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EDITION



A monthly newsletter
exclusively for
OP RCM Practices

Tip of the Month

Holding Superbills

At times, the billing team is unable to convert a superbill into a claim. When this happens, your biller will place the superbill in a hold status. Some reasons superbills may be placed on hold could include missing insurance, no appointment on the schedule, or missing diagnosis coding. We have developed a [QRG](#) to provide you with the tools needed to resolve the issues. Regularly reviewing the superbills on hold will decrease your pay cycle and get you paid quicker!

If you have any questions about superbills on hold, please reach out to your Client Services Specialist.

New Feature:

Claims Scrubber

We are excited to tell you about a new feature coming to OP - the OP Claims Scrubber! The scrubber will compare claims to NCCI edits and payer policies prior to transmitting claims to the clearinghouse. This feature will help to proactively prevent denials and rejections. The OP Claims Scrubber is available to RCM clients at no additional charge.

Claims that do not pass the edits will be located in a new tab of the Billing Center, and the RCM team will message you for assistance on any edit they cannot resolve.

We have created a [quick-reference guide](#) and video that can be found on the RCM Client Corner of the Help Center. Please share these tools with your office team members.

You will receive an email notification approximately 1 week before the claims scrubber is turned on for your practice.

Link to the [video](#).



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.

