FAQ - Frequently Asked Questions

Please review the following Q&A as these are the most common questions that will probably affect your claims processing.

Content:

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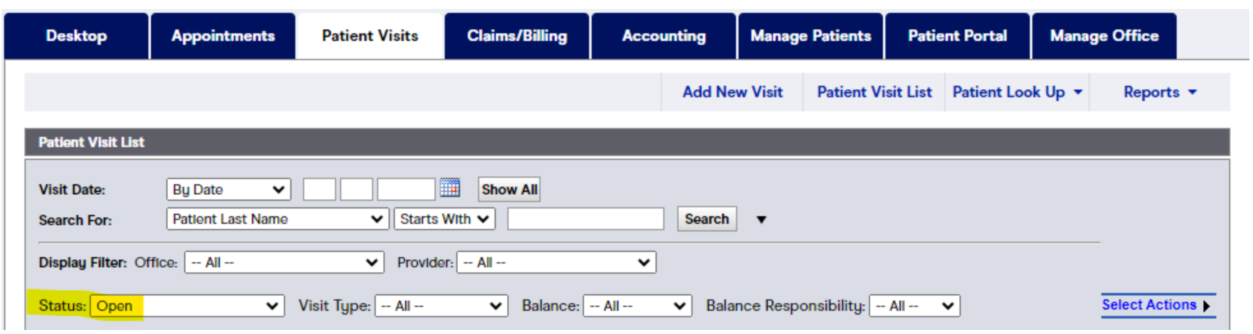
1. Review New Visits.

QUESTION: I just entered a list of visits – How can I make sure that they are all entered correctly?

ANSWER:
Go to the 'Patient Visits' tab and change the 'Status' filter to 'Open'.



'**Open'** visits have been created, but not reviewed or billed out as claims to any payer.

- Professional Practice reviews visits and sends out claims for visits that have all the necessary information at least every 10 days.
- Visits that have been billed out to the payer will show a status of "Claim Created…", "Patient Responsibility", or "Closed".

2. Missing Information.

QUESTION: What if I enter a charge and information is missing? How will Professional Practice let me know that information is needed?

ANSWER:
- If we can't bill out a claim for any reason, we will leave the visit in "Open" status and we will email you to request that you add the missing information to the visit.
- We will also leave notes on the visit, explaining what is missing – as well as when and how we reached out to request the missing information.

What then?
- We will leave the visit "Open" for at least 45 days to allow time for you to address the missing information.
- If the missing information cannot be added, then we will change the visit status to "closed", and adjust the balance to Zero (*adjustment code 204 – "Missing Info"*).
- Charges that have been closed and adjusted to Zero will show up on your monthly reports in a variety of ways.
- If you think that you may have missed our email and you have not reconciled your reports regularly, and you would like to find any visits that were marked "closed" and adjusted to Zero due to missing information, you can run a report to show adjustments.
- If you find visits/charges that were closed due to missing information, please add the missing information, and then email us with the following information so that we can find the closed charge, review it, and submit it: Patient name and date of service – brief statement that you added missing information so that the charge can be submitted. Please be aware that charges that have been closed for missing information are naturally over 45 days old and may be past timely filing.

If you run into snags along the way, please email me a screenshot with a description of what you were trying to do and what happened.

You can call **Office Ally Customer Support at (360)975-7000** . They can log into your account remotely to see what you're seeing in real time and address any issue causing you trouble.