

As you know....

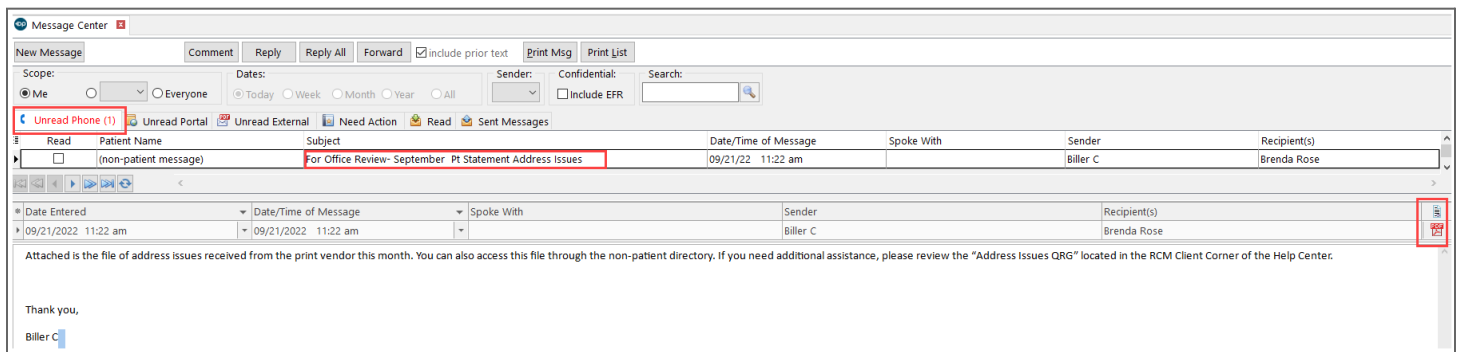
We send statements to your patients each month. As part of this process, Waystar provides us with an **Address Issues file** that contains a list of statements that can't be sent due to an issue with the Patient Responsibility Guarantor address listed in the patient's Family Contacts.

What's in the Address Issues file?

The Address Issues file contains a list of addresses that have been updated and changed through NCOA (the USPS National Change of Address Database) and addresses that have been deemed undeliverable. The file also includes a "new address" column which displays addresses that have actually been updated and changed to a different address than what was submitted in the statement file from OP. These new addresses are retrieved from the USPS NCOA database and listed on the address issues screen.

How do you locate the Address Issues file?

Via OP Message: Once a month, RCM will send a message to the main contact titled "**For Office Review- [Month] Pt Statement Address Issues**". Click the **file icon** to open the file in Document Management.



The screenshot shows the Message Center interface. At the top, there are buttons for 'New Message', 'Comment', 'Reply', 'Reply All', 'Forward', 'include prior text', 'Print Msg', and 'Print List'. Below these are search and filter options. The main area displays an email from 'Biller C' to 'Brenda Rose' with the subject 'For Office Review- September Pt Statement Address Issues'. A red box highlights a 'file icon' in the top right corner of the email content area. The email body contains the text: 'Attached is the file of address issues received from the print vendor this month. You can also access this file through the non-patient directory. If you need additional assistance, please review the "Address Issues ORG" located in the RCM Client Corner of the Help Center. Thank you, Biller C'.

Via the Non-patient Directory

- Navigate to the Search Documents window: **Clinical or Practice Management tab > Document Mgmt button > Search button.**
- Use the drop-down in the **Item Type** field to locate and select **Non-patient directory.**
- Select an appropriate **Date** radio button to narrow down your search results.
- Click the **Search** button.
- Hover over the **Entered by** column header, click the **filter** icon, and select the checkbox for **Biller C.**
- In the Documents list, double-click the line with the note "**For Office Review- [Month] Pt Statement Address Issues**".

What should you do with the information?

For patients with a new address, [update their and/or Patient Responsibility Guarantor address](#) and apply the change to any linked siblings and Family Contacts. For all other patients, verify the address and make changes as needed.