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A monthly newsletter
exclusively for
OP RCM Practices

Tip of the Month

Linking Families in OP

One of the areas we see our Practices struggle with is the entry of Family Contacts and the linking of patients. **Did you know there are three "families" in OP?**



Social



Financial



Genetic

For revenue purposes, we're most concerned with the linking of **Financial family** members -- which is done by selecting the same Family Contact as the Patient Responsibility Guarantor in the patients' Insurance Records.

This linking makes it possible **to send accurate family statements** and **transfer family credits** seamlessly! If you're struggling with this linking, confirm that you don't have a Contact entered into OP multiple times. That's the main reason for the inability to link. If you do, they'll need to be merged. **[Here's how!](#)**

Interperiodic Visits and/or Screenings

Medicaid's Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) programs entitle children under 21 to certain preventive and screening benefits. To this end, all states follow a set periodicity schedule, mostly based on the **[Bright Futures](#)** recommendations, to ensure that all age-appropriate services are provided.

If an issue requires diagnosis outside of the periodicity schedule, then an Interperiodic visit or screen would be needed. Billing guidelines for these visits are very similar as the services you are providing are the same, just at different points in the child's periodicity schedule.

See: **[EPSDT - A Guide for States](#)** for more info!

RCM Team Member Spotlight

James Griffith, Client Services Specialist
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About James has been in the pharmaceutical industry for about 10 years but has been focused on customer service for well over 20! His background includes several different healthcare specialties such as pharmacy and dental, as well as financial specialties such as mortgages, short sales, and fraud.

Fun Facts James loves to play basketball and coach basketball, football, and softball-- softball being the most challenging but rewarding! He enjoys spending time with family and friends, cooking on the grill, going to bible study, and hanging with his two dogs, Bella, a 1-year old Boxer, and Drax, a 12 week old American Bully.



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.

