



You Won't Want to Miss This One!

Welcome back to the OP Client Newsletter! It has been a while since we connected. There is so much to tell you, including a wrap-up of our 2023 user conference, new functionality available to streamline your practice's workflows, and a note about an award our medical director, Dr. Suzanne Berman received! So sit back, grab some lunch, and keep reading to find out what's new with OP.

That's a wrap!

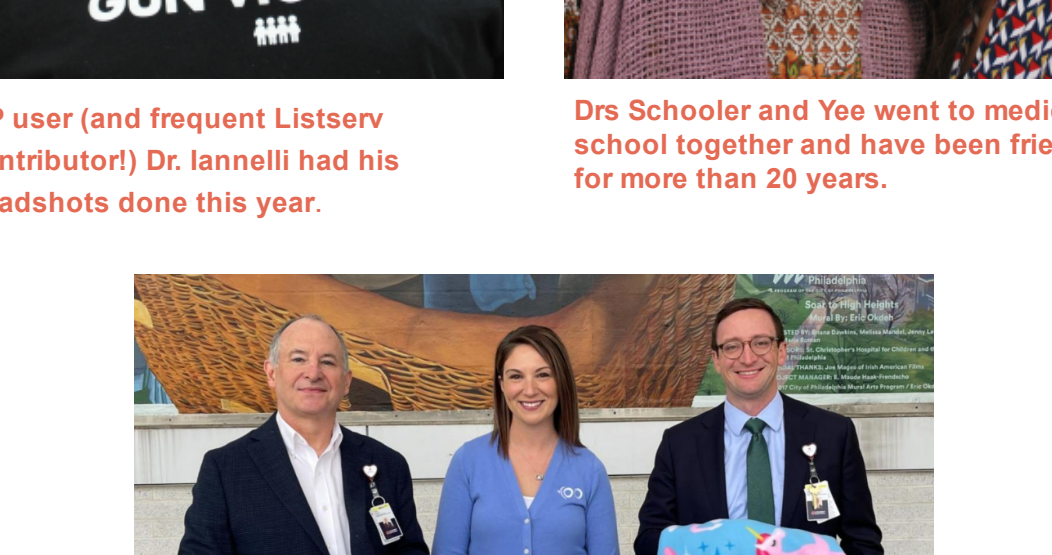
Engage 2023 Wrap Up

We want to start with a big THANK YOU to those of you who attended our user conference in April at the Gaylord Resort in National Harbor, Maryland. Each of you made our first in-person event since 2019 special, and we have already received fantastic feedback that ensures next year's conference will be even better. We hope to see even more of you in 2024.

Engage 2023 was a truly great experience, whether you took advantage of one of our 75+ sessions, had your headshots redone to update your practice's website, or took in the sights around the National Harbor. Our top-attended sessions revolved around patient engagement and improving practice finances, with sessions like "Back to Basics: Messaging In (and Out of) OP" topping out at more than 100 participants!

Attendees had a chance to listen to several keynote speakers such as American Academy of Pediatrics (AAP) President Dr. Sandy Chung, FAAP, who spoke about the importance of protecting children's mental health and supporting healthy psycho-social development. We also heard from Dr. David J. Schonfeld, Founder and Director of the National Center for School Crisis and Bereavement at Children's Hospital Los Angeles, who gave an impassioned presentation on supporting children and their families (and ourselves) in the aftermath of a crisis. Thank you to all of our speakers this year.

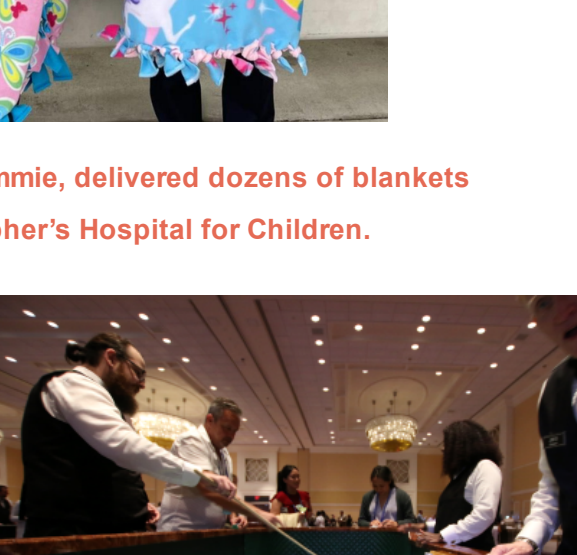
From the entire OP Community, thank you for making our first in-person conference since 2019 a great one!



The team at RBK Pediatrics stopped by for a group shot. They brought a full house to Engage!



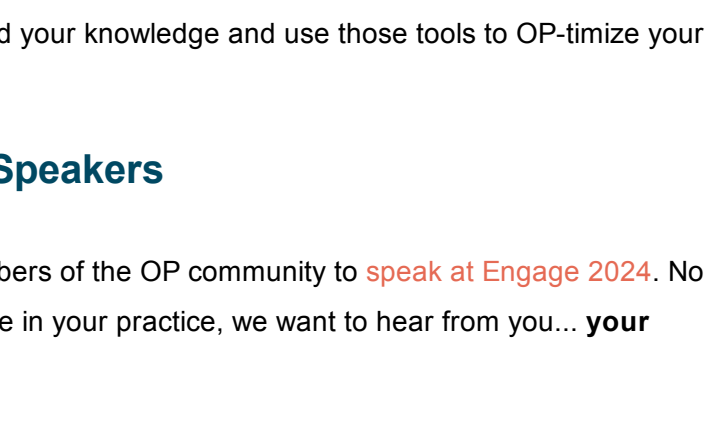
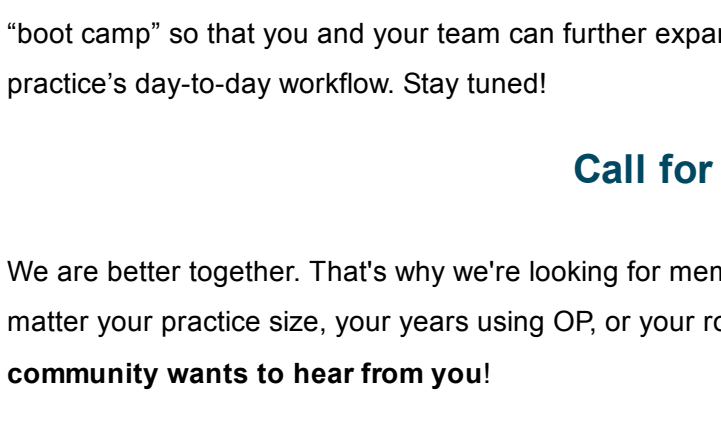
OP user (and frequent Listserv contributor!) Dr. Lannelli had his headshots done this year.



Drs Schooler and Yeo went to medical school together and have been friends for more than 20 years.

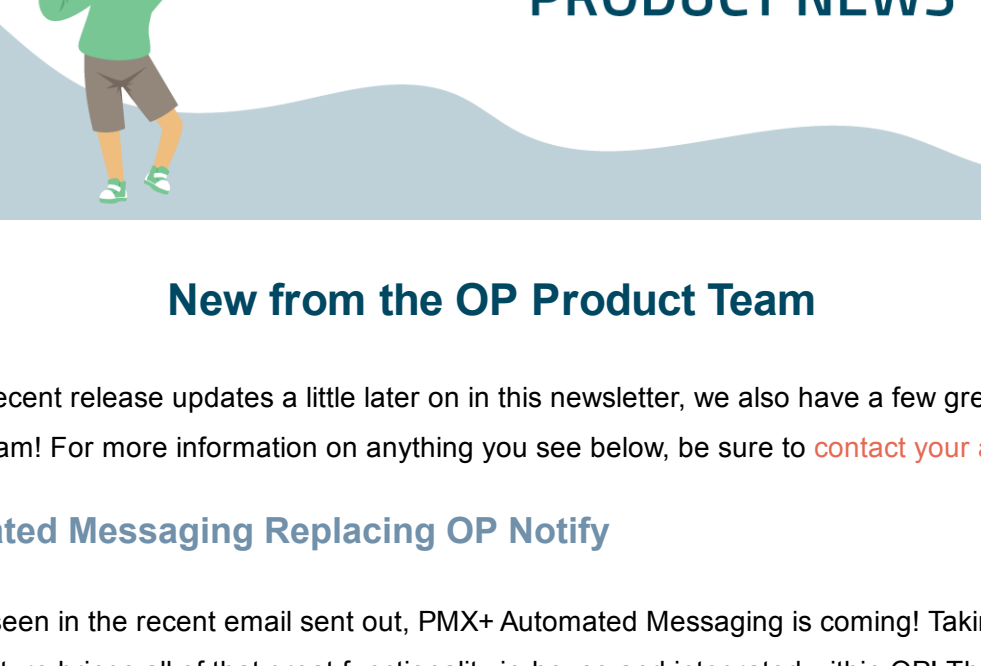


Long-time OP employee, Cindy Grimmie, delivered dozens of blankets to Philadelphia's St. Christopher's Hospital for Children.



Having some fun at Casino Night!

Save the Date for Engage 2024!



Thursday, April 18, through Saturday, April 20, 2024
Caesars Palace, Las Vegas

In addition to the main event, we are working on incorporating a potential pre-conference, in-depth OP training "boot camp" so that you and your team can further expand your knowledge and use those tools to OP-optimize your practice's day-to-day workflow. Stay tuned!

Call for Speakers

We are better together. That's why we're looking for members of the OP community to speak at Engage 2024. No matter your practice size, your years using OP, or your role in your practice, we want to hear from you... **your community wants to hear from you!**

Our 2024 agenda will feature a variety of session types, including fireside chats, so if standing up in front of a crowd isn't your thing, you can still participate by being part of a panel discussion. Or, you can even recommend another speaker to present a topic that matters to you. [Complete the Call for Speakers survey by July 14.](#)

PRODUCT NEWS

New from the OP Product Team

In addition to the recent release updates a little later on in this newsletter, we also have a few great updates from the OP Product Team! For more information on anything you see below, be sure to [contact your account manager](#).

PMX+ Automated Messaging Replacing OP Notify

As you may have seen in the recent email sent out, PMX+ Automated Messaging is coming! Taking the place of OP Notify, this new feature brings all of that great functionality in-house and integrated within OPI. This means no more logging into a separate system for your settings, no calling a third party when you need help or support getting your messages out, and simplified setup and standardization of templates to help reduce the risk of your messages being flagged as spam. Best of all, we now offer templates to send automatically in Spanish for your patients with Spanish set as their primary language!

Migration from OP Notify to PMX+ will begin the first week of July. Our training team is holding a [webinar each week](#) to review changes and answer questions so you know what to expect from the change, so pick a date that works for you and [register today](#).

OP Integrated Claim Scrubber

Now available to improve your revenue cycle management, the OP Integrated Claim Scrubber is built in to help prevent denials before they happen. As you know, pediatric practices encounter unique billing issues, and our new scrubber has built-in edits specifically catered to practices like yours to help catch those pediatric-specific issues, helping to reduce the manual work to have the claim corrected and resubmitted.

Increase your speed to payment by catching those errors before they happen - find out how by [checking out our recent webinar](#) held in conjunction with our partner Alpha II.

Carequality Integration

Take your practice's interoperability to the next level by connecting to Carequality! OP now offers bi-directional connectivity to the Carequality Network, enabling you to connect with organizations in your community and across the country to access valuable patient data. This trusted framework facilitates the delivery of more than 300 million documents each month, giving you instant access to the data you need to coordinate your patient's care within their chart in OP.

No more spending in paperwork and keying data in manually - eliminate the errors that come with missing or inaccurate information and [contact your account manager](#) to see how Carequality can improve your workflows today.

Recent Release Highlights

The recent [OP 21.2.5 release](#) was jam-packed with improved functionality, new features, and issue resolutions! Here are some of the highlights...

ERA payment processing rules

You can now set rules to automate how your practice processes electronic remittance advice (ERAs) Previously, OP would try to suggest a match status (Paid, Matched, Denied, etc) for each CPT line item, but these suggestions often do not meet the needs of the practice. Now, the Match Status can be set based on a practice's **customizable rules**, helping to reduce your practice's administrative burden. For example, every time payer ABC denies CPT code 99000, you can automatically mark that transaction as Matched to accept the write-off. For more details on this fantastic new feature, check out the [associated Help Center articles](#).

Ability to search by guarantor

In the full patient search screen, you may now search by Guarantor. The search works identically to the existing searches by Patient and by Family Contact.

PMX pay-by-credits replaced by unlimited monthly rate

To prepare for the release of PMX+, the pay-per-message credits system has been replaced with unlimited messages under a flat monthly fee. Previously, you would see the number of credits. Following this release, that area will be blank. The specific impact to your practice will be dependent on the services you are contracted for. See the [PMX Credits Communication](#) article for more information.

Print to PDF available for multiple documents

Users can print multiple documents in one batch job from OP. Previously, when selecting "Print to PDF" for the first job, the subsequent jobs would still print to the default printer. Now, OP presumes that all documents selected as part of a print job should have the same destination, and if "Print to PDF" is selected for the first job, then subsequent documents in the job will also go to PDF.

Scrollbars added to Asthma Action Plan

Previously, clinicians using relatively small screens (e.g. laptops) could not see the bottom or far right of the Action Plan tab when creating an Asthma Action Plan. This restricted their ability to complete the Red Zone. Now, horizontal and vertical scroll bars have been added.

Keeping siblings together under clinical overview

The Family box in a patient's Clinical Overview should list the first four Family Contacts and any siblings. Previously, siblings were included only if the sibling resided with a parent who also resided with the patient. Now, siblings who reside with non-residential Mothers and Fathers are also included.

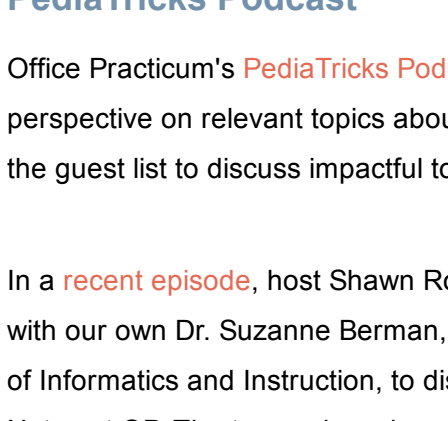
OP Rise

Introducing OP Rise -- a beacon of good news from our medical director, Dr. Dan Felten, and other leaders at OP. Wherever you see this logo, you can expect to receive news about good things happening at OP or within our customer community. Look out for it on the company intranet and in other customer communications.

The 2023 Charles "Buzzy" Vanchieri Award

Each year, the AAP's Section on Administration and Practice Management (SOAPM) solicits nominees for the annual Charles "Buzzy" Vanchieri Award.

In recognition of the work of the pediatrician for whom this award is named, the Charles "Buzzy" Vanchieri Award recognizes outstanding contributions in the education of pediatricians in administrative pediatrics, practice management, and payment. Recipients are practicing or administrative pediatricians who enhance the quality of care of the patients by providing educational services to all pediatricians at the local and national levels.



Few providers embody these ideals like OP's own medical director, Dr. Suzanne Berman, the recipient of this year's award! If you are a manager or provider who participates in our [listserv](#), you will have seen firsthand how she enhances the quality of care of the patients by providing educational services to all pediatricians at the local and national levels.

Dr. Berman is always willing to lend a helping hand, whether it's offering a useful SQL report you haven't heard of before or something more complex. Please join us in congratulating Dr. Berman on receiving this outstanding recognition!

OP Practice Go-Live Congratulations

A warm welcome to the OP family and congratulations to Dr. Tyler and the entire team at Pediatric Associates of Alexander City! Some members of the OP Training Team were on site with their practice for their go-live in early May, and everyone raved about their enthusiasm and excitement.

Dr. Tyler went above and beyond, posting about their new EHR on their practice's Facebook page, and shared a fantastic metaphor with his community about the importance of using a pediatric-specific tool for a pediatric-specific practice.

[Check it out here](#), and be sure to welcome Dr. Tyler if you see him pop up in the Provider Listserv!

SUPPORT CORNER

Coming Soon! ConnectWise Control for Remote Access

Coming soon, OP Support is upgrading our remote access solution from TeamViewer to ConnectWise Control (formerly known as Screenconnect). The main reason for this is to improve on the feature sets available in the remote access tool we use.

Keep an eye out for more information as the transition moves forward, with both the old and new systems being presented as options for application if needed during calls to Support. If your IT provider needs to whitelist or otherwise allow applications in your environment, they will need to make an exception for ConnectWise Control's agent.

More information on ConnectWise Control can be found in the [ConnectWise Trust Center](#). Please contact us should you have any questions or concerns.

Recent Support Trends

Our Customer Support team consistently manages and updates our [Support Trends page](#) on the [Help Center](#) to address issues identified as affecting multiple customers. This page also gives direction on what to do if you're experiencing one of these issues and provides workarounds, if available.



Looking For Support?

You need help and are unsure of where to go? Check out the [OP Support Hub](#) to find links to email our team, manage your support cases, and more!

The OP Support Hub gives you access to all OP support channels, including the OP Help Center, case management, and online chat. The best channel for you will depend on what support needs you have.

OP Educational Events

Join us for an educational webinar!
Wednesday, July 12 | 12:30 PM EST

RCM Best Practices:
Understanding KPIs, Benchmarks, and Performance Improvement

Monitoring the health of your patients is at the heart of every pediatric practice. But how often do you think about the health of your own practice? Are you using benchmarks and KPI goals to monitor your financial success? Do you know what it takes to boost cash flow into your practice? If not, you could be overlooking critical process issues, or worse, leaving hard-earned money on the table. Join us [Wednesday, July 12 at 12:30 PM EST](#) where our revenue experts will:

- Review the pediatric-specific KPIs you should be monitoring including volume metrics, efficiency metrics, and time-to-pay metrics
- Identify areas of improvement, efficiency, and growth
- Show you how benchmarking KPIs can provide insight as to how your practice is performing, then put an action plan in place for improved financial outcomes

PediaTricks Podcast

Office Practicum's [PediaTricks Podcast](#) is a bi-weekly offering exclusively for OP users, giving them a unique perspective on relevant topics about OP. Industry experts, OP thought leaders, and OP community members join the guest list to discuss impactful topics.

In a [recent episode](#), host Shawn Rosler sat down with our own Dr. Suzanne Berman, Medical Director of Informatics and Instruction, to discuss Release Notes at OP. The two reviewed questions like what goes into Release Notes? What overall gaps do Release Notes seek to fill? And what steps is OP taking to make these pieces of information better?

[Check it out today!](#)

[Tune in](#)

Free Trainings

[Register today](#) for upcoming FREE training sessions in our Help Center!

Reducing Insurance A/R w/ EOB Payment Posting	Medication & Pharmacy Favorites	Reducing Insurance A/R w/ ERA Payment Posting
Tuesday, June 27th, 2023 10:30-11:30 pm EST	Tuesday, June 27th, 2023 1:00-2:00 pm EST	Thursday, June 29th, 2023 11:00 am-12:00 pm EST

- Learn how to report and post an EOB
- Features you would like to see in future releases
- Successes you want to share with the pediatric community
- Validate how to post paper EOB
- Edit a favorite medication
- Create a favorite medication
- Updating Favorite Pharmacy List
- Learn how to import and post an ERA
- Work with Recoups
- How to handle secondary, HSA and interest payments

[Register](#)

[Register](#)

[Register](#)

STAY IN TOUCH

We would love to hear from you!

Please send us your ideas! We want your thoughts and feedback about how we can make your lives easier through technology.

- Topics for training webinars
- Features you would like to see in future releases
- Successes you want to share with the pediatric community

[I have an idea!](#)

Do we have the right point of contact for your practice?

Over the past few years, we've seen unprecedented change as the world reckoned with the impacts of Covid-19. One of the biggest shifts specific to the healthcare industry has been the staffing challenges that we know many of you are still navigating. To ensure the right people on your team receive our communications, please take a moment to [update your practice's contact information](#) using our easy-to-fill form.

Multiple staff changes? No problem! You will have the option to add or edit more than one contact at a time without needing to submit the form multiple times.

[Submit new info](#)

