Tip of the Month
RCM Performance

Did you know that you can quickly see summary information related to practice KPIs? The **RCM Performance Report** is a very useful tool located in the billing menu. You can control access through user permissions and have charges, payments, adjustments, claim counts, and so much more right at your fingertips!

Working with RCM
Healthy Review Cycle

Insurance guidelines and rules change constantly. It is important to stay on top of the insurance monthly update and newsletter. Identify if these changes will affect your practice's revenue cycle.

By reviewing the insurance's changes and managing your Account receivable is the best way to ensure your cash flow does not cause damage to your practice.
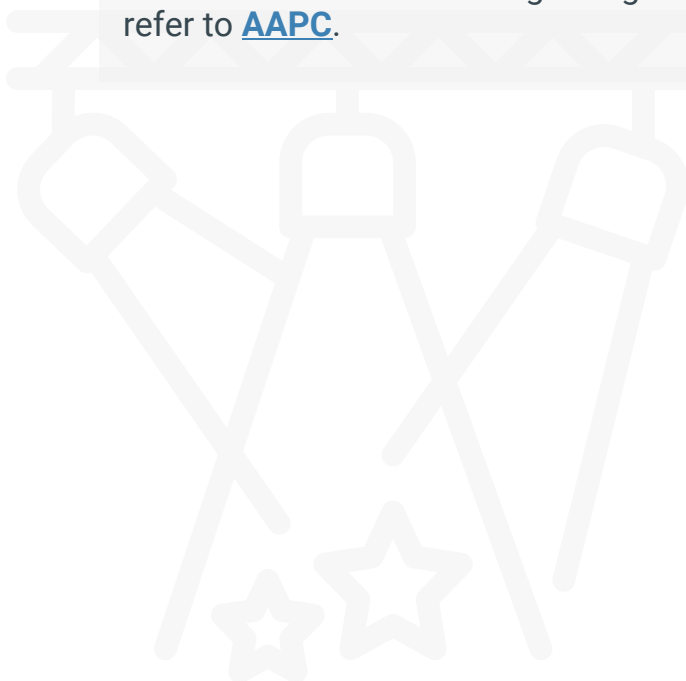
Below are 10 steps of best practice for a healthy Revenue Cycle.

1. Verify Insurance
2. Collect correct information from the Patient
3. Check for Deficiencies in Provider Documentation
4. Be Sure Coding is Compliant
5. Make Sure Charge Entry is Correct on the Claim
6. Submit the Claim
7. Evaluate Payment Posting
8. Work On A/R
9. Analyze the Causes of Billing Denials and Delays
10. Run Adjustments Reports and Use them as Learning Tools

For detailed information regarding these steps, please refer to **AAPC**.

Working with RCM

Patient Credits

Are patient credits being applied where you expect them to be? There are a couple of fields in the patient credit screen that help the posters know where payments should be applied. The "Credit source" can indicate whether the payment is for a copay, old balance, combination, or other. The "note" field is where you can give free text instructions to the posting team about how to apply the credit. Using these fields will reduce the chance of the payment being applied to the wrong date of service. Visit the RCM Client Corner for more information about **entering patient credits**.

If you have any questions, please reach out to your Client Services Specialist.