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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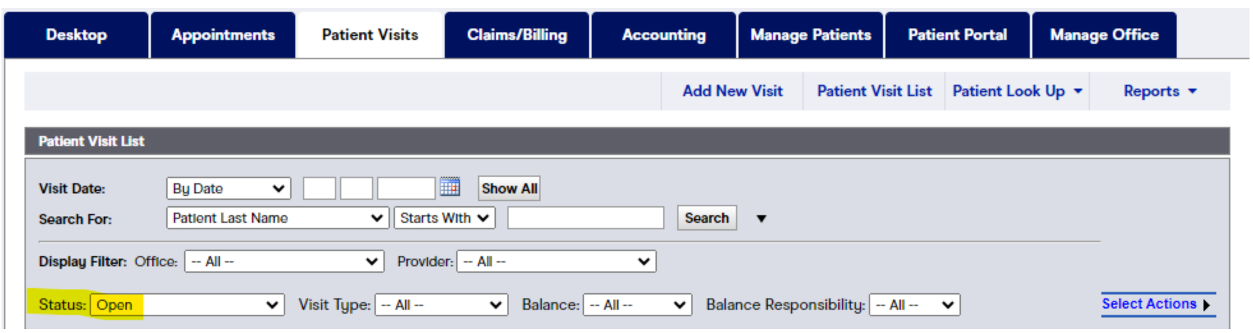
1. Review New Visits.

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'.

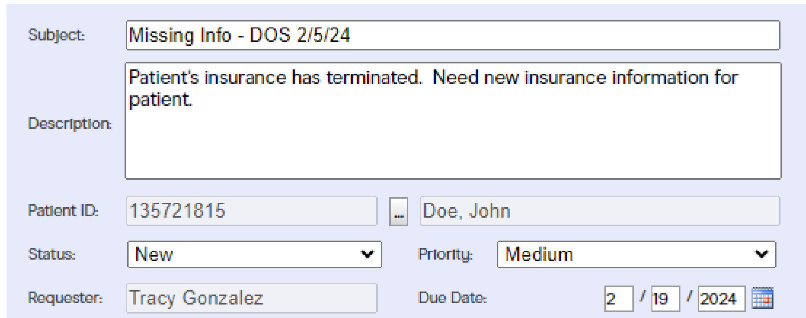


'**Open'** visits have been created, but not reviewed or billed out as claims to any payer.

- 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:
Tasks. If we can't bill out a claim for any reason, we will leave the visit in "Open" status and we will create a task assigned to you (or your staff member responsible for claims and coding).

- If you receive a task showing missing information, add the missing information to the patients' account, visit, or other area; and change the task status from "*New*" to the applicable status (ie: *Complete*, *Needs More Info*, *or In Progress*).
    - ***Complete***: Missing information has been added and visit is ready to be billed out as a claim.
    - ***Needs More Info:*** Provider needs information from Professional Practice in order to address the task / missing information request.
    - ***In Progress:*** Provider acknowledges the task/request and is working on it.
    - (See Desktop > Task List - for details about task status options).

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.