

AUGUST 2022 EDITION



A monthly newsletter  
exclusively for  
OP RCM Practices

## Tip of the Month

### Best Practice: Insurance Cards

One of the best ways to reduce claim denials, rejections, and messages from the RCM Team is to [scan Insurance cards into OP](#) and save them to the Patient Chart.

If we can access the card directly from OP, we can fix possible typos or other inaccurate info without Practice-intervention.



- **Confirm insurance** at each visit
- **Scan an updated card** at least once a year

## CDC COVID-19 Vaccination Program

The HRSA COVID-19 Uninsured Program has stopped accepting vaccine administration claims as of April 5th, 2022.

The CDC still expects Providers participating in the [CDC COVID-19 Vaccination Program](#) to deliver the vaccines at no cost to the patients or to refer patients to alternate resources for uninsured individuals seeking COVID-19 services such as their local Medicaid enrollment offices, the Healthcare Marketplace, COVIDtests.gov, or HRSA.gov.

## What Our Clients Are Saying About Our Latest Initiatives

We've been working on several initiatives to improve your experience with our RCM services and there are more to come!



### Practice Optimization reviews

*"(PO) pointed out a lot of Surveys we missed to bill. This let us know that you have our best interest in mind" - Billing Manager in Georgia*



### Addition of names to primary RCM Team logins

*"Very excited about the names and the clarification of who to message in OP. Having the name gives you a relationship with the person on the other side" - Provider in Maryland*



### Addition of a dedicated Payer Specialist

*"RCM (CSS) is an amazing resource" - Office Manager in Maryland*

## RCM Team Member Spotlight

Laura Jones, RCM Client Services Specialist  
[ljones@officepracticum.com](mailto:ljones@officepracticum.com)

**About** Laura started her 38 year career in the medical field as an EMT/Firefighter in Colorado. She's worked in several medical fields including PreOp/PACU for a Pain Management ASC, Internal Medicine, and Digestive Health to name a few! She's experienced in patient care, insurance verification, billing, A/R, and chart auditing.

**Fun Facts** In her spare time, Laura enjoys the company of her spouse of 20 years, David, her 2 dogs, and her 5 grandchildren. Her main hobby is photographing beaches, sunsets, nature, family, and wildlife while taking walks and enjoying long relaxing weekends.



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[rcmlife@officepracticum.com](mailto:rcmlife@officepracticum.com) for urgent issues or non-claim-specific questions. Tickets will automatically be created and routed to your RCM Client Services Specialist.

