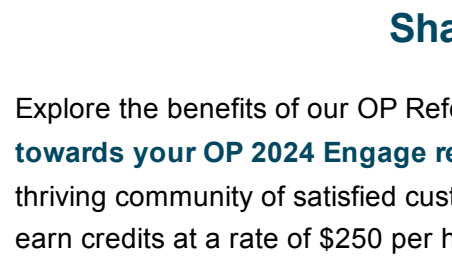




Here's to a month of gratitude and great software!

We hope this month's newsletter finds you wrapped in cozy blankets with a hot cup of cocoa, enjoying the crisp November vibes! This month, we're rolling out the red carpet with exciting updates, stellar product news, and some insider tips and tricks to elevate your software game. We've got the scoop on features you didn't even know you needed! But hey, it's not all business - let's be real - we're here because of you! Our gratitude meter is off the charts and before we go on, we want to be sure to express our heartfelt thanks for being part of our incredible OP family. Thank you for being amazing customers!

TIME IS RUNNING OUT TO SAVE ON ENGAGE 2024!



November 20 (this upcoming Monday!) is the last day to lock in Early Bird pricing for the OP Engage User Conference at Caesars Palace in Las Vegas from April 18-20. Register now to save \$200 on conference registration, secure your spot in the pre-conference Boot Camp on April 17, and lock in the best hotel rate!

Share your love. ❤️ Get rewarded! 💰

Explore the benefits of our OP Referral Rewards Program today and discover how you can accrue credits towards your OP 2024 Engage registration in Vegas! By joining our rewards program, you become part of a thriving community of satisfied customers who actively contribute to other pediatric practices' success. You also earn credits at a rate of \$250 per hour for your time spent with a potential future OP client, including incremental payments of \$62.50 per 15 minutes. If you've already registered and paid for Engage, the additional funds earned through this program can be applied to offset your existing expenses.

To get started, email OP at rewards@officepracticum.com and pave the way for a rewarding experience within our growing community.

PRODUCT NEWS

Recent Release Highlights

Exciting Updates in Vaccine Documentation and Forecasting!

We've been hard at work enhancing our systems to make your vaccine documentation and forecasting experience smoother than ever! Check out the latest updates:

1. Unspecified RSV to OP Database in a Snap!

It's easier than ever to document an unspecified and historical RSV vaccine (maternal) or monoclonal Ab NOS vaccine code table entries in a patient's chart through Quick Entry. We've added entries for "RSV, NOS" and "RSV mAb, NOS" to give you more flexibility.

2. RSV Preventive Antibody - Stay Informed!

Stay up-to-date with the latest CDC RSV preventive antibody information! We've added the new RSV preventive antibody IIS dated 9/25/2023, specifically for use with RSV monoclonal antibody (nirsevimab/Beyfortus) administration.

3. Fall 2023 COVID Vaccines - Smart Forecasting!

Based on the most recent FDA/CDC guidelines, our VaeLogic+ forecasting has been revised for the fall 2023 monovalent formulations of COVID-19 vaccines and removed authorization for any prior bivalent vaccines. Here's the breakdown of recommendations specific to the COVID vaccine in children:

- Regardless of previous vaccination, individuals 5 years and older can get a single dose of the updated mRNA COVID-19 vaccine at least two months after the last dose of any COVID-19 vaccine.
- Children 6 months through 4 years who've been vaccinated against COVID-19 before are eligible to receive one or two doses of an updated mRNA COVID-19 vaccine (timing and number of doses to administer depends on the previous COVID-19 vaccine received)
- Unvaccinated children six months through 4 years can get three doses of the updated, authorized Pfizer BioNTech or two doses of the updated authorized Moderna vaccine.

4. Smooth Sailing with COVID VL+ Updates!

We've tweaked our VaeLogic+ tool after the CDC's fall 2023 COVID-19 vaccination guidelines were released. Highlights include:

- Resolving an issue where flu was being marked as not due yet if it was less than a year since the previous one.
- Say goodbye to unnecessary warnings about an age-appropriate dose of 6m-11 Moderna product for 11-year-olds. Warnings only appear when the child is truly outside the recommended age band.

Improved Calendar Functionality

We've just rolled out some fantastic upgrades to your calendar tool, and we can't wait for you to experience the improved functionality! Here's the lowdown:

1. Out of Office Magic!

Current Functionality: The Out of Office (OOO) setting hides providers with a Do Not Book time slot and no appointments for the day.

New Functionality:

Providers with a **DO NOT BOOK ZONE and NO APPOINTMENTS** (driven by the zone purpose, not description) will vanish from view when the OOO setting is unchecked.

If a provider has both a **DO NOT BOOK ZONE and a BOOKABLE ZONE** (driven by the zone purpose, not description), the Bookable zone takes the spotlight and trumps the Do Not Book zone.

Providers with **NO ZONES and NO APPOINTMENTS?** They'll also vanish from view when the OOO Setting is unchecked.

For more details and a handy Clean-up Tip, check out the [Schedule with Appointment Zones](#) section in the [New Calendar Setup](#) article.

2. Non-Patient Notes, Upgraded

We've streamlined the non-patient note process. Now, when you right-click to add a non-patient note, a **new pop-up window appears for you to enter your text.** Find out more in the [Visual Changes](#) section of the [New Calendar Overview](#) article.

3. Patient in Focus, Always!

No more losing your patient focus! Previously, background actions by other users could shuffle things around.

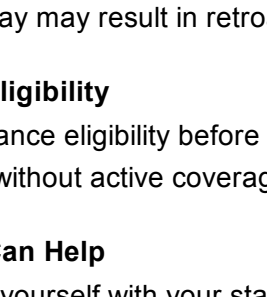
For example: User 1 opened a patient's chart from the schedule, then navigated to another patient's chart, while at the same time User 2 was working in the schedule. User 2's actions (checking patients in, creating appointments, etc.) would trigger an event refresh and change the patient in context for User 1.

This won't happen anymore! The patient you're focused on **stays in focus**, regardless of other users creating Schedule events.

Exciting, right? Dive into the enhanced calendar experience now and let us know what you think! Happy scheduling!

RCM SPOTLIGHT

Medicaid Unwinding Period



Starting 4/1/2023, the Medicaid Unwinding period began, allowing states to revert to normal coverage requirements. Some states, like Arkansas, Arizona, Idaho, New Hampshire, and South Dakota, left enrollees without coverage from 4/1/23. Approximately 1.5 million people have already lost benefits, with an estimated 20+ million more expected by the end of the unwinding period.

Marketplace Special Enrollment Period

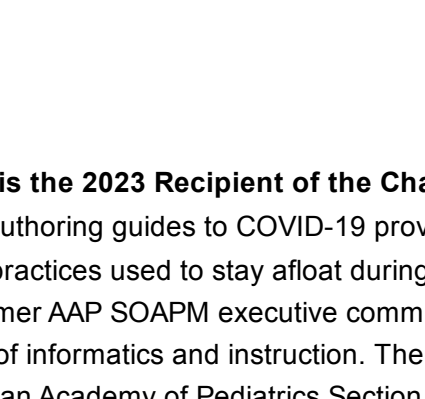
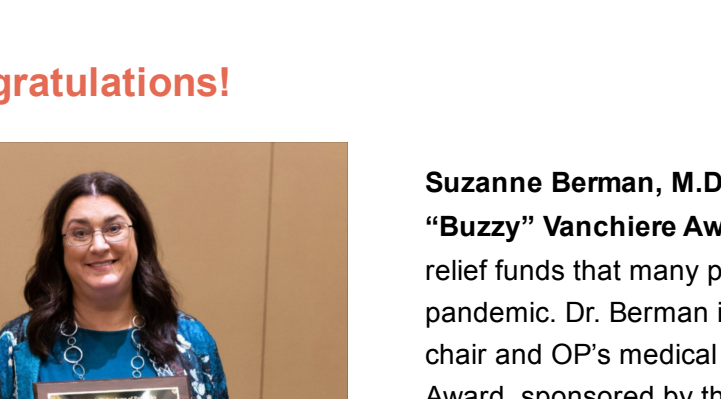
Affected individuals can enroll in Marketplace plans from 3/31/23 to 7/31/24. Note that **Marketplace coverage differs from Medicaid/CHIP, with high deductibles and a 3-month grace period for premium payment.** Failure to pay may result in retroactive termination, affecting your patient AR.

Verifying Eligibility

Verify insurance eligibility before rendering services, especially with the uncertainty surrounding Marketplace plans. Treatment without active coverage reduces the chance of recovering payment.

How You Can Help

Familiarize yourself with your state's Medicaid/CHIP requirements to guide patients through these changes. [Go here](#) for a useful list of resources.



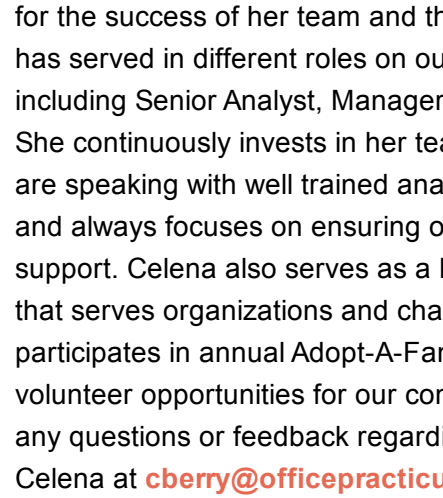
A Message from Dan Feiten, MD, Chief Medical Officer

Help us Mend our Messaging Center!

We rely on internal and external messaging to help us communicate with our colleagues. OP will focus on this essential functionality in the coming months by adding time-saving enhancements to help you send and track your messages more effectively.

Please help us! We are asking for your **specific** recommendations on **what we should fix next** in our messaging center. To participate, [please complete this brief survey.](#)

Congratulations!



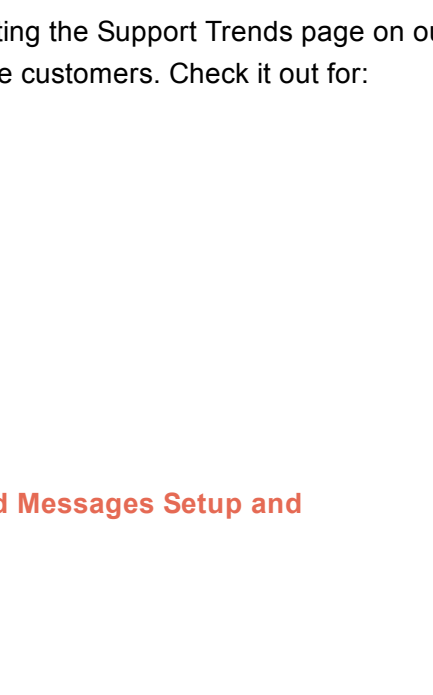
Suzanne Berman, M.D., FAAP, is the 2023 Recipient of the Charles "Buzzy" Vanchiere Award for authoring guides to COVID-19 provider relief funds that many pediatric practices used to stay afloat during the pandemic. Dr. Berman is the former AAP SOAPM executive committee chair and OP's medical director of informatics and instruction. The Buzzy Award, sponsored by the American Academy of Pediatrics Section on Administration and Practice Management (SOAPM), recognizes outstanding contributions toward the education and advocacy of pediatricians in administration, practice management, and payment. Join us in congratulating Dr. Berman on this well-deserved recognition!

SUPPORT CORNER

Exciting news! We're kicking off a new monthly tradition – the Spotlight Series, where we shine a light on the incredible individuals that make our team exceptional. And guess who's in the limelight this month?

Meet Our Director of Support - Celena Berry

Celena has been with OP since January 2014 and has a strong passion for the success of her team and the clients we work with daily. Celena has served in different roles on our Support Team during her tenure including Senior Analyst, Manager and as our Director the last few years. She continuously invests in her team's development to make sure you are speaking with well trained analysts to assist with your software needs and always focuses on ensuring our clients are receiving the best support. Celena also serves as a Lead on our Contribution Committee that serves organizations and charities with monetary donations. She participates in annual Adopt-A-Family activities and helps to identify volunteer opportunities for our company's involvement. Should you have any questions or feedback regarding the Support Team, please email Celena at cberry@officepracticum.com.



Thanksgiving Holiday Support Hours

OP Support

OP Support will be closed for the holiday on November 23 and 24, returning Monday, November 27. Emergency on-call staff will be available on November 24 at 800-218-9916, option 9. As a reminder, an emergency is defined as an outage where no user can access OP. For non-urgent needs, please [email our Support Team](#), and your inquiry will be reviewed upon our return on Monday, November 27.

RemedyConnect Support

RC Support will be closed for the holiday on November 23 and 24. All Support inquiries will be addressed upon our return on Monday, November 27.

Recent Support Trends

Our fantastic Customer Support team is on top of their game, constantly updating the Support Trends page on our Help Center. This page is a goldmine for addressing issues that impact multiple customers. Check it out for:

- Insights into ongoing issues affecting multiple users
- Guidance on what to do if you're facing one of these challenges
- Workarounds, if available, to keep you moving smoothly

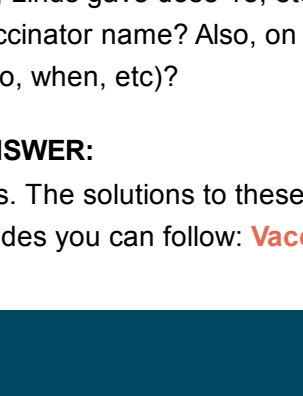
Stay in the know by bookmarking the [Support Trends page!](#)

PMX+ Setup Magic

For those diving into PMX+, we've got your back! Head over to our [Automated Messages Setup and Permissions](#) guide for a seamless setup experience.

ConnectWise: The New Kid in Town!

Exciting news! We're transitioning from TeamViewer to ConnectWise for better support connectivity. Dive into the details on how you'll be connecting with Support in the future by reading [this article](#).



Looking for Support?

Do you need help and are trying to figure out where to go? Visit the **OP Support Hub** to get in touch with 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.

TIPS & TRICKS

If you are an active participant in one of our [Listserve's](#), then you're very familiar with the excellent tips and tricks offered by our own Dr. Suzanne Berman, medical director of informatics & instruction. Each month, we share tips with the broader community with the hopes of expanding knowledge across the entire OP family. This month, Dr. Berman gives insights about mid-level billing and finding errors in your vaccine inventory.

Mid-Level Billing

QUESTION:

Our Mid-Levels are credentialled in most insurance companies, and we know that the bills need to go out under them. How do we need to set up OP for the 837 files? Do we need to do Mid level provider bills independently? Or Mid-level includes billing supervisor?

ANSWER:

Midlevel, bills independently is the proper choice for almost every PNP/PA claim for almost every payer in 2023.

Midlevel, includes billing supervisor is generally used for certain provider type pairs that are not common in small ambulatory practices. For example, a physical therapy assistant cannot bill for work without a physical therapist listed on the supervising claim. There are some behavioral technician/therapy pairs that also use this to report their services. OP offers it for client practices who do some of this work. Most practices don't need/use this option.

Midlevel provider, bills under supervisor is often used fraudulently. Billing a PNP's work routinely under a physician's name, as if the physician did all the work herself, can only be used if the payer recognizes incident-to billing and ONLY if the visit meets strict incident-to criteria.

OP offers this option for OTHER use cases. Let's say you have an RN who does obesity work or breastfeeding work or allergy injections. She needs to be able to chart her own stuff, finalize her own notes, so she is a "provider" from that standpoint. But because she is not credentialled with payers and does not have her own NPI, she must use 99211, 95115, 98960, or some other CPT code that is meant to reflect clinical staff work WITHOUT a clinician. This lets your RN have the charting capacities of a clinician without your billing staff accidentally trying to send a claim out with her name on it. Other practices that host residents (who have DEAs) can write prescriptions but cannot bill under their own stream) might also use this feature for their residents. "Midlevel provider" is a misnomer for how it should be used.

Finding Errors in Your Vaccine Inventory

QUESTION:

An unknown user (or users) has been using vaccine stock that is listed as "inactive" when charting. The nurse in charge of vaccines finds several used from inactive stock when she moves inventory from "inactive" to "active". I'm trying to identify the user of the inactive vaccine stock and I know in the VFC Immunizations Analysis I can get a list of vaccines but it doesn't show the inventory number and when you're looking at several hundred of the same lot # (that is still in use) it's not a great option. Is there a report that shows 1) Each dose of vaccine inventory with the administrator of each dose? Example: 20 doses of Prevar in inventory. Sally J gave dose 20, Charlie B gave dose 19, Linus gave dose 18, etc. and 2) The vaccine inventory status of each vaccine given (active vs inactive) with the vaccinator name? Also, on another note, is there an audit trail of vaccine moved from inactive to active (along with who, when, etc)?

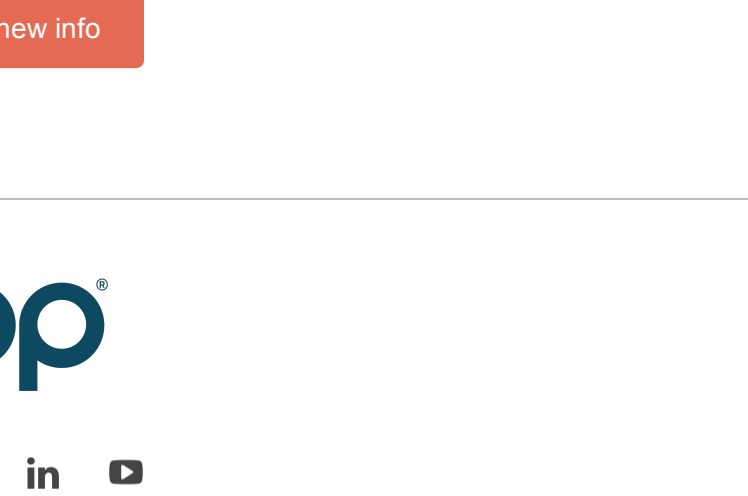
ANSWER:

Yes. The solutions to these challenges were presented at the [OP user conference](#) in April of this year. Here are guides you can follow: [Vaccine Inventory Audit Trail](#) and [Vaccine Review](#).

EDUCATION & TRAINING

PediaTricks Podcast

In a [recent episode](#), host Shawn Rosler interviewed Matt Tadros, OP product director of practice management and RCM, to talk about the integrated Claim Scrubber and what it can do for your practice.



[Give it a listen](#)

Free Trainings

Register today for upcoming FREE training sessions in our Help Center! The following are just a few of the topics being covered in upcoming sessions. Choose from a range of flexible dates!

Vaccine Setup 101
Wed, December 13
2-3 PM EST

- Prep vaccine setup for go-live
- Keep vaccine inventory up to date and pull updates
- Update vaccine handouts and VIS

[Register](#)

Medication & Pharmacy Favorites
Mon, November 27
2-3 PM EST

- Validate your favorite NDCs
- Edit a favorite medication
- Create a favorite medication
- Update Pharmacy Favorite list

[Register](#)

Referrals Workflow
Tue, December 5
2-3 PM EST

- Creating referral tasks
- Create the referral and print the referral or send if office has capability of sending electronically
- Re-Issuing a Referral
- Respond to a Referral - Best Practices for closing a referral (Completing the Process, Med Rec)

[Register](#)

Clinical Reports (DAR)
Tues, December 12
2-3 PM EST

- Pull various vaccine reports
- How to pull reports to see what patients are due for Well Visits
- Reports for clinical recalls
- How to send recall reminders
- Creating/Printing Letters from the Demographic Analysis Recall Report
- How to send messages

[Register](#)

Reducing Insurance A/R with EOB Payment Posting
Wed, December 6
1-2 PM EST

- Learn how to post a paper EOB
- Interest Payments
- Payer Refunds
- Payer Overpayments

[Register](#)

Reducing Insurance A/R with ERA Payment Posting
Thu, December 14
10-11 AM EST

- Learn how to import and post an ERA
- Work with Remedy
- How to handle secondary, HSA and interest payments

[Register](#)

NEW Trainings

As of next month, we'll be offering regular sessions on Patient Engagement, reviewing the features of both PMX Manual Messages and PMX+ Automated Messages!

PMX Manual Messages
Wed, December 20
12-1 PM EST

- Understand what Patient Message eXchange can do
- Configure PMX
- Develop a workflow for your office to incorporate use of Patient Message eXchange

[Register](#)

PMX+ Automated Messages
Wed, November 29
12-1 PM EST

- How to create Automated Messages
- Rules for Automated Messages
- How to set Bulk Delivery Preferences
- Basics of regulatory compliant messaging
- Reporting

[Register](#)

GET 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. Send us:

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

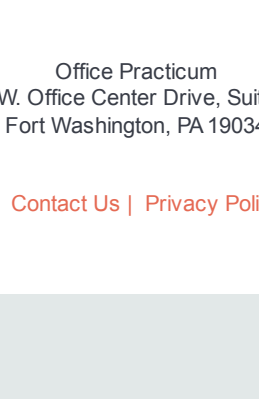
[I have an idea!](#)

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 most significant 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 can add or edit more than one contact at a time without needing to submit the form multiple times.

[Submit new info](#)



Office Practicum
602 W. Office Center Drive, Suite 350
Fort Washington, PA 19034