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EDITION



A monthly newsletter  
exclusively for  
OP RCM Practices

## Tip of the Month Superbills on Hold

At times, RCM is unable to convert superbills into claims. When this happens the team will place the superbill in a hold status pending further information or investigation. The superbill often needs attention from the practice in order to convert the claim.

**What should you do?** Review the hold buckets at least weekly to provide the necessary information to convert claims. Once the corrections have been made, change the superbill stage to "Ready bill manually". The RCM billing team will convert the claims or add additional comments if the superbill needs more attention.

Here's a [QRG](#) to help your practice with these superbills.

## Managing Flu Season

Here are some ways you can make sure your patients are vaccinated to protect them against the Flu.

- **Identify Patients Who Need to Be Vaccinated** - Run a [Vaccine Status Recall Report](#) to identify patients who are due for a Flu vaccine.
- **Promote Getting Vaccinated** - Remind your entire team to promote the importance of getting vaccinated.
- **Schedule a Flu Clinic** - Holding a Flu Clinic will make your vaccination workflow easy! Knowing the volume of patients will help you prepare your staff and inventory. See [Flu Clinic: Calendar Setup](#) and [Flu Clinic: OP Setup](#) to get started!

## RCM Team Member Spotlight

Anne Coffey, RCM Client Services Specialist  
[acoffey@officepracticum.com](mailto:acoffey@officepracticum.com)

**About** After completing her CPC certification, Anne began her Billing and Coding career in 2012 working for a Radiology company. She joined OP in 2016, as a dedicated biller, performing all billing activities from billing to payment posting to A/R follow-up.



**Fun Facts** Anne enjoys reading, gardening and playing with her Beagle, Molly Mae.



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