

Potential Non-Clinical Urgent

Ordering Provider May Not Appear on Claims for EHR Charges

Known Issue #: KI136226

Versions Affected

NextGen® Enterprise PM (formerly NextGen® Practice Management) v.5.9

NextGen® Enterprise EHR (formerly NextGen® Ambulatory EHR) v.5.9

The Issue

NextGen Healthcare has identified an issue where, when **Rendering** or **Referring** is selected for **Default Ordering from** in File Maintenance and a charge is submitted in NextGen Enterprise EHR, the ordering provider may not appear. As a result, claims are rejected.

Example

In this example, the user logs in to File Maintenance and ensures that the ordering provider is enabled. The user opens the **Payer Ordering Physician SIM Range** window, enters **99215** for **SIM**, and selects **Rendering** for **Default Ordering from**.

The user logs in to NextGen Enterprise PM, creates or opens a patient chart, and creates an encounter. The user adds the payer to the encounter, enters the **Rendering** provider details, and clicks **OK**.

The user logs in to NextGen Enterprise EHR and opens the **Select Procedure** window to create a charge. The user enters **99215** in **Procedure** field, selects a procedure, enters details in the **Procedure** tab, and clicks **Add** to add the procedure.

The user navigates back to NextGen Enterprise PM, opens the **Charge Posting** window, and accepts the charge. The user observes that the ordering provider does not appear.

Actions Required

This issue is patched and fixed. Until your organization applies the most current fix, users can manually enter an ordering provider on the **Charge Posting** window in NextGen Enterprise PM.

Status

This issue was patched in NextGen® Enterprise PM v.5.9 PT19 and fixed in NextGen® Enterprise PM v.5.9.1.

Clients who are experiencing this issue can link their practice to this issue via the NextGen Healthcare Success Community homepage (<https://www.community.nextgen.com>). Just navigate to the **Known Issues** tab, select the Known Issue which is affecting your practice, and check the **This Known Issue Affects me** check box. A case will be created on your behalf and you will be kept updated on the status of this issue.

All released NewsFlashes can be found in the **NewsFlash Archive** found [here](#).

This document may contain confidential or proprietary information and are intended solely for authorized use by the intended recipient(s) only. Any other use of this document is prohibited. If you have received this document in error, you are hereby notified that any retention, disclosure, copying, forwarding, distribution (in whole or in part and whether electronically, written and/or orally) and/or taking of any action in reliance on this document, its contents is strictly prohibited.