

Missing Service Exception

Identifies when the service provided for the visits is not specified during the S.M.C. call-in or Telephony call-out. This type of exception must be fixed for the visit to be in a verified state.

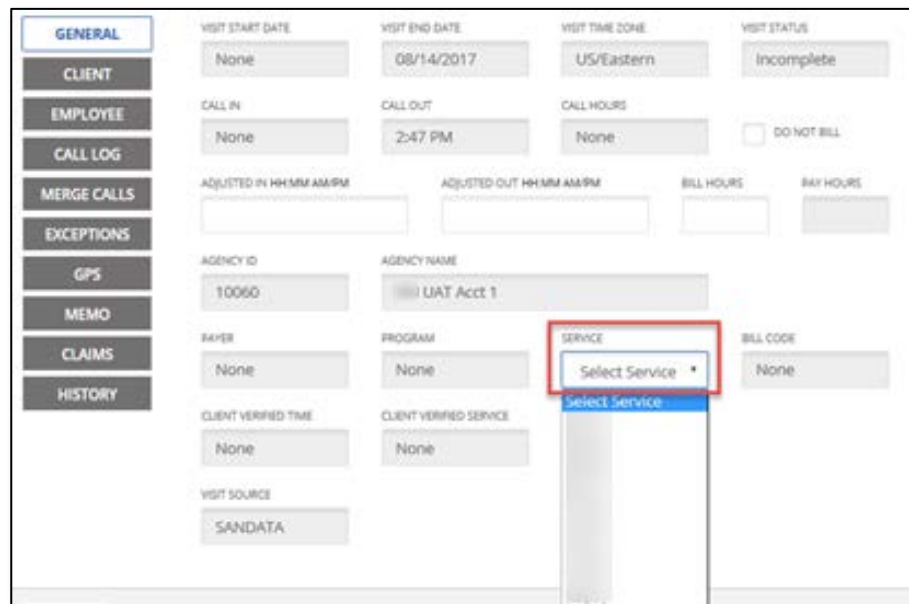
Step 1

- Click the **exception indicator** under the Service column.

Client Name	Employee Name	Service	Visit Date	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out
Carter, John	Young, Charles	●	08/14/2017	●	2:47 PM			

Step 2

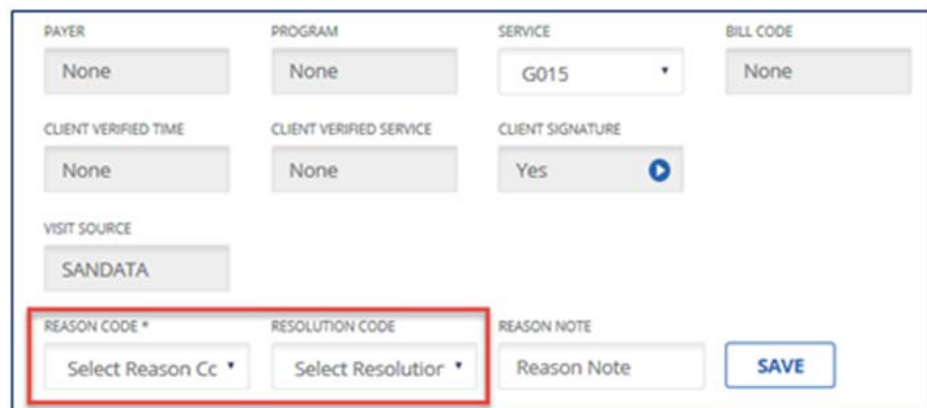
- Select the correct service from the **SERVICE** field drop-down list.



The screenshot shows a form with a left-hand navigation menu containing: GENERAL, CLIENT, EMPLOYEE, CALL LOG, MERGE CALLS, EXCEPTIONS, GPS, MEMO, CLAIMS, and HISTORY. The main form area includes fields for VISIT START DATE (None), VISIT END DATE (08/14/2017), VISIT TIME ZONE (US/Eastern), VISIT STATUS (Incomplete), CALL IN (None), CALL OUT (2:47 PM), CALL HOURS (None), and a DO NOT BILL checkbox. There are also fields for ADJUSTED IN/OUT times, BILL HOURS, and PAY HOURS. AGENCY ID is 10060 and AGENCY NAME is UAT Acct 1. PAYER is None and PROGRAM is None. The SERVICE field is highlighted with a red box and has a dropdown menu open showing 'Select Service' and 'Select Service'. BILL CODE is None. CLIENT VERIFIED TIME is None and CLIENT VERIFIED SERVICE is None. VISIT SOURCE is SANDATA.

Step 3

- Select the **REASON AND RESOLUTION CODE** that best explains why the service was not selected at the time of the visit.
- Click **SAVE**.



The screenshot shows a form with fields for PAYER (None), PROGRAM (None), SERVICE (G015), and BILL CODE (None). CLIENT VERIFIED TIME is None, CLIENT VERIFIED SERVICE is None, and CLIENT SIGNATURE is Yes. VISIT SOURCE is SANDATA. At the bottom, there are three fields: REASON CODE * (Select Reason Cc), RESOLUTION CODE (Select Resolutio), and REASON NOTE (Reason Note). A red box highlights the REASON CODE and RESOLUTION CODE fields. A blue SAVE button is located to the right of the REASON NOTE field.