

## Query Crazy? We are here to help!

If you have a Coding Query “dictation” deficiency in your inbox in WSP, you should know two important facts:

1. You cannot respond to a query deficiency electronically.
2. To view the query’s verbiage please find the query scanned in WSP under Documents, titled ‘Coding Query’  
Steps to complete a Coding Query Deficiency
  - Log in to WSP
  - Click on “Deficiencies Mine Group”
  - Deficiency Types – click on “Dictation”
  - Click on the encounter number  
\*Note – make sure that the “MCR PHYSICIAN” folder/tab is selected
  - Click on “Coding Query” tab to review the coding query question
  - Dictate your addendum
  - Exit back to the previous screen (click on the red door icon at the top)
  - Check the box (for the Coding Query deficiency account) and click on “Complete”

To successfully respond to a query and for deficiency to be removed, please respond by utilizing one of the three following actions:

- Dictate addendum to the encounter. Dial (586) 493-8560 to dictate your response.
  1. Please note that dictation work type should match the document type in which query is referencing clarification. *Dictate addendum using Discharge Summary work type if other work types do not apply.*
  2. Paper progress notes are also acceptable. Please clarify the necessary information requested per query and submit to Medical Records. Handwritten Progress Note must include:
    - a. Verbiage -Addendum/Late Entry
    - b. Encounter number
    - c. Date of service
    - d. Clarification response
    - e. Physician signature, date and time of entry
  3. If query clarification that was sent cannot be specified, is unknown or you disagree.... we need to know that too:
    - a. Please decline/reject the query deficiency, but please make certain to document unspecified, unknown, or disagree in the ‘Reason’ field where freetext comments can be typed. ***Please note that without this we will reassign deficiency.***

### HELPFUL TIPS

- If you should have any questions regarding a coding query we encourage you to please ‘reach out’ to the coder. The coder’s contact information can be found on the signature line of the coding query that has been scanned into the medical record under Documents, in WSP titled ‘Coding Query.’
- Ryan Hampton-Haley can assist with education or issues with WSP. You can reach Ryan @ 810.577.8721 or Ryan.Hampton-Haley@antheliohealth.com
- Jessica Evans, BIS, CCS, Coding Supervisor can be reached @ 810.790.3548.
- Rebecca Kraemer, R.H.I.T., Director – Health Information Management can be reached @ 586.493.8122.