

APRIL 2022 EDITION



A monthly newsletter  
exclusively for  
OP RCM Practices

## Optimizing Your Workflows

The OP RCM Team strives to make providing excellent patient care easier for our Providers. To this end, we're excited to announce that we're providing a new service, **Practice Optimization**.

Practice Optimization allows us to perform a workflow and payment analysis and an EHR utilization review to help your office capture any missing revenue and decrease manual work. Our goal is to improve the financial health of your Practice with a "How can we help?" approach.

**Look for an email with more info about this new service and reach out to your CSS with any questions!**

## Prolonged E&M Services

As part of the 2021 E&M coding and documentation changes that went into effect on 1/1/2021, a new CPT code, **99417** - Prolonged Services was created.

This code is used to show additional time spent on/with the patient's care in 15-minute increments, that are not within the defined timeframes of the Level 5 E&M CPT Codes.

**Note:** The guidelines for the usage of this code vary by payer. It's best to confirm requirements prior to making a major coding change. For example, Medicare created HCPCS code G2212 for the coding of Prolonged Services.

For detailed information, visit the AMA's website.

## RCM Team Member Spotlight

Pamela Walker, RCM Implementation Specialist  
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**About** Pamela has acquired her knowledge and experience while working in this industry for over 20 years. She has had the privilege of working for insurance companies as well as physician Practices that specialize in Neurology, Neurosurgery, and Pulmonary/Critical Care/Sleep. In her role as a Medical Billing Manager, she assisted with taking a practice from paper charts to an electronic Practice Management/Electronic Health Records system.



**Fun Facts** Pamela is a soon-to-be empty nester! She and her husband have been blessed with 4 children, the youngest of which is in her last year and a half of college. She enjoys reading, the beach, and spending time with her family.



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