FLU SEASON: A GUIDE TO TROUBLESHOOTING

l don't have CPT Codes in my eBill.

Make sure you entered the immunization under the correct provider. Whatever is in the shot record must match the eSuperbill.





This is the record you want to keep as it contains the dose and Lot#. The duplicate record will have blank fields.

Immunization/Ir	jection				0
Imm/Inj	90662 Influenza Vaco		Split Virus Preservat		
Dose 0.7mL			Route	Intramuscular	
Site	Left Arm 90662A		Mfr	Sanofi Pasteur	
Lot #			Exp. Date	12/31/21	
Dil. Lot#			Exp. Date		

I have duplicate immunization records or eBills.

Remove the record or eSuperbill that does not have the Lot# or dose information in it.

Medical Records Setup > All Orders > Immunizations/Injections Setup > Lot # Setup

M									2 - M
						Edit Immun/Inj	Lot#		
EC	Lot Details								
re	Lot Number	044B21A							
AV	Expiration	12/31/21							
Cl	Manthicturer Moderna US, Inc.								
Su	NDC (Package/Box)	12345	1234			12			
Pr	NDC (Product/Vial)								
Fo	Form								
Use	Practice Address for ECS C	Claims	~		Use Co	ntrol File Address for Claims		ECS Pay-To Address	
Sen	Send Location NPI if present		\checkmark		Don't Send Rendering Dr NPI			Send NPI As	
Gro	Group Taxonomy		None	e	Print NPI Only		\checkmark	Facility Print Option	
Pap	Paper Claims Ignore CR				Ignore Commercial MCD			Medigap Insurer ID	
Uses VBH Units				Send/Print Units or Minutes		Minutes	Multiply Drug Units		
MS	(MCD-OH)				Combi	ne Crossover Charges into 1 C			
ccs	Only:								
S	end Only This Insurance O	ompan			Use TC	M Codes		E/M Code in Sort	
Use Patient Doctor for Insurance Pr				Use Patient Referring Doctor for Insur			Send Organization Name Only		
U	Use Alternate EMP ID				NDC from Lot#		Package		

My NDC is not sending on a claim.

Make sure you are entering NDC info in

the correct field. Check the **NDC from Lot#** field in Insurance Setup to see if you should be adding Package or Product info. Note: each insurance company defaults to Package.

Immunizations/Injections > Series View

C DM/HM DM/HM PR PM	H HM ESB Chart Send Other Chart	Ref Dr Vitals D	oc Meds	Dx History	Image Options	Orders WHO WFL 0-24m
Adam Test M 08/20/2000 21 yrs, 3 wks	Acct# 144 Tool addingme Up	Immun,	/Inj			
ergies Hemo-Fin						
nments						
sccine	Type of Vaccine	Given	Lot #		VIS Date	Admin
epatitis B	1. Hepatitis B,Unspecified	Unknown				
	Serologic Immunity to Hepatitis B	Unknown				
	2. Hepatitis B & Hib Vaccine	12/16/20	TEST			Ryan
	3. (Add 3 of 3)					
otavirus	1. (Add 1 of 3)					
	2. (Add 2 of 3)					
	3. (Add 3 of 3, if needed)					
phtheria, Tetanus, Pertussis	1. (Add 1 of 5)					
	2. (Add 2 of 5)					
	3. (Add 3 of 5)					
	4. (Add 4 of 5)					
	5. (Add 5 of 5)					
aemophilus B	1. Hepatitis B & Hib Vaccine	12/16/20	TEST			Ryan
	2. (Add 2 of 4)					
	3. (Add 3 of 4)					
	CVX and Vaccine Gro	oup Setup				
		0.50				
90656 INFLUENZA VIKUS VAC	CINE SPLIT VIRUS USE FOR INDIVIDUAL 3YR O	LDER			_	d Expanded Series
Vaccine Group Influer	1Z.A					
VIS Docume	ent 🔶	VIS Date				
<add remo<="" td=""><td>ove VIS Document></td><td></td><td></td><td></td><td></td><td></td></add>	ove VIS Document>					

Medical Records Setup > All Orders > Immunizations/Injections Setup > Immunization Master File Setup > Insurance Co's/Col Agencies > Insurance Co's/Collection Agcy's



I need to see which shots my patient still needs.

Link your codes to the proper vaccine group so you can use the "Series" view to quickly see which shots your patient already had.