

User Manual for Providers – How to Respond to an Audit

By: PCE Systems

January, 2018

Providers – How to Respond to an Audit

If you have been audited, the EMR provides a feedback system for your response. Your responses are in turn approved or denied by the originating auditor and a corrective action plan takes form.

- After logging in, click on **Auditing** in your Main Menu
- Click on [Provider Responses](#) and the following screen will appear:

1 Audit(s)

Audit ID	Conducted By	Provider Name	Audit Type	Audit Date	Score	
42		L...	test 115115	01/18/2018	1 / 3 (33%)	Add Provider Response

- The EMR will default to listing audit records for the last three months. Use your filter to change dates, add a particular audit identification number or narrow your search by the status of the audit (approved, denied, etc.)
- Click on [Add Provider Responses](#) and the following (sample) screen will appear:

- Complete the date you are responding and who is responding (the EMR will prefill with your name; click lookup to search for and select a different staff person as needed). Save your work.
- You will be presented with text box(es) to enter your response to the comments and recommendations. Save your work as you go. When you have completed entering information and certain it is accurate, sign and save the form (for information on signing, please consult your on-line help guide).
- Once signed, your response is automatically sent to the auditor and the record displays as “Waiting for Approval” per:

1 Audit(s)

Audit ID	Conducted By	Provider Name	Audit Type	Audit Date	Score
42		L...	test 115115	01/18/2018	1 / 3 (33%)
Plan Date		Status			
01/18/2018		Waiting for approval	View		

- Regularly check the [Provider Responses](#) link to determine whether you receive a new response back or if the audit is approved and finalized.

Notes: if the audit is a Consumer, staff-specific or a combined audit, you may be limited to responding only to the individual audits that are components of the main audit