



Holding Superbills

Quick Reference Guide for RCM Clients

You may have noticed....

We are using a feature in OP that allows the grouping of superbills by the reason that they have not yet been converted. Grouping and labeling the superbills allows both RCM and your practice to know where these superbills stand and highlights those that need your attention.

What does this mean for my office?

When we receive a claim that is marked as Ready to Bill in the Billing Status, OP checks for things such as: active insurance, that the rendering providers match and coding for age. If the system or the RCM team finds that the superbill is missing any data that would cause it to reject or deny, we will move it to one of the **HOLD** statuses for your team to review. Once your team has reviewed it, and made corrections (if needed), change it to a **Ready - Bill Manually** status to let our team know that you have fixed it.

The goal is to reduce the number of rejected/denied claims that could have been caught earlier in the process. Additionally, it will decrease your pay cycle, meaning you will get paid quicker!

So how does it work?

When our team finds a superbill that is not ready for conversion or when we receive a first level rejection, we will move the superbill for that patient to the appropriate **HOLD** status. Whenever possible, our team adds comments to these superbills to help you determine what the problem is. Your office can also add comments on how the claim was corrected, however, please **do not erase** the comment added from the RCM team. **It is best practice to review and work on any superbills in a hold status daily.**

Two ways to locate superbills placed on hold

Option 1: Billing tab > Billing Center button > Superbills tab > select the Hold radio button.

Patient Name :									
2	08/19/2019	87880	STREP A ASSAY W/OPTIC					Ready	<input type="checkbox"/>
2	08/19/2019	99202	OFFICE/OUTPATIENT VISIT, NEW	J02.0				Ready	<input type="checkbox"/>
2	08/19/2019	87430	STREP A AG, EIA					Ready	<input type="checkbox"/>

Option 2: Follow this path: Billing tab > Patient Chart button > Charges.

SUPERBILL (UNPOSTED) CHARGES															
Claim #	Date	CPT	Mod	CPT Description	Units	Rend	Serv	ICD10 1	ICD10 2	ICD10 3	ICD10 4	NDC ID	Couns?	Stage	Comments
2	8/19/2019	87880		STREP A ASSAY	1								<input type="checkbox"/>	Hold - missing	
2	8/19/2019	99202		OFFICE/OUTPATIEN	1			J02.0					<input type="checkbox"/>	Hold - missing	
2	8/19/2019	87430		STREP A AG, EIA	1								<input type="checkbox"/>	Hold - missing	

Once the patient's charges are located, determine and correct the problem, then update the superbill stage field to **Ready - Bill Manually**. You will notice that all superbill charges associated with the Visit will automatically update to **Ready- Bill Manually** status.

Note: If you are unable to correct the issue with the superbill, please message RCM to discuss next steps.

Examples of Hold statuses and what to look for:

- If the patient's charges are on **Hold - Missing Insurance**, navigate to the Insurance section of their chart to confirm that the insurance is ranked.

Status	Ranking	Code
ACTIVE	Primary	UHCC

If the Ranking information is entered, the patient is likely not eligible with the insurance marked as **Active** and **Primary** in the patient's chart. Once you have updated the patient's insurance, update the status to **Ready - Bill Manually**. If you are unable to find an issue with insurance, make sure you confirm the patient's demographics as well (patient name, DOB, subscriber info).

- If the patient's charges are on **Hold - Missing Information** or **Hold - Other Reason**, there may be a coding issue with the patient's claim. Make sure that your office visit and all associated codes are included. Also, ensure that the diagnoses and CPTs selected match the patient's age. Once corrections have been made, then update the status to **Ready - Bill Manually**. See [Scrubbing Superbills and Common Modifiers](#).
- If the patient's charges are on **Hold - Missing Credentials**, it is likely that we do not have the Provider listed as a credentialed Provider with the insurance or that there is another issue with credentialing (recertification, NPI, Tax ID, etc). Once corrections are made, update the status to **Ready - Bill Manually**.

OP Help Center Resources

- [Reviewing Open Superbills](#)
- [How Charges Get to the Superbill](#)
- [Why won't the insurance rank?](#)
- [Why is the same insurance showing as Primary and Secondary?](#)