

Service Now Ticket process for provider education and audits

Search: Provider Education/Audits Requests which will bring you to this screen.

Provider Education/Audits Requests

Provider Education/Audits Request

* Requested by:

* Contact Phone Number:

* Member Organization:

* Provider Specialty (i.e. Primary Care, Cardiology, Hospitalist etc.)

Contact for scheduling (Name and phone number), if different from requestor:

Education Type

* Name(s) of provider(s) attending

Any additional comments/requests

There are three different education/audit options and each option has different information needed for our staff to complete your request.

1. **New provider education** - This is used for new providers in your department who will bill evaluation and management services. They will receive education on E/M documentation requirements. Please complete all fields.

Education Type

Provider Name

Permanent/Locum

Inpatient, outpatient, or both

Estimated Start Date for Provider

2. **Evaluation and Management Audits** – This option involves our staff completing an audit for the provider and then performing one-on-one education with the provider to review the results.

Education Type

Name(s) and credentials of provider(s) requiring education

Topic of education (examples: Bell Curve, Specific leveling concerns etc.)

3. **Other education requests** – This option can be used for any other coding education needs that your department might need.

Education Type

Let us know what type of education is needed

The additional comment/requests box is available to any extra information you would like our staff to know prior to us reaching out to you.

Any additional comments/requests

Once you have completed your ticket, a member of our team will review the information and reach out to set up the meeting or get clarification if needed.