team) | | | |
|--|-----------|---------|----------|
| Date | Type | Message | Response |
| 09/30/2016 11:45 AM | Insurance | Refile | |

| Outgoing - (Requests sent from our team) | | | |
|--|----------------|-------------|---------------|
| Date | Type | Message | Response |
| 02/16/2016 08:16 AM | Insurance Hold | Hold Review | Continue Hold |
| 07/28/2016 05:37 AM | Insurance Hold | Hold Review | |

| Completed Requests | | | |
|---------------------|----------------------|-------------|-----------------|
| Date | Type | Message | Response |
| 04/29/2016 09:03 AM | Initial File Request | New/Updated | Insurance Filed |

Insurance Tab: detailed insurance information. Click the payer name to switch between payers.



Related Accounts Tab: accounts sharing seed account numbers appear here, with any balances.

The screenshot shows the 'Related Accounts' tab selected in a navigation bar. Below the navigation bar, a table displays the following data:

| Account Balance (\$) | Client Patient Account Number | Patient Last Name |
|----------------------|-------------------------------|-------------------|
| 0.00 | 355 | ANGE |
| 0.00 | 127 | ANGE |
| 0.00 | 339 | ANGE |
| 0.00 | 382 | ANGE |
| 0.00 | 149 | ANGE |
| 0.00 | 348 | ANGE |
| 0.00 | 300 | ANGE |
| 0.00 | 779 | ANGE |
| 0.00 | 113 | ANGE |
| 0.00 | 377 | ANGE |

History Tab: shows the history of everything that's happened to this account within the CCR. Use this to troubleshoot who's done what on this account.

The screenshot shows the 'History' tab selected in a navigation bar. Below the navigation bar, there are radio buttons for 'All Items', 'Comments', 'Activity Codes', 'Transfers', and 'Pool Qualifications'. Below these, a table displays the following data:

| Date | Activity | Code | Description | Source | Name |
|--------------------|---------------|------|---|--------------|--------------------------|
| 02/18/2016 7:45 PM | Check Out | | Item checked out. | History List | Elizabeth Worker Morlino |
| 02/18/2016 1:29 PM | Complete | | Action complete. | History List | Elizabeth Worker Morlino |
| 02/18/2016 1:29 PM | Activity Code | 472 | | History List | Elizabeth Worker Morlino |
| 02/18/2016 1:28 PM | Check Out | | Item checked out. | History List | Elizabeth Worker Morlino |
| 02/18/2016 1:27 PM | Transfer | | Transferred to Thomas Cruse via messaging | History List | Elizabeth Worker Morlino |
| 02/18/2016 1:27 PM | Activity Code | 1 | Transfer | History List | Elizabeth Worker Morlino |
| 02/18/2016 1:20 PM | Check Out | | Item checked out. | History List | Elizabeth Worker Morlino |

Account Details Tab: shows payment information.

| Summary | Requests | Insurance | Related Accounts | History | Account Detail |
|--|--------------|----------------|------------------------|-----------------------|----------------|
| Payer: <input checked="" type="radio"/> All <input type="radio"/> 1: (UNITED HEALTHCARE) UNITED HEALTHCARE <input type="radio"/> Patient | | | | | Total |
| Balance: n/a | | | | | n/a |
| Show: <input checked="" type="radio"/> Payments | | | | | |
| Payments Results (1): | | | | | |
| Payment Date | Payment Type | Payment Amount | Balance Before Payment | Balance After Payment | |
| 11/15/2016 | DBJ | \$(203.32) | 0.00 | 203.32 | |
| Page 1 of 1 | | | | | |

Timeframes

We **publish** (move accounts around) every 30 minutes, so you might see the below delays, depending on where you are in that 30 minute cycle.

- Delays on accounts appearing for Avadyne when you've created a Request or a Response. For example, if you respond to a request and click Submit, the account will disappear from your screen but might take up to 30 minutes to appear in the Avadyne's pool. And vice versa.
- Delays on accounts appearing back in the Work Pool after you close them with 'No Action Required'. For example, if you open an account by mistake and close it using 'No Action Required', it might take up to 30 minutes to reappear in that Work Pool for someone else to grab.

We get an **extract** from clients nightly (a file with updated and new account information). It takes us some time to make sure that extract is complete and correct before we put into our system, and from there into the CCR.

- Because the extract is nightly, information flowing from the client system to the CCR will be delayed by one day.
 - **For example**, if Avadyne sends a Request asking the client to update insurance information in their core system and you do that, the new information won't appear in our system until the next day. So while our staff might see the client response in the CCR saying they changed the information, the new information won't actually appear in Avadyne's internal system or the CCR for one day.
- Depending on what time Avadyne receives the extract and how long it takes to process, it's possible the delay might be extended to 2 days. This is rare, but might happen.

Note about searching for accounts:

In the CCR you can search for accounts using a variety of things:

- The client's account # (aka Hospital or Facility or Reference #)
- Avadyne's internal account # (aka the PC or File #)
- The name, guarantor*, etc.

The account numbers will return exact matches only, and you may get multiple results because we're looking not only at multiple types of numbers in our database, but also looking across multiple clients. ***If you get multiple results, double check the name before opening an account.***

Searching by patient name will return any exact results, plus results with first names that begin with whatever you typed in. The format when searching names is either First Last or Last, First, with that comma telling us which is first and which is last. These searches take longer than a # search, so we recommend you always search on a number.

*If the patient and the guarantor are the same, only the patient name will appear and be searchable. Guarantor will display n/a. If you can't find an account by searching on guarantor, try searching on patient name instead, or use the account number.