

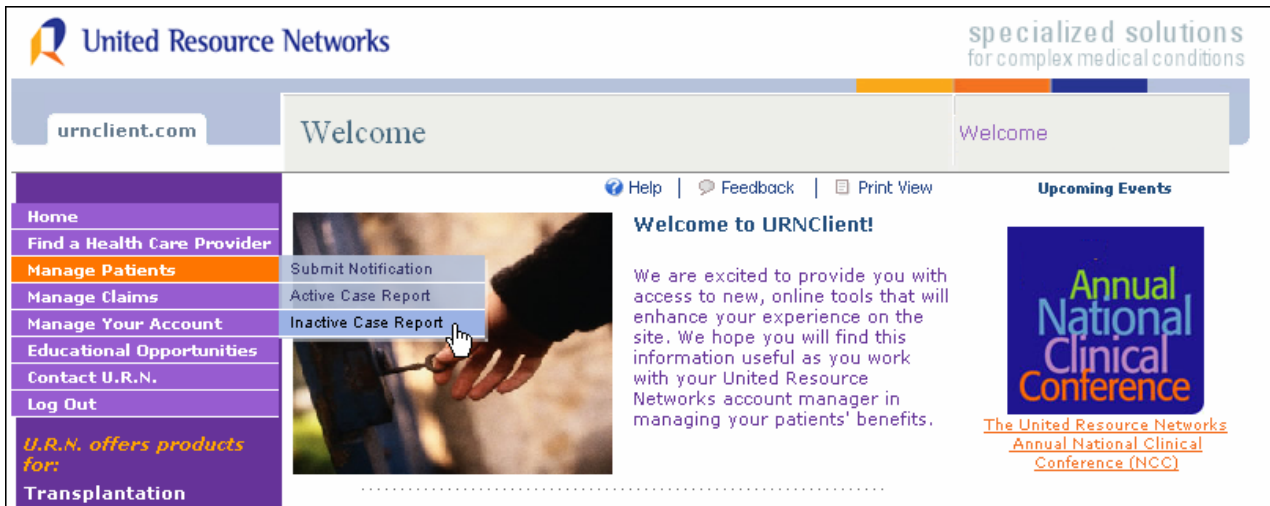


How to Use the Online Inactive Case Report

U.R.N. clients should work with patients' health care providers to manage the patient process. The Inactive Case Report (Inactive Patient List Report) provides a record of the clinical dates for each patient and assists case managers in reviewing patients that have become inactive cases. If patient cases on this list become active, they would require a new notification form submitted to U.R.N.

Accessing the Inactive Case Report

To access the Inactive Case Report, simply enter in the URL for URNClient (www.urnclient.com) into the address bar of your internet browser application (i.e., Internet Explorer). After reaching the site, enter your username & password into the fields provided. This information will be validated by security on the site. From the Welcome page, simply click on the **Manage Patients** menu item and select **Inactive Case Report** on the fly-out menu.



URNClient Welcome Page

NOTE: Based on your contractual agreement with U.R.N., you may have access for multiple groups. For instance, if you are a case manager servicing multiple clients, you will receive a screen that asks that you select the client name to view the inactive case information available. Simply click on the hyperlink (located on the client name field) and you will open that client's patient case information.

If your contractual relationship with U.R.N. is direct, you will not see this page. You will be taken directly to the Inactive Case Report (Inactive Patient List) for your company once you click the menu item.

Understanding the Inactive Case Report

The inactive case report on URNClient.com contains 17 columns of patient case information.

Name	Date Of Birth	Facility Name	Product	Program Description	Case Manager	Status	Case Effective Date	List Accept Date	Admit Date	Transplant/Initial Infusion Date	Last Infusion Date	Discharge Date	Inactive Date	Case Close Reason	Phase 5 Start	Phase 5 End
Doe, Jane	01/01/1947	Hospital	NTWK	KIDNEY LIVING DONOR	Manager, Casey	Post-Discharge	07/01/2004	10/05/2004	01/15/2006	01/16/2006		01/30/2006	08/31/2006	Mature		
Smith, Joe	02/05/1955	University Medical Center	NTWK	BMT UNSPECIFIED	Manager, Casey	Evaluation	08/01/2005						05/22/2006	Pt Refused Transplant		
Doe, John	07/01/1954	Medical Center	NTWK	KIDNEY CADAVERIC	Manager, Casey	Listed/Waiting	03/10/2006	03/10/2006					10/01/2006	Medicare Primary		

URNClient Inactive Patient Report (Inactive Case Report) Page

Understanding the Inactive Case Report (Continued)

Window	Associated Fields
Inactive Patient Report (Inactive Case Report)	Name Date of Birth Facility Name Product Program Description Case Manager Status Case Effective Date List Accept Date Admit Date Transplant/Initial Infusion Date Last Infusion Date Discharge Date Inactive Date Case Close Reason Phase 5 Start Phase 5 End

Search Results Display & Filter Bar

When you open the Inactive Case Report, you'll see search results displayed at the upper left corner of the table display. Details about how you can use the filtering bar are provided in the graphic below:

Pressing the search button begins the data filtering process.

Total # of Results; Displayed 15 Items to a page

259 results found, displaying 1 to 15

SEARCH CLEAR

Filtering Fields. There are four fields on this filtering bar that can be used to sort the data within the table enabling you to bring back specific information that you desire. You can enter information in one or more fields.

You can clear your search criteria by pressing the clear button.

Page Navigation and Export Features

There are several ways to navigate within the Inactive Case Report to view data presented. You can use the filtering bar to retrieve specific results or you can use the navigation bar to move through the report page by page. Within the navigation bar, you can also determine how many rows of data you want to view. The graphic at the right depicts the use of this navigational tool within the Inactive Case Report.

You can control the # of rows you can view by using the drop-down

First Prev Next Last | 15 Rows Displayed | Export XLS

The navigation bar located above the data table lets you easily move to the First, Next or Last page of the table simply by clicking on that labeled arrow.

Options are available to let you export the data using Excel or in some instances, a PDF.

To export the document to Excel, you'll simply click on the Excel icon labeled "Export XLS". The application will offer you a window where you can choose to open and/or save the document created by clicking on the export button. Provided below is an example of report exported from the Inactive Case Report.

	A	B	C	D	E	F	G	H	I	J
	Name	Date Of Birth	Facility Name	Product	Program Description	Case Manager	Status	Case Effective Date	List Accept Date	Admit
2	Doe, Jane	01/01/1947	Hospital	NTWK	KIDNEY LIVING DONOR	Manager, Casey	Post-Discharge	07/01/2004	10/05/2004	01/15/2
3	Smith, Joe	02/05/1955	University Medical Center	NTWK	BMT UNSPECIFIED	Manager, Casey	Evaluation	08/01/2005		
4	Doe, John	07/01/1954	Medical Center	NTWK	KIDNEY CADAVERIC	Manager, Casey	Listed/Waiting	03/10/2006	03/10/2006	
5	Smith, Janet	05/02/1967	Transplant Institute	NTWK	BMT AUTO	Manager, Casey	Evaluation	05/08/2006		
6										

Who do I Contact with Questions?

If you have questions about how to use the Inactive Case Report, definition of terms, or questions regarding content, please contact your Account Manager at (800) 847-2050. If you experience technical or performance related issues, please use the feedback form on the URNClient.com site.

How do I Provide you with Feedback?

Feedback is essential to the development and effectiveness of our tools. There several ways that you can provide feedback.

- You can use the “Submit Feedback to U.R.N.” link on the “Contact U.R.N.” page to send us feedback.
- You can email your feedback to urn.tech.support@uhc.com

At United Resource Networks, we believe strongly that our Web sites are only as good as the service they provide to the constituents we serve. To that end, we strongly encourage you to provide us with your feedback regarding the URNClient.com Web site. We are continuously working to improve and enhance this Web site to meet your needs.

United Resource Networks

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MN010 N169
Golden Valley, MN 55427

If you have questions or need assistance with the new site, please contact U.R.N. at:

Phone: (800) 847-2050

Email: URN_Customer_Service@uhc.com

Fax: (262) 313-9808