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.

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 Choose a study from Study ID dropdown. Your studies will appear in the drop-down list.
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.
**Step 3. Complete Additional Details**

1. **Enter the Research Discounted amount in the Claim Amount** for the erroneous charge.
2. **Select** 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** and complete all fields within 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** when complete.

**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** and choose file to upload, as necessary.
2. **Select applicable Type of Supporting Documentation**
3. **Select Version**, either Final or Draft.
4. **Select** when complete.

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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.