

MAY 2022 EDITION



A monthly newsletter
exclusively for
OP RCM Practices

Instamed Merchant Services Reports

Reconciliation of payments in InstaMed to Receipts in OP is recommended to ensure that all payments were successfully processed into OP and posted. Discrepancies between the two could lead to open balances and confusion among parents and your staff.

How it works: As payments are made via InstaMed Merchant Services (via the InstaMed online portal or by processing a credit card in OP), a DPA file is created. Each morning, before a daysheet is run, that DPA file is processed into OP for auto-posting of the payments.

If an auth/approval code isn't received while taking payment, the transaction isn't sent to InstaMed. Here are some reports to run in InstaMed to compare against your Receipts in OP:

- **End of Day Report** (for daily reconciliation): Payment > Payment History > EOD and specify yesterday's date
- **Activity Summary** (for weekly reconciliation): Payment > Payment History > Activity Summary and select Last 7 Days
- **Deposits Summary Report*** (as often as you'd like): Payment > Payment History > Deposits Summary

** It can take 2-3 business days for a credit card payment to show in a bank account. eCheck payments could take 3-5 business days.*

Coding for Preventative Medicine Services

CMS has recently released [guidance](#) about billing for COVID vaccine counseling. This guidance uses the same Preventive Counseling codes (99401-99409) that can be utilized for other preventive reasons.

In a recent review of payer policies, it has been noted that breastfeeding support and obesity prevention can also be covered and billed as Preventative Counseling. Below, are a few links to large payers that have posted their payment policies on these codes. Reach out to your Practice's Insurance representative(s) if you can't locate the payment policies for your largest payers.

[CMS: COVID Counseling Checklist](#)

[BCBS TX: Preventative Services Policy \(4/1/2022\)](#)

[United Healthcare: Preventive Medicine and Screen Policy](#)

RCM Team Member Spotlight

Matthew Douglas, RCM Business Analyst

About Matthew went to Temple University, where he pursued a degree in Actuarial Science with a focus on Life Insurance Policy pricing. He joined OP right out of college, nearly 3 years ago! During his time with us, he's been instrumental in creating an interconnected data environment that allows OP to record and report on key performance metrics.



Fun Facts Matthew was born in Tampa, FL where he graduated high school early in order to move to the northeast! He enjoys trying out new restaurants in Philadelphia, having sarcastic arguments with his two cats, and engaging in all manners of nerdy activities like Dungeons and Dragons and video games (his words!).



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.