

IRIS FAQs

1. What do I do if I forget my user ID or password?

Notify your office manager, they can reset your password for you.

2. How do I change the notifications that the clinician gets?

Notify your office manager and they can edit the user information in the 'Manage Site Information/ Users'.

3. I don't have the referral #, how can I find a referral?

You can search for referral by patient name from the 'entry page'. Enter the last name and first initial of the patient's name into the search field. If there are any referrals that have been submitted that match the search criteria you entered they will be listed from oldest to newest.

4. Can I view a referral submitted by another site?

Users can only view referral orders and details for those orders that have been submitted from their site or that have been referred to your site.

5. I need to add more results to a referral that has already been submitted. What should I do?

From the 'entry page' select Add supporting documents to a referral then upload the documents the same way that you would for the 'un-submitted orders'.

6. How do I unlock a referral order in a queue?

The user that began processing (or locked) the referral can at anytime finish processing the referral. This user or a site administrator can also unlock the order by View Queue Details, scrolling over the padlock icon and 'double-click' on the padlock icon. This will unlock the referral order.

7. Where can I find a referral once it is processed out of my un-submitted or auth queue?

All the referral orders that a site has submitted can be found in the View site outstanding referrals until these are processed and scheduled by the receiving clinic. Once these are scheduled there will be a 'notification' sent with the appointment details. A user can also always search for a referral by either referral order #, or by patient name from the 'entry page'.

8. How do I know if a servicing clinic accepts certain insurance types?

Most servicing clinics have customized their referrals to prompt the user if they have specific insurance allowances or requirements. If an office does not state that they do not accept a certain insurance then go ahead and submit the referral. The servicing clinic can always decline the order with a reason if they would like to.

9. What do I do if the authorization I obtained is not simply a number but an entire document?

From the View Pending Authorizations open the referral in question and in the text field for the auth# type in “Document attached” then select ‘authorized’. Then you must ‘return to entry page’ and select Add supporting documents to a referral enter the referral order # and upload the authorization document.

10. How can I change or add an end of day email notification?

From the ‘entry page’ select manage my information this will allow the user to update email, contact information or change password.

11. I have a STAT referral, should I use IRIS?

DO NOT use IRIS for STAT referrals. Always contact the servicing clinic by phone and follow their instructions for how to get the patient seen ASAP.

12. I know that a certain insurance plan does not require authorization, but the referrals still get send to my auth pending queue, what should I do?

Continue to select the “Authorization not required” from the View Pending Authorizations and email Katie with a request that this service for this specific insurance type be changed. kvinson@hdfmc.com

13. My clinician repeatedly has a complaint about one question in one rule, can we change the rule question?

Email Katie with the Clinic name and what is being ordered and which question or item is a problem and she will contact you to follow-up within 2 days.

kvinson@hdfmc.com

14. What do I do when a patient has a work comp, but is already in the IRIS system under another insurance carrier?

Each time a referral order is submitted, the user is asked to verify the insurance type. Simply change the insurance to “Workman’s Compensation” for the work comp referral and the user will be asked to change it back for another referral under the patient’s private insurance. ALWAYS VERIFY INSURANCE WITH EACH REFERRAL ORDER!

15. I need to submit a referral and do not have a user login. Who do I contact?

Contact your office manager, they will add you into the IRIS site and assign you a user ID and a password.