

See What is New!

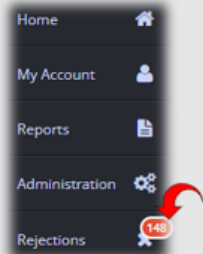
NRR Dashboard



We are excited to release phase two of our new client dashboard! This phase deals with rejected orders. We look forward to bringing you even more useful features in Q2-Q3 such as invoice approval and enhanced messaging.

New Feature: Rejections

- Online real-time report
- Respond directly from the report or the Order Status page
- Report is updated once your response is made to show no further action is required from you at this time



REJECTION

Search By

Date Filters
Rejection Date: Between and

Filter By Action Available Only:

Show rows Search Reset Export

Rejection Date	Order Number	Case Number	Patient Name	Provider Name	Provider Verified Name	Reject Note	Action	User Email
2022-05-09 09:28:08	436960	2201788	Aaron Aaronson	Medic Sleep Care	Classic Sleep Care	The provider does not accept requests for all dates of service. Please provide specific dates.	Respond	sbrown-nrr-test@sharklasers.com
2022-05-09 09:28:41	436955	2201788	Aaron Aaronson	Barnabas Heath Community Medical Center	Community Medical Center	A provider specific authorization is required. A blank copy has been uploaded to order. Please have the patient sign and return.	Respond	sbrown-nrr-test@sharklasers.com
2022-05-09 09:29:02	436065	2201840	Aaron Aaronson	Baptist Health Madisonville	Baptist Health Madisonville	The authorization is signed by someone other than the patient. Supporting documentation must be supplied granting the singer the legal right to sign on the patient	Respond	sbrown-nrr-test@sharklasers.com

Rejection Response

Patient:
Aaron Aaronson

Provider:
Medic Sleep Care

Rejection Reason:
The provider does not accept requests for all dates of service. Please provide specific dates.

Upload Document Update Patient Identifiers Custom Response

Rejection Response

Patient:
Aaron Aaronson

Provider:
Medic Sleep Care

Rejection Reason:
The provider does not accept requests for all dates of service. Please provide specific dates.

Upload Document

Uncategorized Document

DROP FILES HERE TO UPLOAD
(Five files maximum)

Submit Back

Rejection Response

Patient:
Aaron Aaronson

Provider:
Medic Sleep Care

Rejection Reason:
The provider does not accept requests for all dates of service. Please provide specific dates.

Update Patient Identifiers

Alias:

Date of Birth:

Social Security Number:

Address:

Account Number:

Submit Back

Rejection Response

Patient:
Aaron Aaronson

Provider:
Medic Sleep Care

Rejection Reason:
The provider does not accept requests for all dates of service. Please provide specific dates.

Custom Response

Response:

Submit Back

New Feature: Notification of Provider Specific Requirements

- Receive an alert when entering a request if the provider has these restrictions:
 - Provider specific authorization required
 - eSign is not accepted
 - Specific dates of services are required (not "All")

Provider Restrictions

The selected provider has the following retrieval restrictions:

- Requires a facility-specific authorization form ([Download here.](#)).
- Does not accept E-Signatures.

Please take these into consideration when completing your request.

Ok

New Feature: Cancel a Provider Request

- Individually cancel single provider requests without canceling the entire order

Provider List

Sacred Heart Hospital of Pensacola
5151 N. 9th Avenue, Pensacola, FL 32504
3/21/2022 - 5/4/2022

[Provider notes from record_provider.](#)

Cancel Provider Request

Augustine Emergency Physicians, LLC
Attn: Sacred Heart Hospital 1000 River Road, Suite 100, Conshohocken, PA 19428
3/21/2022 - 5/4/2022

[Provider notes from record_provider.](#)

Cancel Provider Request

New Feature: Duplicate Checker

- You will receive an alert upon submitting a possible duplicate order.
- The existing order number(s) of the possible duplicate(s) will be listed and hyperlinked so you can review in a new window
- If you determine the order is in fact NOT a duplicate, check the box on the bottom left of the window and then select the green Confirm button to proceed.
- If the order is a duplicate and you do not wish to proceed in ordering, select the Cancel button

Order Summary

Please confirm the order information to continue. You can follow the status of your order on your personal dashboard and will be notified by email when documents are ready to view and when your order is complete.

Order Date/Time: 5/9/2022, 1:18:45 PM

Order Number: 438373

Case Number: 2120296

Patient: Aaronson, Aaron

Number of Attachments: 0

Number of Providers: 3

The following order(s) have been identified as potential duplicates to the request being submitted. Please review the order(s) below before continuing.

- [426757](#)

Check the box and click confirm to continue submitting the order.

Please check this box to proceed:

Cancel Confirm