JUNE 2023 EDITION



A monthly newsletter exclusively for **OP RCM Practices**

Saving **Keystrokes Patient Search Options**

The Patient Search field is displayed in the upper lefthand corner of many windows throughout OP. From this field, you can search for a patient using a variety of options detailed in the hover-over.

Quick search (basic) options include patient ID, name, or email address. Adding a symbol at the beginning of your search provides additional ways to search for patients.

"#' searches by phone number

"@" searches by insurance ID

"&" searches by date of birth "\$" searches by claim number

Learn more about patient search options on the Help Center.

Industry News

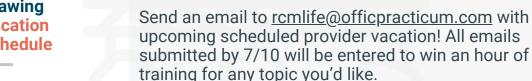
DAR Reporting for Past Due Well Visits

During the summer months, practices often experience a drop in visit volumes. Fill up your schedule with past due well visits, overdue vaccines, ADHD and asthma check-ins! Using OP's demographic analysis and recall, you can easily identify patients who are due or past due for any of these visit types. The Help Center has a <u>quick-tip</u> video to show the basics of running a recall report. You can then send on-demand reminders to patients using the Patient Message eXchange or other notification tool.

If you need assistance or have questions, please reach out to your CSS or rcmlife@officepraticum.com

Drawing

Vacation Schedule





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.



Working with RCM
Patient AR

RCM sends 3 patient statements per patient/per claim as a family statement as part of our services. After the 3rd statement, practices should utilize their internal process to follow up or send accounts to collections.

Do you need help identifying patients that have received 3 statements? This <u>SQL</u> in the Clip and Save Library shows you the patient number, total balance, and number of statements the patient printed.

If you have questions or need suggestions to improve your internal patient collection process, please reach out to your CSS or email rcmlife@officepracticum.com for more information.



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