

A new Early Warning has been enabled in all OfficeCare accounts called Jump Ball HCPCS Code Early Warning. This Early Warning is designed to show a warning on the Patient Agreement if a product with one of the designated Jump Ball HCPCS codes has been added to the PA: L0627, L0642, L1832, L1833, L3760, L3761 and has a Billing Channel of Specialty Bracing (IB Channel). RCM is requiring that any PA with a Jump Ball HCPCS code and the product was dispensed at the time of service to be routed to OfficeCare. PAs with a Jump Ball HCPCS code and the product was not dispensed at the time of service should continue to be routed through the Specialty Bracing Billing Channel (IB Channel). The warning will include a button allowing Users to quickly update the product to the OfficeCare billing channel if the product was dispensed.

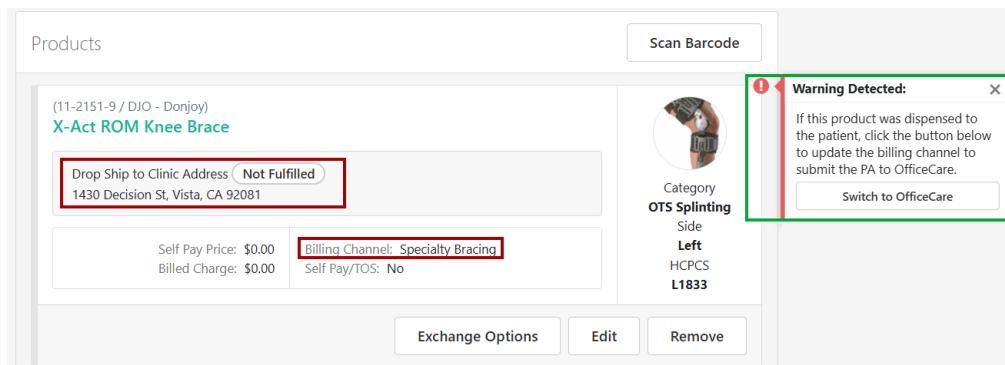
Specific workflows and actions are outlined below.

### **The OC account has stocked Jump Ball Code products:**

If an OfficeCare account has stock of the Jump Ball HCPCS products, validate that Stock Records are created with the correct On-hand and Par Levels. If not, submit a Help Ticket letting the Customer Success Team know what Inventory Location to add along with On-hand counts.

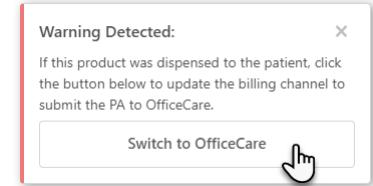
The stock records will ensure all Jump Ball code products dispensed at the time of service get restocked through the standard OfficeCare process.

### **Product is set to fulfill from Drop Ship with Specialty Bracing Billing Channel and the Patient has not signed the PA:**

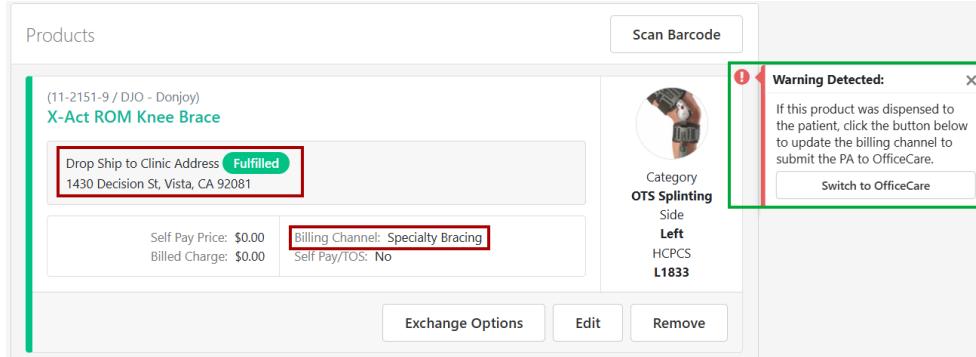


The screenshot shows a product detail page for an 'X-Act ROM Knee Brace'. The product image is a knee brace. The 'Billing Channel' is listed as 'Specialty Bracing'. A 'Warning Detected' box is overlaid on the right side of the screen, containing the following text: 'If this product was dispensed to the patient, click the button below to update the billing channel to submit the PA to OfficeCare.' Below the text is a button labeled 'Switch to OfficeCare'.

In this scenario, if **YES**, the product was dispensed, click the Switch to OfficeCare button in the warning the Fulfill From will update to Stock and the Billing Chanel will update to OfficeCare. The Product will be decremented from Inventory when the patient signs the PA.



In this scenario, if **NO**, the product was not dispensed, do not click the Switch to OfficeCare button. Add a Billing Note that the product was Not Dispensed and upon submission, the PA will be routed to the IB Channel and handled like all standard IB orders.

**Product is set to Drop Ship with Specialty Bracing Billing Channel, and the Patient has Signed PA:**


Products

Scan Barcode

(11-2151-9 / DJO - Donjoy)  
X-Act ROM Knee Brace

Drop Ship to Clinic Address **Fulfilled**  
1430 Decision St, Vista, CA 92081

Category: OTS Splinting  
Side: Left  
HCPSC: L1833

Self Pay Price: \$0.00  
Billed Charge: \$0.00

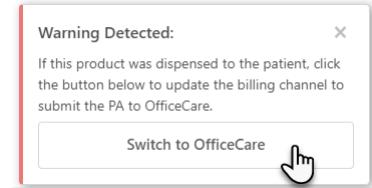
Billing Channel: **Specialty Bracing**  
Self Pay/TOS: No

Exchange Options Edit Remove

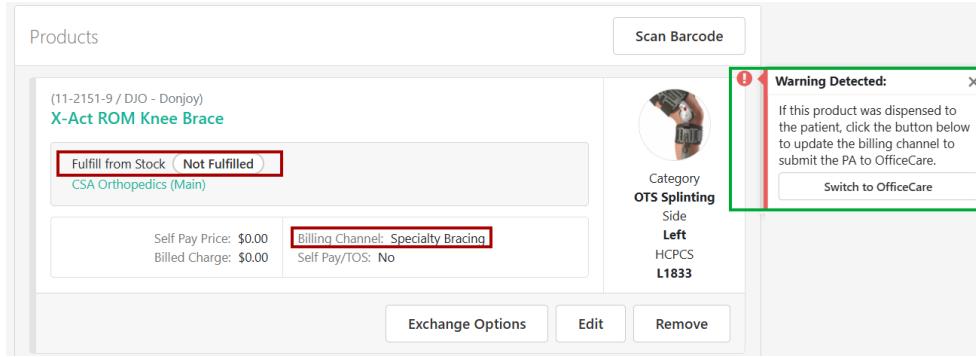
**Warning Detected:**  
If this product was dispensed to the patient, click the button below to update the billing channel to submit the PA to OfficeCare.

**Switch to OfficeCare**

In this scenario, if **YES**, the product was dispensed, click the Switch to OfficeCare button in the warning. When the Switch to OfficeCare button is clicked the Fulfill From updates to Stock, the Billing Channel will update to OfficeCare and the item will be automatically decremented from the On-hand count. There is no need to manually update the stock record.



In this scenario, if **NO**, the product was not dispensed, do not click the Switch to OfficeCare button. Add a Billing Note that the product was Not Dispensed and upon submission, the PA will be routed to the IB Channel and handled like all standard IB orders.

**Product is set to Fulfill from Stock with Specialty Bracing Billing Channel:**


Products

Scan Barcode

(11-2151-9 / DJO - Donjoy)  
X-Act ROM Knee Brace

Fulfill from Stock ( **Not Fulfilled** )  
CSA Orthopedics (Main)

Category: OTS Splinting  
Side: Left  
HCPSC: L1833

Self Pay Price: \$0.00  
Billed Charge: \$0.00

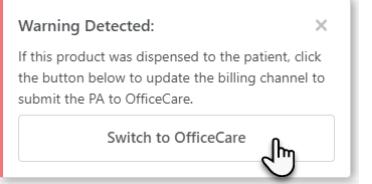
Billing Channel: **Specialty Bracing**  
Self Pay/TOS: No

Exchange Options Edit Remove

**Warning Detected:**  
If this product was dispensed to the patient, click the button below to update the billing channel to submit the PA to OfficeCare.

**Switch to OfficeCare**

In this scenario, if **YES**, the product was dispensed, click the Switch to OfficeCare button in the warning and the Billing Channel will automatically update to OfficeCare. The Product will be decremented from Inventory when the patient signs the PA.



In this scenario, if **NO**, the product was not dispensed, update the Fulfill from to Drop Ship and do not click the Switch to OfficeCare button. Add a Billing Note that the product was Not Dispensed and upon submission, the PA will be routed to the IB Channel and handled like all standard IB orders.