



A monthly newsletter
exclusively for
OP RCM Practices

Tip of the Month

Validate Encounter Templates

Template management plays an important role in passing correct and appropriate Diagnosis Codes to claims by reducing denials, rejections, and missed billing opportunities. We recommend working with someone on your Clinical team **at least once a year** to validate the DX Codes in Encounter Templates to make sure the codes being passed to superbills are accurate.

See: [Managing Templates](#) for steps on how to update your templates and validate DX Codes. You should plan on doing this after but close to October 1st to take into consideration the new [ICD-10 codes effective as of October 1st](#).

Practice Optimization: Workflow Analysis

As part of the services provided by OP RCM, we are now implementing **Practice Optimization**. The goal of Practice Optimization is to increase the financial health of your practice with a **"How can we help?"** mindset.

We'll perform:



A **workflow and payment analysis**



An **EHR utilization review**

This will help your office capture any missing revenue while also decreasing manual work. Please reach out to your CSS if you have any questions or to request a consultation with our Practice Optimization Consultant.

RCM Team Member Spotlight

Amber Zeltner, RCM Client Services Specialist
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About Amber's background in healthcare revenue includes various areas of the revenue cycle process, from Provider enrollment all the way through payment posting. She's worked in multiple specialties from hospital billing to mental health. She is looking forward to working with you and leveraging her industry knowledge to support growth within your practice.

Fun Facts When she is not working, she is spending time with her three boys and they definitely keep her busy! Her oldest two boys play travel baseball, so her weekends typically are spent at a ballfield somewhere, cheering on her two favorite players.



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.