




Optimizing Your OP RCM Partnership

The key to any partnership is communication. It's especially true when you are working with an RCM team whose goal is to make sure you're getting paid for all of your work – not just parts of it. Here are some helpful things to remember to make the most of your relationship with our OP Revenue Cycle Management team.






Implement engagement best practices

Commit to fostering a good understanding of the RCM partnership

-  Understand your RCM partner's capabilities, processes, and performance metrics.
-  Establish a service level agreement that defines the roles, responsibilities, and deliverables of both parties to help avoid misunderstandings and disputes.
-  Take advantage of the training and QRGs available on the RCM Client Corner of the Help Center.

Establish a dedicated biller/billing coordinator.



-  Clients who have a dedicated RCM liaison are able to resolve questions from the billing team quickly which leads to faster turnaround on outstanding accounts receivable.
-  Providers are less likely to get behind marking their superbills ready for RCM.
-  Denial or rejection trends that are due to practice workflows or clinical setup can be addressed sooner.



Participate in a meeting cadence

Regular meetings with your Client Services Specialist and/or Account Manager are beneficial, important, and worthwhile. Clients who meet with their Client Services Specialist (CSS) regularly have a better customer experience and improved KPIs.

How meetings help you

-  They can be set to accommodate the practice's busy schedule. At a minimum, schedule monthly or quarterly KPI reviews and have check-in calls at least once a month.
-  They are an opportunity to discuss RCM performance, insights/opportunities, and other agenda items that either party may want to add each time.
-  They include anyone who would benefit from the meeting - providers, billers, front desk, office/practice manager.

Engaged clients experience

Net collection rate
5% HIGHER



Experience
5 FEWER DAYS
in AR than clients who are not meeting with RCM regularly

AR over 90 days is
5% LOWER



This is likely due to improved quality and optimized reimbursement. Practices are able to grow and expand.

“ We have been with OP RCM since we moved to OP in 2018. Our revenue has increased significantly. I have found the RCM team responsive to our needs and concerns. They are very helpful in resolving any issues that may arise with our payers and quick to help us resolve issues with them. They are very knowledgeable and, if they don't have an immediate answer, they always get back to us in a timely manner. I would highly recommend RCM without reservation. ”