

MARCH 2022 EDITION



A monthly newsletter
exclusively for
OP RCM Practices

Place of Service and Modifier Updates

In an effort to keep up with evolving needs in the medical industry, CMS has made updates to Place of Service codes to specify the *patient's* location during Telehealth visits.

Additionally, new Modifiers were added regarding Facility and Critical Care coding and the delivery of Telemedicine care. Visit [2022 Place of Service and Modifier Updates](#) to learn more.

Our Dev teams are working to get these updates into OP.

Claim Notes From the RCM Team

Claim Notes entered by the OP RCM Team are now more easily identifiable in the **Claim Status History** section of the patient's Claims window. These notes have a Status category of **ZZ: RCM Note**.

Claim Status History:							
Add Status				Check Status			
Status Date	Staff #	Status Category	Code	Entity	Payer Claim ID	Amount	Notes
03/17/2022		ZZ: RCM Note				0.00	This is a note from RCM about the selected claim :)

Reports to Improve Visit Volume

If you've noticed a decrease in visit volume, specifically where Well Visits and Follow-ups are concerned, **contact us to schedule a free reporting consultation!**

We're happy to walk you through how to run the best recall reports to help identify patients who are overdue for these important visits.

RCM Team Member Spotlight

Jennifer Sanchez, RCM Client Services Specialist
jsanchez@officepracticum.com

About Jennifer went to Broward College where she pursued a degree in Medical Office Management. She began working in the medical field, exploring different positions which led her to find her passion in pediatrics. For the past 6 years, she's worked as a Billing Coordinator, exposing her to all different levels of billing understanding.



Fun Facts Jennifer was born in Puerto Rico and was raised in Coral Springs, FL. She is a proud mom of two beautiful girls and shares her life with her high school sweetheart. They both share the same hobby, car racing! You can imagine life is full of adrenaline!



Email our inbox at rcmlife@officepracticum.com for urgent issues or non-claim-specific questions. Tickets will automatically be created and routed to your RCM Client Services Specialist.

