

MARCH 2023 EDITION



A monthly newsletter  
exclusively for  
OP RCM Practices

## Tip of the Month

### Self-scheduling with your CSS

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There's a new way to connect with your client services specialist! To enhance your RCM experience and make the RCM team more accessible to you, you now have the opportunity to self-schedule a meeting with your CSS.

Click on the link in their email signature to find available times.

## Medicaid Unwinding

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Effective 4/1/2023, the continuous coverage requirement authorized by the Families First Coronavirus Response Act (FFCRA) is now coming to an end. As a result, many people currently eligible for and receiving Medicaid and Children's Health Insurance Program (CHIP) coverage will need to re-apply under the state's Medicaid agency requirement.

As a provider, there are a few things you can do to encourage your patients to follow the Medicaid requirements and re-enroll ASAP.

- Patients need to update all of their contact information with Medicaid, the state Medicaid agency, and (if applicable) managed care plan.
- Keep watch for state Medicaid Agency or other Medicaid correspondence about the transition & post them in common areas for patient's to see
- Complete any forms/questionnaires the state or Medicaid agency provides and advise your patients to do the same
- Know what other options are available to ensure no periods of loss of coverage

You should also consider reviewing your internal process for verifying Medicaid eligibility to ensure that your patients have active coverage during their visits.

Many states are allowing up to 12 months to ease into this transition but it is important that patients do their part to facilitate the process and that their provider's offices support them during this time.

The **American Academy of Pediatrics** offers valuable resources and knowledge to assist with this change.



Email our inbox at [rcmlife@officepracticum.com](mailto:rcmlife@officepracticum.com) for urgent issues or non-claim-specific questions. Tickets will automatically be created and routed to your RCM Client Services Specialist.

## Working with RCM Website Access

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Over the last couple of years, hold times to speak to an insurance representative had soared. You may have experienced extended wait times when checking eligibility or validating coverage for a patient. The RCM AR team experiences long waits when attempting to speak to a representative about claims as well. In order to resolve outstanding claims in a timely manner, we need access to payer websites and portals.

Payer websites have expanded their self-service capabilities. Often we can file an appeal directly on the payer's website and many payers now offer a chat function that allows our team to work multiple claims at once.

To make our team the most effective, we need a login that is specific to OP RCM, meaning it's not a shared login with the practice. We also need permissions to access claim status, eligibility, remits and the ability to add additional users.

While access to your top payers is essential, it's very helpful to have access to even the smallest payers. A lot of time can be saved with the necessary access, which increases the number of troublesome claims the AR team can address and decreases the time it takes to get your paid for services.

If you have any questions about payer website access, please contact your Client Services Specialist.



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