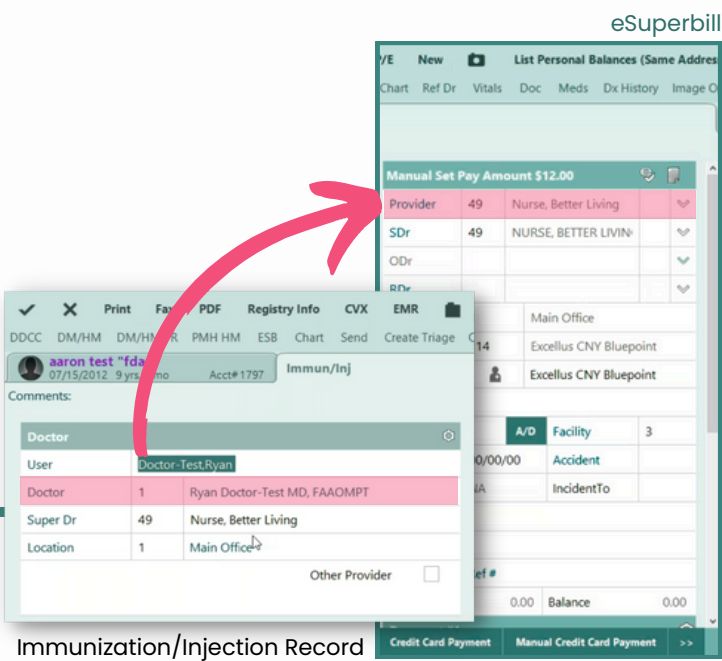


# Flu Season: A Guide to Troubleshooting

I 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.



I have duplicate immunization records or eBills.

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

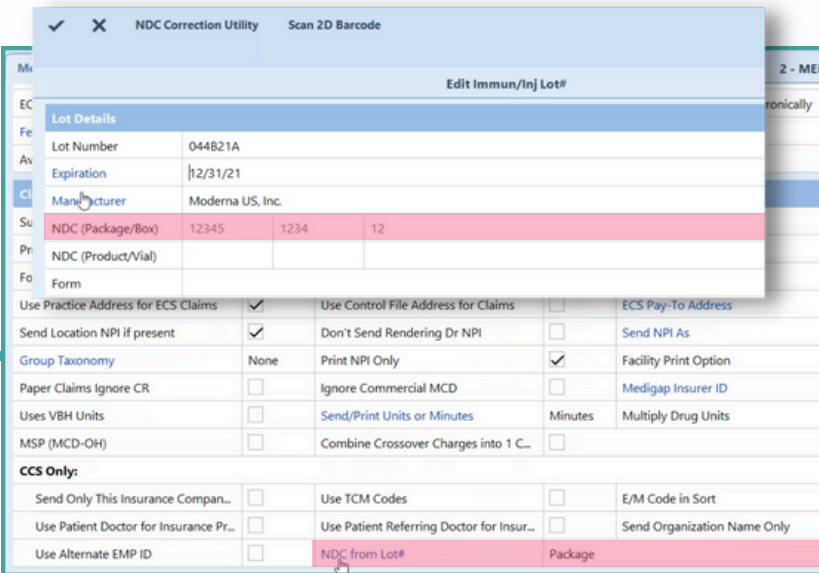
Immunization/Injection			
Imm/Inj	90662	Influenza Vaccine Split Virus Preservative Free Im Use	
Dose	0.7mL	Route	Intramuscular
Site	Left Arm	Mfr	Sanofi Pasteur
Lot #	90662A	Exp. Date	12/31/21
Dil. Lot#		Exp. Date	

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

My NDC is not sending on a claim.

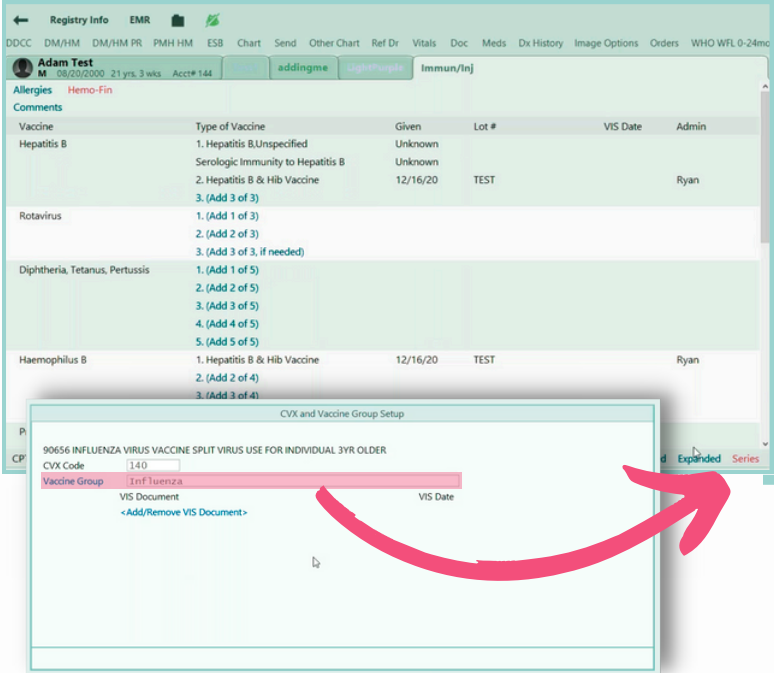
Make sure you are entering NDC info in the correct field. Check the **NDC from Lot#** field in Insurance Setup to see if you should be adding Package or Product info. Note: each insurance company defaults to Package.

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



Setup > Insurance Co's/Col Agencies > Insurance Co's/Collection Agcy's

Immunizations/Injections > Series View



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.

Medical Records Setup > All Orders > Immunizations/Injections Setup > Immunization Master File