

RCM Subscription Information

With your RCM subscription you get access to our dedicated customer service team, onboarding with our implementation team, and a dedicated billing specialist.

Included

- Claims Submission
- Claim Reconciliation:
 - Rejections and Denials
 - Payment Posting
- Claims Correction:
 - Internal or Clerical - Researched and resolved by the assigned Billing Specialist
 - External or Contractual, Clinical - Will take some provider involvement
- Reporting
 - Billing Submission Report: Claims billed, claims exceptions, claims rejections
 - Denial Report

The Road to Billing Success

How do you prepare? What are your responsibilities?

KNOW:

- Key staff member(s) I want as a part of my implementation team.
- The services I provide, and their service codes and modifiers.
- Payer contracts, if my agency is credentialed, rendering staff or both.
- The status of my members' service authorizations. Insurance and/or MCO portal login information.
- The point person to respond to emailed reports/requests.

DO:

- Participate in the Implementation process (billing utilizing RCM does not occur until this is complete).
- Enter valid data for members during patient registration.
- Participate in Service Code Management.
- Create a delegate portal login for each insurance payer for the billing specialist.
- Keep an accessible, working email.
- Respond to emails and/or phone calls from the billing specialist regarding claims prior to the next billing submission date.