

# Scanning into the Non-Patient Directory

## Quick Reference Guide for RCM Clients

### What's the non-patient directory?

The non-patient directory is a secure document repository where you can store things that are unrelated to a specific patient or are related to multiple patients. Non-patient directory (NPD) should be used for communication with RCM about things like EOBs, denials, capitation checks, or letters from insurance companies.

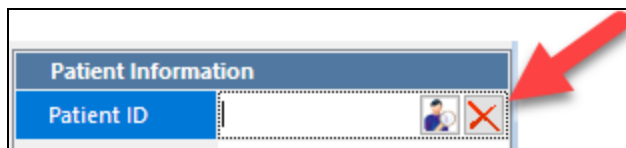
### So how does it work?

RCM will provide you with a scanning cover sheet that you can use to document all items you are scanning into the NPD. This is a critical check and balance to make sure nothing is missed!

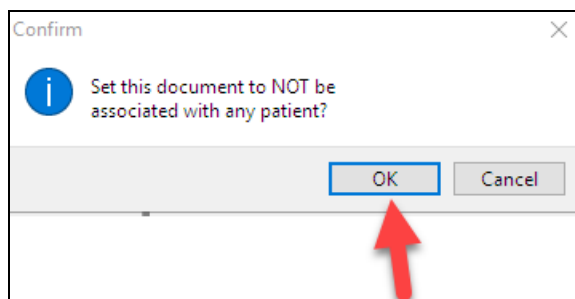
You can scan your document into OP directly, or you can scan onto your computer and then attach to OP. See the [resources](#) section to find additional information on scanning documents. Once an item is in OP, you will want to attach it to the non-patient directory so that RCM can find it

Complete the following Details:

- **Patient Information: Leave Blank**
  - How to remove patient information.
  - Click the red "X" to remove the association with the patient. (Note: you will need to click in this field to see the red "X")

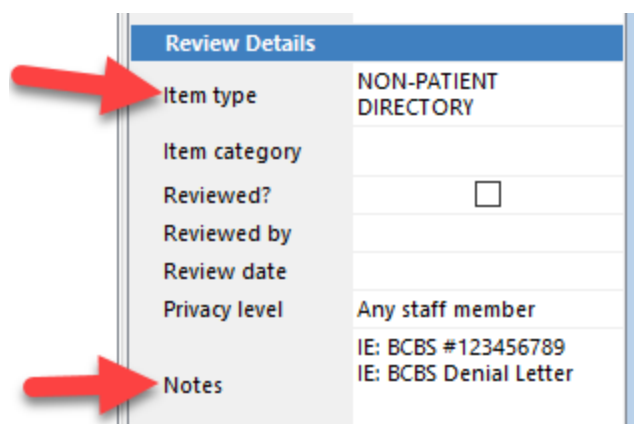


- Click "Ok" to remove the association with the patient.



- **Review Details:**

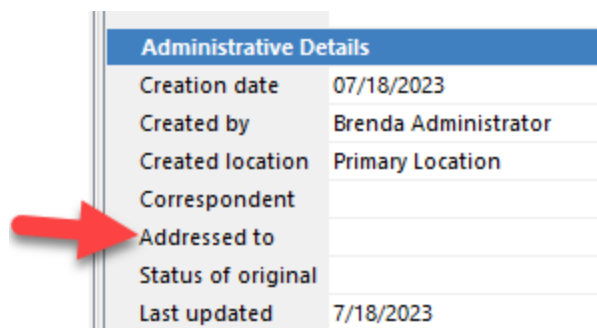
- **Item Type:** Select from the drop down **Non-Patient Directory**
- **Item Category:** Leave blank
- **Reviewed Box:** Leave unchecked
  - RCM will do that when they review the scan.
- **Notes:** If you would like to make the uploaded documents searchable, you will want to add a note on the scan. You can also use the notes to identify anything out of the ordinary for the RCM team.
  - In Notes, enter the insurance name or other description as appropriate:
    - IE: BCBS EOBs
    - IE: BCBS Denial Letter



Review Details	
Item type	NON-PATIENT DIRECTORY
Item category	
Reviewed?	<input type="checkbox"/>
Reviewed by	
Review date	
Privacy level	Any staff member
Notes	IE: BCBS #123456789 IE: BCBS Denial Letter

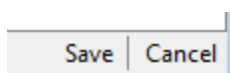
- **Administrative Details:**

- **Address to:** Leave Blank, to remove click on name and backspace.



Administrative Details	
Creation date	07/18/2023
Created by	Brenda Administrator
Created location	Primary Location
Correspondent	
Addressed to	
Status of original	
Last updated	7/18/2023

- **Click Save.**



Save | Cancel

## What about Virtual Credit Cards (VCC)?

Your office will need to process the payment for the Virtual Credit Card before scanning to the RCM team. Please write on the Virtual Credit Card that the payment was processed.

## How to Process Virtual Credit Cards (VCC) via Instamed?

- Login to Instamed
- Navigate to Payments
- Outlet: Change to Healthcare Bill Pay
- ***Do not added Patient or Guarantor Information***
- Enter Virtual Credit Card (VCC) information
- Process

a JPMorgan company

Home Patients Healthcare **Payment** Insight Configure Logout

Messages (59)  
InstaMed Daily Activity Summary...  
InstaMed Daily Activity Summary...  
Reminder - InstaMed Scheduled Maintenance...  
[View Inbox](#)

**Patient Payments** Payment Plans Payment History

Patient Payment

ACCOUNT #, FIRST NAME, LAST NAME, AND/OR BIRTH DATE Search Advanced

Click and drag to move

**New Patient Payment**

Outlet \*

1 PATIENT PAYMENTS  
1 PATIENT PAYMENTS  
2 PATIENT PORTAL  
**3 HEALTHCARE BILL PAYMENTS**  
4 BANK BILL PAYMENTS  
INTELIChart PORTAL

PATIENT INFORMATION

Patient ID First Last

PAYMENT

Payment Method  
+ NEW PAYMENT METHOD

Amount \*

## What next?

RCM will review all items in the non-patient directory and mark them "Reviewed". If you look back at older scans, you will be able to see who reviewed them and when they were reviewed.

## Resources:

[Scanning a New Document](#)

[Importing a PDF](#)

[Editing & Deleting Documents](#)

[Searching for Documents](#)

[RCM Client Scanning Cover Sheet](#)