

Welcome back to the OP Client Newsletter for September 2022!

It's back-to-school season, which means your offices are busier than ever! Keep reading to see what's new with OP as another school year kicks off. You'll find some highlights from our most recent release, operational tips and tricks, and a sneak peek of where you can find us this month. And before you go, don't forget to share your feedback or any recent updates made to your office's contacts at the end of this newsletter.



Claims Column Order

Recent Release Highlights

Last month, some changes were made to the Claims window as part of our 20.17.12 release that involved

consolidating and removing some columns. After reviewing your feedback, our Product & Development teams returned the **Total Insurance** and **Total Patient Paid** columns back to the Claims window. Review other updates from that release. As we continue to improve, we'd love to hear from you again! Our team is looking to establish a generally accepted

column order decided by our practices. Go here to complete a one-question survey and let us know your preferences regarding the column order in the Claims window. Please note: we'll be disabling the ability to move column headers around. You can move the header in your current version, but the data below is not transferred with it.

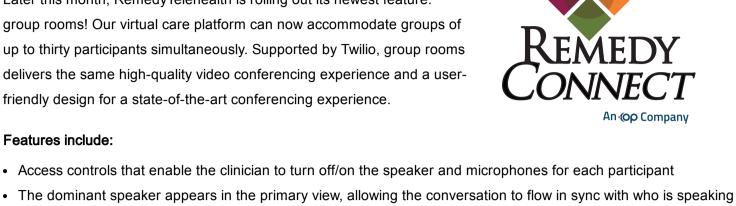
Patient Engagement Updates

Coming Soon! RemedyTelehealth Group Rooms

Later this month, RemedyTelehealth is rolling out its newest feature: group rooms! Our virtual care platform can now accommodate groups of

up to thirty participants simultaneously. Supported by Twilio, group rooms delivers the same high-quality video conferencing experience and a userfriendly design for a state-of-the-art conferencing experience. Features include: · Access controls that enable the clinician to turn off/on the speaker and microphones for each participant

SUPPORT CORNER



- Send invites to each group via text or email patients can join from a desktop, laptop, or mobile environment • Payment processing within the platform enables the clinician to take copayments before the session begins
- Easily schedule groups by importing a spreadsheet of participant names, phone numbers, and email addresses
- Contact your account manager for a demo and pricing information.

OP-timizing Your Support Ticket

expedite the review and resolution of your inquiry: Patient Acct Number(s) · Dates of Service

If you need to open a ticket with our Support team, it's essential to provide the best, most relevant information. When emailing Support or opening a ticket on the Support Hub, please include the following details in your initial request to

- Workstations Impacted (1 or all) Staff Users Impacted (1 or all)
- Specific Location Impacted (1 or all)
- Error Message Verbiage (if applicable)
- Depending on the request, screenshots can also be beneficial. Be sure to remove or block out any PHI before sending.

look forward to hearing from you!

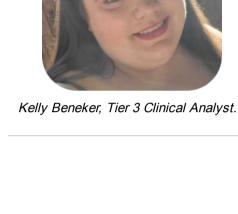
Clinical Analyst, Kelly Beneker.

- Regardless of the situation, the more information you can provide upfront will help cut down on email & phone tags. We
- Meet the Team!

Our Customer Support team is here to help when you need it most! We'll often introduce you to a team member to get to know them better and maybe even recognize them the next time you call in. This month, meet our Tier 3

Kelly has been with OP since April 2021 and is a core asset to our Support

Team. She has a great work history in client service and has quickly adapted to the constantly changing healthcare scene. Kelly is a bright light to our Support Team and goes above and beyond to bring the best resolutions to client inquiries. As one of our liaisons from Support to Development, she always works to represent the client's voice and use sound judgment. We are



Recent Support Trends To address issues identified as affecting multiple customers, the Customer Support team consistently manages and updates our Support Trends page on the Help Center. This page also gives direction for what to do if you're experiencing one of these issues and provides workarounds, if available.

proud to have Kelly as one of our experts. If by chance you work with her,

you will have a great experience each and every time.



Surveys!

Do you need help and unsure of where to go? Check out the OP Support Hub to find links to email our team, manage your support cases, and more!

Looking For Support?

the OP Help Center, case management, and online chat. The best channel for you will depend on what support needs you have.

The OP Support Hub gives you access to all OP support channels, including

Did You Know? New Bright Futures Development Surveillance

available now on the Help Center, with content reflecting the most current AAP Bright Futures toolkit recommendations.

Practices that wish to use these internal OP surveys as part of their developmental surveillance can download and link them

to the appropriate well-check templates. **Download** the new surveys located in the "Bright Futures" group. Get instructions on how to import the surveys into OP.

New Bright Futures Developmental Surveillance surveys are





Communities Act.

In our most recent episode, host Shawn Rosler talks

Health Clinical Innovation, about the Bipartisan Safer

with Kristina Colligan, OP's Director of Behavioral

Pediatric Success They explore what is included in the Act, its significance, and how it will affect kids! Ep 24: The Bipartisan Safer Communities Act and Our Kids Kristina Colligan, Director - Beha Health Clinical Innovation **Listen Now** Shawn Rosler



REDUCING INSURANCE A/R

WITH ERA PAYMENT POSTING

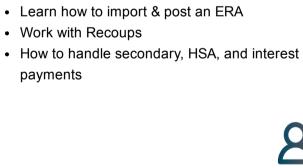
Monday, Sept 19, 2022 Thursday, Sept 15, 2022 2:30-3:30 pm EST 2-3 pm EST Register Register

REFERRALS WORKFLOW

Tuesday, Sept 27, 2022 11 am-12 pm EST

Register

• Respond to a Referral - best practices for closing the referral (completing the process, Med Rec.)



- · Creating referral tasks

Pediatric Conference Irvine, CA

SEPTEMBER 23-25, 2022

Re-Issuing a Referral



• Create new Security Groups

· Review permission meanings

· Give individual rights

SECURITY SETTINGS

• Create and print the referral or send it if the office has the capability of sending it electronically

Over the next month, we will be exhibiting at the AAP Orange County Pediatric Conference, Michigan AAP and the AAP NCE shows.

UPCOMING EVENTS

Stop by the OP booth to say hello! September 23-25 September 30-October 1 **AAP Orange County Chapter** Michigan Chapter AAP





JOIN US!

APRIL13-15 Gaylord Resort,

National Harbor, MD

ENGAGE

NEXTSTEP

Don't forget to **save the date** for Engage 2023! Our first in-person

user conference since 2019 is being held April 13-15, 2023 at the

Gaylord National Resort & Convention Center in National Harbor,

Maryland. Dr. Sandy Chung, President-Elect of the American

Annual Conference

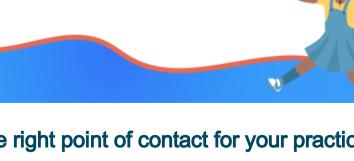
Ann Arbor, MI

Academy of Pediatrics will be our Opening Keynote Speaker and for the first time ever, we're expanding the conference to include our new lines of business for behavioral health, NextStep Solutions and patient engagement & marketing, RemedyConnect. **REGISTRATION OPENS SOON** Registration opens later this month.

STAY IN TOUCH

you are still navigating. To ensure the right people on your team receive our communications, please take a

National Conference & Exhibition



Do we have the right point of contact for your practice? Over the past few years, we've seen unprecedented change as the world reckoned with the impacts of Covid-19. One of the biggest shifts specific to the healthcare industry has been the staffing challenges that we know many of

moment to <u>update your practice's contact information</u> using our easy-to-fill form. Multiple staff changes? No problem! You will have the option to add or edit more than one contact at a time without needing to submit the form multiple times.

Submit new info

technology.

We would love to hear from you!



 Topics for training webinars · Features you would like to see in future releases • Successes you want to share with the pediatric community I have an idea!

Please send us your ideas! We want your thoughts and

feedback about how we can make your lives easier through





©2022 Copyright Contact Privacy Policy Unsubscribe