



eSMART Service: Billing Requests

This quick guide details the submission of an eSMART Billing Request. Billing Requests are used to correct inaccurate charges found during the charge reconciliation process.

Every Billing Request requires a study and a patient to submit.

StarBRITE link: <https://starbrite.vanderbilt.edu>

Financial Training: https://finance.mc.vanderbilt.edu/ft/esmart_training.aspx

Step 1: Navigate to eSMART Service

- 1 Hover your mouse over the menu bar on the left side of the eSMART Home page. The menu options will appear.
- 2 Select [eSMART Service](#) to initiate a Service Request.
- 3 Initiate a new Service Request by clicking [New Request](#)

The image shows two screenshots from the eSMART system. The left screenshot is the 'Home' page, featuring a 'What is eSMART?' section and a left-hand menu. A red circle '1' is placed over the 'What is eSMART?' text, and a red circle '2' is placed over the 'eSMART Service' menu item. The right screenshot is the 'Service' page, showing a 'Service Requests' section with a 'My Requests Requests' area and a 'New Request' button. A red circle '3' is placed over the 'New Request' button.

Step 2. Complete Request Basics for Billing Request Type

- 1 Select the [Type](#) dropdown.
- 2 Scroll past General Requests to choose a [Billing Request](#) within the Type dropdown. Select most applicable Billing Request Type.
- 3 Add a brief, but descriptive, **Description** of the Request.
- 4 Select [+ Add Associated Study](#) and enter the name of the study, U-number, or PI name in **Study ID** box. Choose your study from studies returned.
- 5 Select [+ Add Request Access Delegate](#) to search for a Person to add as an **Access Delegate**. Note: Only you can view the status of your Request unless another Study Contact is added here.
- 6 Select [Save and Continue](#) to complete **Request Basics**.

The image shows the 'New Service Request' form in the eSMART system. The form is titled 'New Service Request' and has a breadcrumb trail 'StarBRITE / eSMART / Service / New Request'. The form is divided into three tabs: 'Request Basics', 'Additional Details', and 'Supporting Documents'. The 'Request Basics' tab is active. The form includes a 'Type' dropdown menu, a 'Description' text box, an 'Associated Studies' section with a 'Study ID' text box, and a 'Request Access Delegates' section with a 'Person' text box. A dropdown menu for 'Type' is open, showing 'Billing Request' selected. Red circles 1-6 are placed over the form elements corresponding to the steps in the list.

Step 3. Complete Additional Details

- 1 Enter the Research Discounted amount in the **Claim Amount** for the erroneous charge.
- 2 Select **+ Add Patient Encounter** and complete all fields within the **Patient Encounters** section, including:
 - **Patient's MRN**
 - **Inpatient/Outpatient**
 - **Encounter Number**
 - **Date(s) of Service**
 - **Study Arm and Visit**
- 3 Select **+ Add Charge Item** and complete all fields within the **Charge Items** section, including:
 - **Transaction Number**
 - **Item ID** (CDM/CPT code)
 - **Description of charge**
 - **\$ Amount & Quantity**
 - **Date of Service**
 - **Billing Provider**
 - Select **Issue** and **Should Be Billed To** dropdowns
- 4 Select **Save and Continue** when complete.

Service Request: R684 StarBRITE / eSMART / Service / R684

The eSMART Service is the online support tool for your research study's approval and billing process. The information submitted through this tool will assist in resolving your request in a timely manner.

Request Basics **Additional Details** Supporting Documents Review

Provide associated records for this request to aid in resolution.

Claim Details 1
 Claim Amount
 \$

Patient Encounters 2

Patient ID (MRN)	Encounter Type <input type="radio"/> Inpatient <input type="radio"/> Outpatient	Encounter Number	
Date of Service Start	Date of Service End	Study Arm	Study Visit/Timepoint

+ Add Patient Encounter

Charge Items 3

Transaction Number	Item ID	Description	Amount	Quantity
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
<small>CDM or CPT</small> Date of Service: <input type="text"/>		Billing Provider: <input type="text"/>	Issue: <input type="text"/>	Should Be Billed To: <input type="text"/>

+ Add Charge Item

4 Save and Continue

Select One
 Billed to Patient/Insurance in Error
 Billed to Research Funding in Error
 Charges Not Related to Study
 Patient Not on Study
 TBD/Unknown

Select One
 Research Funding
 Other Research Funding
 Patient/Insurance
 TBD/Unknown

Note: When submitting a Billing Request, include as much detail as possible to assist CTBC in processing your request.

Step 4. Add Supporting Documents

- 1 Select **+ Add Supporting Document** and choose file to upload, as necessary.
- 2 Select applicable **Type** of Supporting Documentation
- 3 Select **Version**, either Final or Draft.
- 4 Select **Save and Continue** when complete.

Request Basics Additional Details **Supporting Documents** Review

Provide all supporting documents for this request.

Supporting Documents

1 **Upload File**
 No file chosen

Type 2

Version 3

+ Add Supporting Document

4 Save and Continue

Step 5. Review and Submit Request

Review the content of your Billing Request for accuracy. If you need to make an edit, refer to the Progress Bar:

- 1 Select **Request Basics** to edit information entered in Step 2.
- 2 Select **Additional Details** to edit Claim, Patient, and Charge Information entered in Step 3.
- 3 Select **Supporting Documents** to edit documentation added in Step 4.
- 4 To complete and submit your **Billing Request** to CTBC, select

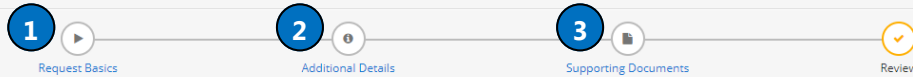
[Submit Request](#)

For general questions about eSMART, email CRFSS@Vanderbilt.edu.

Service Request: R684

StarBRITE / eSMART / Service / R684

The eSMART Service is the online support tool for your research study's approval and billing process. The information submitted through this tool will assist in resolving your request in a timely manner.



Review details prior to submitting request.

Request Type Billing Request » Error(s) Need Review	Request ID R684
Status Draft	Priority Standard
Status Date 08/04/2017	Request Assignee CTBC (unassigned)
Requestor Wear, Edith	Updated 08/04/2017 11:11 am by wearew
Created 08/04/2017 10:21 am by wearew	
Description Eye exam charge on Elbow Study.	

Access Delegates

VUnetID	Name	Email	Department
crobyrn	Crosby, Marc	marc.crosby@vumc.org	VUMC Financial Training

Related Studies

eSMART ID	Project Title	IRB
U4808	Elbow Study	(not set)

Claim Details

Claim Amount
\$55.00

Charge Items

Trans. Id	Id	Description	Amount	Quantity	Date Of Service	Billing Provider	Billing Issue	Bill To	Finance
10	92012	Eye Exam	\$55.00	1	05/02/2016	hollywjd	Charges Not Related to Study	TBD/Unknown	Action: (not set) Inc. All Charges: No Account From: Account To: Prof. Fee Waived: No Diagnosis: Research Diagnosis: (not set) Check Epic: No

Patient Encounters

Patient ID	Encounter Type	Encounter Number	Start of Service	End of Service	Study Arm	Study Visit/Timepoint
080095037	Outpatient	621123456789	05/02/2016	05/02/2016	1	1

Supporting Documents

Filename	Size	Uploaded	Type	Version
No documents submitted.				

[4 Submit Request](#)