



EI Hub Service Logs

Approving Service Logs for Billing in the Service Logging Module – Clerical Personnel

To complete billing activities for submitted service logs, you must first open the Service Logging module of EI Hub.

1. Navigate to the “Clerical Portal”
2. Select “View Hold Visits” from the menu
 - a. The system will open a list of all service logs that are on a hold status
3. Service Logs with “Ready” in the “Claim Status” column and “Yes” in the “Hold” column are ready to move through the billing process
 - a. If needed, an individual service log can be reviewed by clicking “Visit Details”
4. Click the checkboxes in the first column of the list of service logs on holds
 - a. Can select one or more service logs at a time
5. Click “Batch Actions”
6. Select “Toggle Hold Status”
 - a. System will automatically open a new window
7. Click “Change Hold Status”
8. Click “Close” in the new window
9. Navigate to the “View Ready/Off Hold Visits” from the menu
 - a. Service Logs with “No” in the “Hold” column is a completed claim that will be processed for payment

For assistance, please contact the PCG Helpdesk at 877-522-1065 or INFirstSteps@pcgus.com.

Helpdesk hours of operation: Monday – Friday 8 a.m. to 5 p.m. ET