MiChart Requires Subject Status in MBECT

In order to effectively communicate between MBECT and MiChart it is important to update the status of your subjects. Subject status is illustrated below.

Click in the cell to get the drop down menu and select the appropriate status. Please note that this does not negate the need for enrollment and disenrollment dates. The MBECT team is making some updates to this field as they come across them, but we are encouraging study teams to be proactive about the corrections and incorporate this field into their processes going forward. If you have any questions, please contact the MBECT Help Desk.

Our First Edition!

Welcome!

With all of the exciting changes happening we wanted a better way to communicate with all of our MBECT users. We intend to use this newsletter to provide regular correspondence about things like major system upgrades, frequently asked questions, as well as a few tips and time saving tricks. Most editions will be a little shorter but for our inaugural contact we wanted to share a little extra.

As always, we appreciate any form of feedback and would love to have your thoughts about how this style of communication works for you. You can always contact our help desk at MBECT-Help@umich.edu or by calling 734-764-KNOW (5669).

Our special enrollment edition features:
- Patient Status
- Medical Record Numbers (MRNs)
- Same day enrollment/disenrollment (screening failure)

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Medical Record Numbers (MRNs)

The subject’s medical record number is required to identify and appropriately adjudicate charges in MiChart. Please ensure that you have supplied the subject's MRN as the Master ID, as shown here:

Please do not use special characters, spaces or other identifiers in this field. MRNs are NINE digits long so please include any leading zeroes. If you have a study specific identifier for this subject, please populate it in the Trial Subject # field here:
We have mentioned previously that for the purposes of MBECT the enrollment date is the same date the patient signs the informed consent form (ICF). If the subject fails the screening, the research billing team has requested that the disenrollment date be recorded as the following day. For example, if our subject signs the consent and fails screening on 10/17/2012 their disenrollment date should be 10/18/2012. These fields can be found by scrolling to the right within the subject management edit screen.

Because charge adjudication in MiChart is semi-automated, having the same enrollment and disenrollment date was preventing charges from hitting the research work queue to be reviewed to determine if they should be billed to the grant or to the subject. Indicating the next day for disenrollment allows the charges to appropriately catch for adjudication. This both increases our billing compliance and minimizes the amount of billing issues and subject complaints.

Check out our website!!
http://www.med.umich.edu/u/medschool-crao/mbect.htm

The MBECT Team: MBECT-Help@umich.edu or (734) 764-KNOW (5669)
MBECT Tips and Tricks

Error Message Guidance

Contrary to common belief, not all of the communication within MBECT is specific for the University of Michigan. One frequently misunderstood example is the error message shown here.

Clicking the “Send” button generates a report to the vendor and not to the MBECT help desk. If you are encountering this message, we can address your concern with greater expediency if you click on the “View Report” button and send a screenshot to MBECT-Help@umich.edu with an explanation of what you were doing when the error occurred. Most users should be able to take a screen shot by holding Control + Print Screen and pasting the result into a word document or email.

New MBECT Platform Update!

A completely overhauled version of the MBECT application is slated to go live in the first quarter of 2013. Feedback from users has been taken into account to help minimize the pains of today’s systems. Some of the new features and enhancements include:

- The need for only one password.
- Improved connectivity and fewer saving errors: the Citrix portal is being removed in lieu of a web based application.
- Simpler printing and saving to work station.
- Enhanced search functionality.
- More robust budgeting capabilities, including the ability to produce invoices and manage subject visits and milestones.
- More details coming soon!

As always, we appreciate any form of feedback and would love to have your thoughts about how this style of communication works for you. You can always contact our help desk at MBECT-Help@umich.edu or by calling 734-764-KNOW (5669).

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Choosing the Right Code

With over 30,000 choices, picking the correct code for your billing calendar is often a pretty daunting task for study teams. Here are a few resources that can help put you on the right path:

- Make sure to reset the filter when searching for items.
- Look at old billing calendars or accounts for codes that you selected in the past.
- Save the codes you use the most into a favorites list, called a work group. Instructions are on our website: www.med.umich.edu/u/medschool-crao/06CTWorkgroups.pdf. In the new MBECT you’ll have a chance to rename the items you’ve marked as favorites!
- Our website has a listing of helpful search terms for services that may be commonly called by a different name than the item description: www.med.umich.edu/u/medschool-crao/BC%20MBECT%20Items%20Word%20Search.pdf
- Still feeling stumped? Let our coders help! Send an email to CRBIssues-help@med.umich.edu for some guidance.

Changing Contact Information

As some of you may have already heard, our counterparts over at Clinical Research Billing Issues have a new email address. They can now be reached at: CRBIssues-help@med.umich.edu. This email address provides greater security for the transmission of PHI. Messages sent to the old address cannot be forwarded. We are working to update all of our forms and website resources so be sure to update any old copies that you might have saved locally!

As always, we appreciate any form of feedback and would love to have your thoughts about how this style of communication works for you. Is there a topic you’d like us to address? Let us know! You can always contact our help desk at MBECT-Help@umich.edu or by calling 734-764-KNOW (5669).
Where Does My Enrollment Go?

Now that some studies have both a skeletal study and a calendar created by CRAO’s team of billing calendar preparers study teams have asked us to which MBECT protocol they should enroll their subjects? Or if there are multiple study arms where should their subjects go?

The short answer is that it doesn’t matter. When the enrollment report is generated out of MBECT the fields that are being used are:

- subject status
- subject MRN (Master ID)
- enrollment date
- disenrollment date
- HUM number

Short title isn’t important right now so as long as you are using the right MRN and HUM number your subjects’ charges should be routed correctly!

In this issue:

- In Which Study Do I Enter My Enrollment? 1
- Does My Legacy Study Need a Billing Calendar? 1

Check out our website!!
http://www.med.umich.edu/u/medschool-crao/mbect.htm

Does My Legacy Study Need a Billing Calendar?

Legacy studies from prior to 2006 sometimes still need a billing calendar!

You need a calendar if your study:

- Is actively recruiting new subjects
- Is enrolling new subjects
- Has reported a billing issue

Remember that your MBECT billing calendar is a key piece needed to appropriately adjudicate charges in MiChart. This keeps patients happy and keeps us compliant!

As always, we appreciate any form of feedback and would love to have your thoughts about how this style of communication works for you. Do you have topics you’d like addressed? Let us know! You can always contact our help desk at MBECT-Help@umich.edu or by calling 734-764-KNOW (5669).
Study Pricing Resources of Today and Tomorrow!

Many folks have noticed the warning on the Clinical Research Pricing Tool saying the tool will be sunset on 11/30/12. This is no longer true and we are asking to have the message updated. For now the pricing tool is still a great resource for research pricing!

Once the new MBECT platform is available it will become the new source for pricing information, with new robust budgeting features including a display of full, research and sponsor charges directly in the trial protocol module. There is also a link to the Internal Medicine Budget Tool.

Still have pricing questions? Send an email to: CRBIssues-help@med.umich.edu

Why Do I Need Standard of Care Services on My Calendar?

Standard of Care, or Routine Care, items are essential for your calendar so that charges can be properly adjudicated and assigned appropriate billing modifiers. Listing those services on your calendar helps MiChart know which services should be billed to your study and which should go to the subject or their insurance. Medicare requires certain modifiers be reported with these services as well!

Including these services on your calendar makes patients happy and keeps us compliant!

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More Enrollment Best Practices

To help ensure that we are compliant in our billing practices and that we are providing the best service to our research subjects, CRAO has begun auditing elements in the subject enrollment record in MBECT. Here are some important tips to keep in mind:

- If it helps your workflow, you may enter patient demographic information in advance, HOWEVER, please do not assign your subject to the trial by clicking “Add Trial” until after they have signed the informed consent form!
- Make sure your Master ID is the subject’s MRN, complete with all leading zeros.
- Include an enrollment date (for the purposes of MBECT this is the date the consent was signed).
- Subjects enrolled prior to 2/1/12 should have been pre-loaded into MiChart so they do not need to be added to MBECT unless there are additional billing issues or a disenrollment date is needed.
- Double check your enrollment dates for accuracy! Enrollment dates should be:
  - Earlier than your disenrollment date.
  - Later than the subject’s date of birth.

CRAO Office Availability

The CRAO office will be closed for business December 24th through January 1st. The MBECT help line and email messages will not be available either. We regret any inconvenience this may cause you. All requests will be responded to upon our return to the office on January 2nd.

Happy Holidays!
-The CRAO and MBECT team

Check out our website!!
http://www.med.umich.edu/u/medschool-crao/mbect.htm

Don’t click this button if your subject has not signed the Informed Consent form! Instead click “Save and Close”.

As always, we appreciate any form of feedback and would love to have your thoughts about how this style of communication works for you. Do you have topics you’d like addressed? Let us know! You can always contact our help desk at MBECT-Help@umich.edu or by calling 734-764-KNOW (5669).
Find us on MLearning!

MBECT Training references are now available through MLearning! We are working to provide more comprehensive tutorials and refreshers on how to complete your work in MBECT from the convenience of your own work station. Currently we have modules on getting started in the system (including password resets) and subject enrollment. More modules will be forthcoming!

To find us:
1) Log in to MLearning at: https://mlearning.med.umich.edu
2) Select “Search Catalog” from the left hand menu.
3) Enter one of our catalog numbers in the search box:

Enter:
CRAO-10000 for Getting Started: Logging into MBECT for the First Time
CRAO-10002 for MBECT Subject Enrollment

Look for more modules about the new MBECT platform in the coming weeks!

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