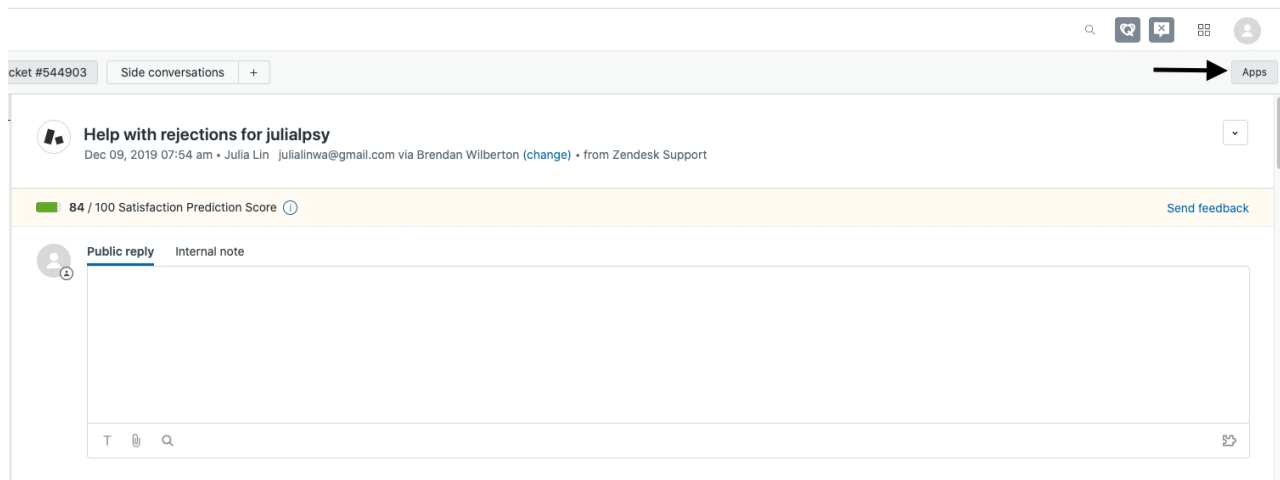# INTERNAL: Using the Knowledge Capture App for Submitting Articles for Review
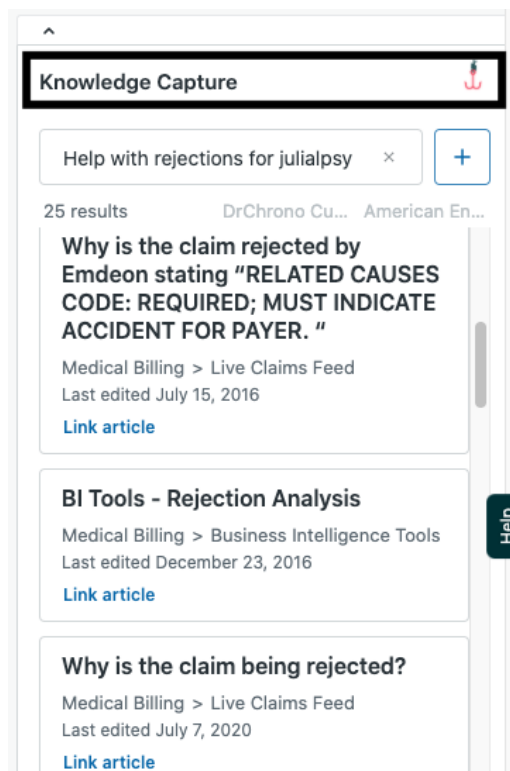
07/24/2024 6:00 pm EDT

You can easily send articles that need updating, editing, or reviewing to the content team using the Knowledge Capture App while working on tickets.

1. In the ticket, go to **Apps** in the top right.

2. Scroll down to the **Knowledge Capture** section and select an article.

3. After opening the article, click on the **(**

) icon to open a text field to write your comments, suggestions, or edits.

4. Enter your comments in the box. You can enter more than one comment by clicking on another (

) to open another text box. When you are finished click **Send Feedback**.

missing information. drchrono now offers tips to get your claims back on track.

Hover over the "Rejection info" to learn why a claim was rejected and how you can fix it.

ⓘ Rejection Info

ACK/Reject Inval Info - Principle Diagnosis Code

Meaning

The principal diagnosis code which you have entered on the claim is not specific on the patient condition. If you have entered a 3 or 4 digit diagnosis code, then please find a more specific 5 digit diagnosis code. (Ex. Need to use 280.00 instead of 280.0)

> Need to use ICD-10 codes. |

How to fix it

"E" codes cannot be the first code in box 21. Need to switch the "E" code with another diagnosis code in box 21. Go to the appointment details screen and delete the E code and re-enter again, it shouldn't be the first > check the box "Resubmit claim" > "Verify and Save".

ACK/Reject Inval Info - Diagnosis Code

Meaning

Cancel   **Send feedback**