

JANUARY 2023  
EDITION



A monthly newsletter  
exclusively for  
OP RCM Practices

## Tip of the Month

### Newborn Best Practices

Depending on the insurance carrier, it can take up to 60 days for a newborn to get added to their parent's policy. This can be further delayed if the parent doesn't contact the carrier soon after the baby is born. In rare cases, the baby's coverage does not become effective as of the date of birth. This delays or prevents your practice from receiving payment for services rendered.

RCM recommends that you utilize a newborn insurance placeholder to help you monitor and follow up with parents of newborns. You can find our [Quick-Reference Guide](#) on the Help Center.

## San Marino Low Eligibility Denials

Congrats to San Marino Pediatrics for having the lowest eligibility denials for Q3! September saw **zero denials** for eligibility issues. Dr. Lai and Dr. Asuncion shares tips for managing eligibility checks:

- Assign a team member to be in charge of checking eligibility. This dedicated owner provides accountability.
- Validate coverage and gather updated info from parents well ahead of the scheduled appointment.
- Limit payers accepted by the practice helps control eligibility issues.
- When checking eligibility on external websites, scan the proof of coverage to the patient chart. This allows the OP RCM team to successfully appeal any eligibility denials.

## RCM Team Member Spotlight

Maria Alonso, Payor Enrollment Specialist  
[malonso@officepracticum.com](mailto:malonso@officepracticum.com)

**About** Maria spent several years within medical practices in North Carolina as an administrative support assistant and worked alongside the RCM department as a ERA Enrollment specialist. She joined the OP family as a Payor Enrollment Specialist.



**Fun Facts** Maria has a dog named Diesel that is 6 years old. She is a few months away from graduating from the University of Phoenix with a Bachelors in Health Administration. Maria was born and raised in North Carolina and enjoys traveling and visiting historic museums for fun.



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