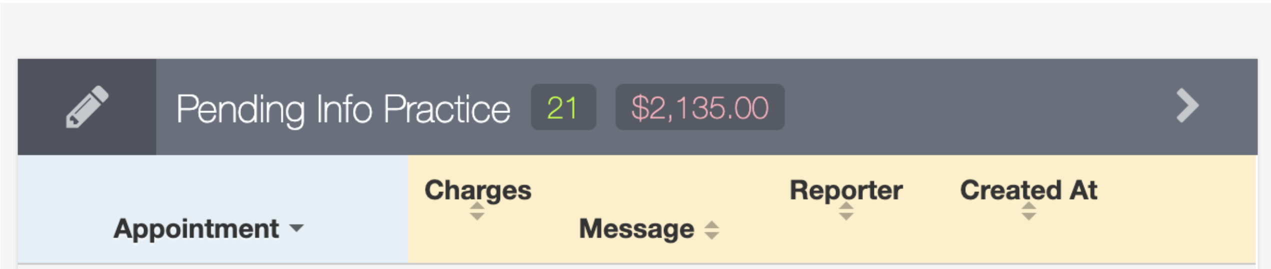
How do I Communicate/Send Messages to my Biller?

07/24/2024 3:30 pm EDT

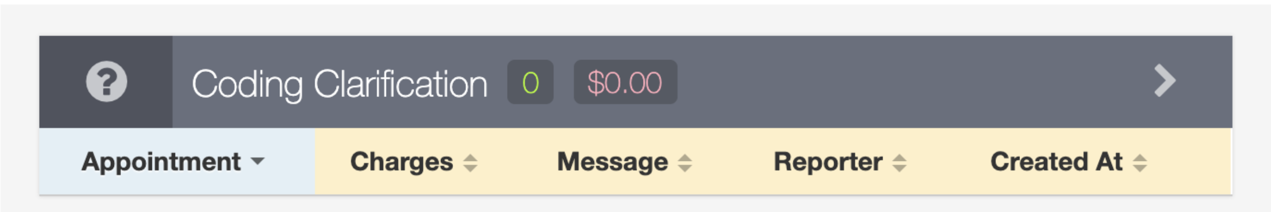
Through the RCM Tasks page, you can directly communicate with your biller about a task that was issued to the practice through the use of a billing status.

When your biller assigns you a task, the task could appear in 2 task panes:**Pending Info Practice** or **Coding Clarification.**

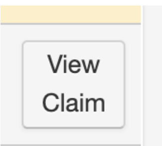
1. **Pending Info Practice:** Each will include a note as to what type of assistance/information is needed. Appointments in this status usually are related to patient demographics and/or insurance. The number in green will tell you how many appointments are in this status, and the red/pink numbers will show you the dollar value currently associated with those claims.



1. **Coding Clarification**: Lists claims that need coding-related information or clarity to proceed. (applicable to those plans where DrChrono is coding from the clinical note). Please note coding related items could require additional documentation or an amendment to be added to the clinical note. Same as Pending Info Practice claims, the green number will tell you the number of claims in this status while the red/pink number will tell you the dollar amount currently associated with the claims.



You can go into each appointment by clicking on **View Claim** on the right side of each appointment listed.



This will take you to the appointment details screen (also known as Live Claims Feed) where you can see the details and the question asked by the biller/coder. You can type an answer into this box and click on the blue **+.** The information you add will then be visible to the billing team. This is also a spot where you can ask a question related to the appointment.

After entering your message, please make sure to change the billing status to **Attention to Biller** and click **Verify & Save**. This will place the claim back in the biller's workflow. They will receive the appointment, see your note/question and be able to respond or take the next appropriate action.