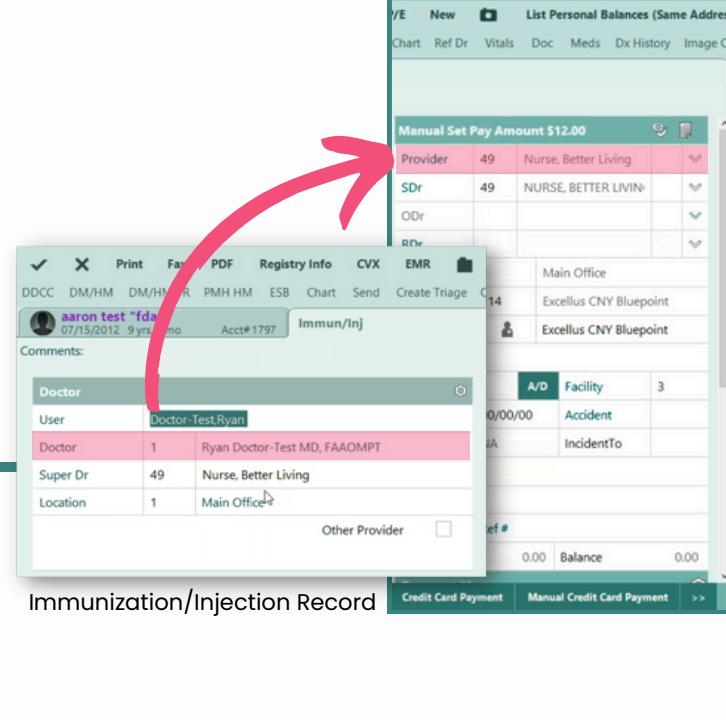


# Flu Season: A Guide to Troubleshooting

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.



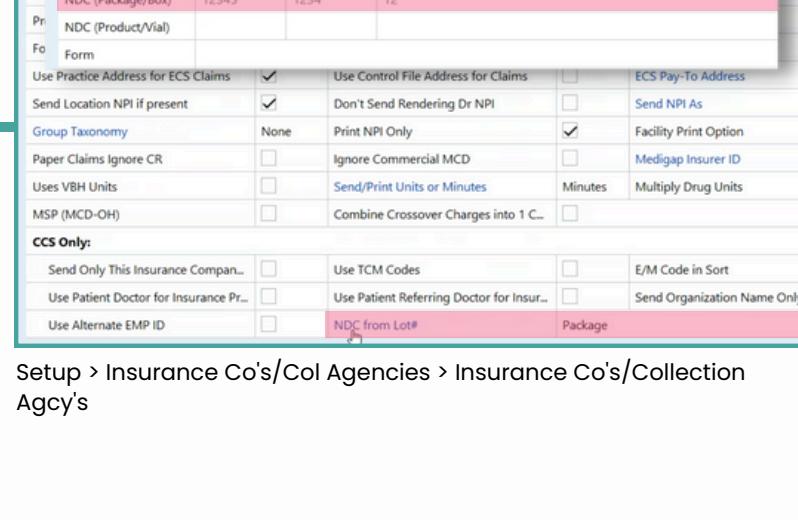
I have duplicate immunization records or eBills.

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

Immunization/Injection		
Imn/Inj	90662	Influenza Vaccine Split Virus Preservative Free Im Use
Dose	0.7mL	Route
Site	Left Arm	Mfr
Lot #	90662A	Exp. Date
Dil. Lot#		Exp. Date

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

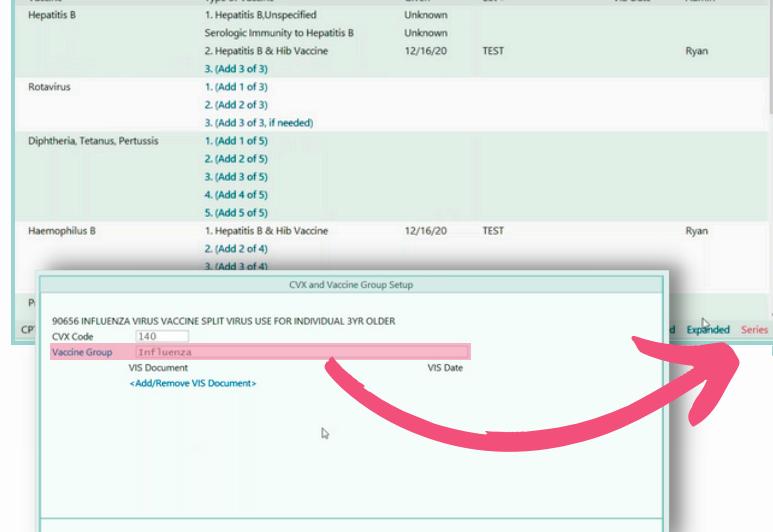


Setup > Insurance Co's/Col Agencies > Insurance Co's/Collection Agcy's

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



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

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.