

Scanning into the Non-Patient Directory

Quick Reference Guide for RCM Clients

What's the non-patient directory?

The non-patient directory is a secure document repository where you can store things that are unrelated to a specific patient or are related to multiple patients. Non-patient directory (NPD) should be used for communication with RCM about things like EOBs, denials, capitation checks, or letters from insurance companies.

So how does it work?

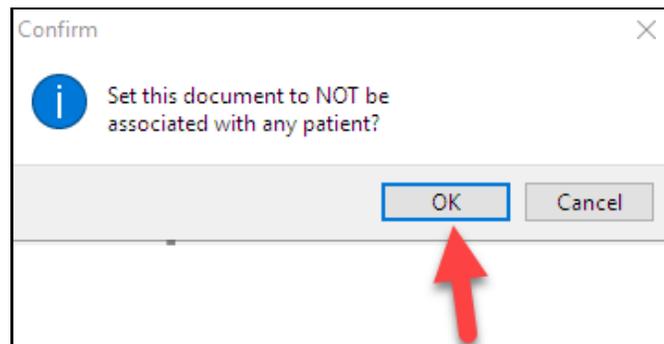
RCM will provide you with a scanning cover sheet that you can use to document all items you are scanning into the NPD. This is a critical check and balance to make sure nothing is missed!

You can scan your document into OP directly, or you can scan onto your computer and then attach to OP. See the **resources** section below to find additional information on scanning documents. Once an item is in OP, you will want to attach it to the non-patient directory so that RCM can find it.

Step 1: Click the red "X" to remove the association with the patient. (Note: you will need to click in this field to see the red "X")



Step 2: Click "OK" to remove the association with the patient.



Step 3: Choose Item Type of "Non-Patient Directory". Leave Item Category blank.

Note: If you would like to be able to search for checks or insurance payers, you will want to add a note on the scan. You can also use the notes to identify anything out of the ordinary for the

RCM team. In Notes, enter the insurance name and check number or other description as appropriate:

- a. IE: BCBS #123456789
- b. IE: BCBS Denial Letter

Step 4: Click Save.

What next?

RCM will review all items in the non-patient directory and mark them “Reviewed”. If you look back at older scans, you will be able to see who reviewed them and when they were reviewed.

Resources:

[Scanning a New Document](#)

[Importing a PDF](#)

[Editing & Deleting Documents](#)

[Searching for Documents](#)

[RCM Client Scanning Cover Sheet](#)