



CALENDAR REVIEW ANALYSIS OFFICE

CLINICAL RESEARCH BILLING JIRA CORRECTION REQUEST INSTRUCTIONS

1. Obtain Charge Routing Template, Tip Sheet, and Configuration Txt file from CRAO website
 - a. [Clinical Research Billing Guidance](#)
 - b. Select "Bulk Load....JIRA for Clinical Research Billing Submission"

2. Complete the Charge Routing Template as follows

NOTE:

- a. Cannot rename columns, start on line 2
- b. Items with ** are required fields

Column	Column Title	Complete with
A	**Summary	Add HUM# - no zeros are required - Do not type HUM
B	**Issue Type	Add one of the following - use drop down to select or select first drop down and drag to fill column must be exactly as shown or form will not upload: <ul style="list-style-type: none"> • Billing Error (majority will be Billing Error) • Exception
C	**Requestor's Name	Add Requestor's Name
D	**Patient Name	Add Last, First name
E	**MRN	Add Patient Medical Record Number
F	**Study/Protocol Visit	Add Cycle#, Day#, Screening etc or N/A – THIS FIELD MUST BE FILLED OUT or sheet will not upload
G	**Date of Service	Add date of service
H	**Item/Service	Add item that was billed incorrectly
I	CPT	Add CPT if known
J	CDM/EAP	Add CDM/EAP if known
K	**Reason for Request	Add one of the following - use drop down to select or select first drop down and drag to fill column must be exactly as shown or form will not upload: <ul style="list-style-type: none"> • Incorrectly charged to Patient Account • Incorrectly charged to Study Account • Other
L	**Move to	Add one of the following - use drop down to select or select first drop down and drag to fill column must be exactly as shown or form will not upload: <ul style="list-style-type: none"> • Patient • Research • Remove • Other
M	Additional Notes from STM	Add any details that may be relevant to request
N	**CTSU	Add one of the following - use drop down to select or select first drop down and drag to fill column must be exactly as shown or form will not upload: <ul style="list-style-type: none"> • MCTSU • ONC

3. Upon completion use the "Bulk Load Charge Reconciliation Data Into JIRA" instructions from the CRAO website "Tip Sheet" to upload the corrections (link listed above)