



## 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 - <b>use drop down to select or select first drop down and drag to fill column</b> must be exactly as shown or form will not upload: <ul style="list-style-type: none"><li>• Billing Error (majority will be Billing Error)</li><li>• Exception</li></ul>
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 – <b>THIS FIELD MUST BE FILLED OUT or sheet will not upload</b>
G	**Date of Service	Add date of service
H	**Item/Service	Add item that was billed incorrectly
I	ProFee	Add CPT if known
J	CDM/EAP	Add CDM/EAP if known
K	**Reason for Request	Add one of the following - <b>use drop down to select or select first drop down and drag to fill column</b> must be exactly as shown or form will not upload: <ul style="list-style-type: none"><li>• Incorrectly charged to Patient Account</li><li>• Incorrectly charged to Study Account</li><li>• Other</li></ul>
L	**Move to	Add one of the following - <b>use drop down to select or select first drop down and drag to fill column</b> must be exactly as shown or form will not upload: <ul style="list-style-type: none"><li>• Patient</li><li>• Research</li><li>• Remove</li><li>• Other</li></ul>
M	Additional Notes from STM	Add any details that may be relevant to request
N	CTSU	Add your CTSU

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)



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