

# The Magnifier

July 14, 2011

Fairview Research Administration

*The Magnifier* is a newsletter providing information and announcements pertaining to the conduct of research within Fairview Health Services. Please share our newsletter with others who may be interested and [contact us](#) to be added or removed from the mailing list. You can also view this and previous editions of our newsletter on the [Research web page](#).

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### Tours of University of Minnesota Amplatz Children's Hospital!

Fairview Workforce Development and Learning are offering tours of UMACH for researchers. The times are:

Tuesday, 7/26: 8:30-9:30

Wednesday, 8/3: 8:00-9:00

Tuesday, 7/26: 3:30-4:30

Wednesday, 8/3: 3:30-4:30

Please email [research@fairview.org](mailto:research@fairview.org) with your preferred tour time to reserve a spot. Space is limited to 15 people for each group, so it is very likely walk-ins will **not** be able to join. We will send details to those attending each tour.

### How to request monitor access to EPIC

There is a new process for monitor access to EPIC. It allows external monitors the access they need with minimal risk. Please contact Katie ([kvanmeu1@fairview.org](mailto:kvanmeu1@fairview.org)) if you have any questions about this process.

1. Complete the [Request for External Reviewer Access to Information Systems](#) form available on the Fairview Research Administration website.
2. Attach a list of the patients whose charts the monitor will access. Include each patient's name, MRN, and date of birth. Also indicate the dates the monitor will need EPIC access.
3. Fax or email the completed submission to your hospital's HIM contact person. When faxing, use a cover sheet with the contact person's full name. Many departments have shared fax machines.
  - UMMC/UMACH: Sandra Davis
    - Fax: (612) 273-3810; email: [SDAVIS15@Fairview.org](mailto:SDAVIS15@Fairview.org)
  - Southdale: TBD
  - Ridges: Lorine Aandal
    - Fax : (952) 892-2024; email: [laandal1@fairview.org](mailto:laandal1@fairview.org)
4. HIM will contact you to request clarifications if needed. Please expect a turnaround time of 4 days from the day they receive all requested information to have EPIC access for the monitor.

Note: Three of these four days are for IT to set up the EPIC access, so please do not ask HIM to turnaround your request in less than four days. It's out of their hands!

5. The monitor will have View Only access to the patients' charts you listed. These patients will be sent to the monitor's EPIC InBasket, and will be the only accessible records. They will have access to the entire record, which will include all information stored in EPIC for that patient.

## Update on Billing Issues in EPIC

Since UMMC went live on EPIC in March, there have been numerous issues that we've been working to resolve. Below is a summary of the main issues, and reminders for changes in the payment process that will be necessary once the issues are fixed.

- We are still unable to send research invoices to investigators. Our department is working with other teams to correct the problems, and cannot provide a firm timeline for completion. We anticipate a fix by the end of summer, with invoices going out no later than September 1.  
Invoices from PASS are still valid, and should be paid.
- Once we start sending out the EPIC research statements (hopefully by mid-August), you'll notice that it doesn't include an invoice number. Please use the guarantor account number and invoice date (both found in the top right corner on the first page of the EPIC invoice) as a reference number when approving any EPIC payments. This approach has been approved by the University accounting staff and Fairview's cash application staff.
- If you dispute any charges or short-pay any invoices, let us know which charges you are not paying so that we can ensure that your payment is applied appropriately. Contact JJ Green at [jgreen2@fairview.org](mailto:jgreen2@fairview.org) or 612-672-7675.
- Please note that EPIC payments need to be sent to a different PO Box (PO Box 9372) than PASS payments (PO Box 768). The appropriate address will be listed on the research statement.
- We have confirmed with University accounting that new purchase orders are not necessary to replace existing purchase orders that show the PASS remit to address.
- The EPIC charge-router function is not working for provider-based clinics (community clinics such as FV Crosstown and Oxboro). Research charges are being billed to patients and insurance, even though the visits are linked to research (which is supposed to automatically move research charges from the patient account to the linked study account). We have audited and corrected (i.e. manually removed the charges from the patient accounts and refunded the insurance) most of these past billing errors. We're currently trying to catch these charges before claims are sent to insurance/patients, but until a system fix can be implemented patients may continue to receive bills or explanations of benefits (EOB) from their insurance. If any of your study patients receive a bill/EOB for a research visit, please let us know and assure the patient that we will take care of it.

## Contact Information

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