

MEDITRACT – Frequently Asked Questions

1. How do I log in for the first time?

Go to www.Meditract.com – Click the secure log in button in the upper right-hand corner and enter your Beaumont email address. (If @beaumont.org does not work, try using @beaumont.edu.) The initial password will be beaumont and your last name (all lower case and all one word); for example, my last name is Rivard, so my password would be beaumontrivard. You will then be prompted to create a new password and set up a security question.

2. Can I access Medittract.com from anywhere?

Yes, Medittract.com can be accessed from anywhere you have internet service.

3. I hear there is a phone app that I can use to record time. How do I download it?

For iPhones, the app is in the App Store – Search for Medittract TERMS and download.

For Android Phones, the app is in the Google Play Store-Search for Medittract TERMS and download.

4. I am a monthly reporter. How will I know what week is the assigned week to report?

You will receive a reminder email the first day of the week that is assigned to report and the last day of the week. There also is a time reporting calendar showing all of the 2017 assigned weeks in the Policies and Procedures tab on your time sheet.

5. For monthly reporters - Why does the entire month show when I only report one week per month?

The entire month is available to allow you to enter time into a week other than the assigned week. If you will be off the assigned week, please choose an alternate week during the month beginning with a Monday. Enter in the description box that you are using an alternate week because you were off for the assigned week.

6. How do I record travel time for meetings?

Add the amount of time for travel to your time entry for the meeting.

7. How do I record rounding with students, residents or fellows?

If you are doing clinical rounds with students, residents or fellows and you are billing for care, record this as Direct Billable Patient Care under the Clinical activity. Do not record this under teaching; only record Teaching for non-billable time spent with a resident or fellow.

8. How is my time sheet sent to my approver(s)?

When the time sheet is certified, it is sent to the approver(s) for review and approval.

9. What if I accidentally certify my time sheet and I need to make a change or enter more time?

Contact your approver or the finance contact listed on your time sheet and ask them to “decertify” your time sheet. Your time sheet will then be reopened to allow you to make your changes. Certify again once you have finished.

10. What is the purpose of the “Other Non-Contracted Activities (optional)” option on my activity menu?

Each physician’s activity menu is restricted to the roles that are identified in their contract. For example, if a physician only has an administrative role, the menu only lists administrative activities. In the event a physician spends time on a non-contracted role, for example, teaching, they can record the teaching time under the “Other Non-Contracted Activities (optional)” menu option. Please note that recording non-contracted time is not required and is at the option of the physician.

11. Is a physician required to add notes to their time reporting?

Physicians are requested to add notes when using the unspecified activity options such as “Administrative Other” or “Teaching Other.” It is not required to add notes to other activity items. There may be times when an approver would like more information about activities the physician records and may request additional notes.

12. For weekly time reporters – Why do I have to report time every week?

Physicians who report weekly have an independent clinical practice. This places them in a higher risk category than other physicians. Therefore, documentation of all hours paid is required in the event of review by regulatory agencies.

13. The Meditract system requires more detail than we used to report. What caused the change from reporting hours by general CARTS categories to reporting sub-activities?

After consultation with hospital legal counsel and administration, it was determined that reporting hours by general category was insufficient to answer regulatory inquiries. It also did not contain enough detail for the funding business units to understand the work that was being performed. The sub-activity menus, along with the ability to add notes where applicable, help to resolve these compliance issues.

14. Why does \$0.00 rate information show up on my timesheet, or why do I get messages about certifying or approving \$0.00?

Time reporting for physicians employed for CARTS roles is a passive tracking mechanism for compliance purposes. It is not tied to payroll processing. Therefore, the rate information is not applicable for this purpose. In the future this system may be used for Contingent Physician work and the functionality related to hourly rates may be applicable in those circumstances.

15. How can I determine what my CARTS FTE information is in my contract?

There is a section on your timesheet entitled “Role information.” If you click on that section, it will outline each CARTS role and FTE for which you are requested to report your hours.

16. Are there any training materials available?

Yes, there are training materials available under the Training Materials tab on your time sheet.

17. I have more questions or am having trouble with the system. Who do I contact?

Meditract has a help line operating 24/7 at 877-492-8490. During regular business hours you may contact Cheryl Rivard in BHPP Finance at 248-423-4391 or cheryl.rivard@beaumont.org