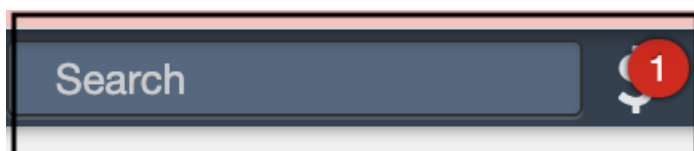


What do I do With Tasks my Biller Assigns Me?

09/11/2024 2:32 pm EDT

With the RCM Tasks page, any claim/appointment that requires practice assistance to proceed will be listed in one convenient place. The RCM Tasks Page can be accessed by clicking on the \$ sign on the toolbar at the top right of the screen:



Tasks will show up in one of the two task categories:

- **Pending Info Practice:** Lists claims that have been assigned to the office for assistance by the billing team. Each will include a note as to what type of assistance/information is needed. Appointments in this status usually are related to patient demographics or insurance.

A screenshot of the "Pending Info Practice" task category. The header bar shows a pencil icon, the text "Pending Info Practice", a notification icon with "1", and "\$150.00". Below the header is a table with columns: Appointment, Charges, Message, Reporter, and Created At. A single row is visible with a value of "\$150.00" under Charges and "N/A" under Reporter. A "View Claim" button is located at the bottom right of the row.

Appointment	Charges	Message	Reporter	Created At
	\$150.00		N/A	

- **Coding Clarification:** Lists claims that need coding-related information or clarity in order to code. (applicable to those plans where DrChrono is coding from the clinical note)

A screenshot of the "Coding Clarification" task category. The header bar shows a question mark icon, the text "Coding Clarification", a notification icon with "1", and "\$150.00". Below the header is a table with columns: Appointment, Charges, Message, Reporter, and Created At. A single row is visible with a value of "\$150.00" under Charges and "N/A" under Reporter. A "View Claim" button is located at the bottom right of the row.

Appointment	Charges	Message	Reporter	Created At
	\$150.00		N/A	

To complete tasks your biller assigns you, click the **View Claim** button to the right of the task to view the claim. With each task, there will be a billing note entered to let you know what information/clarification is needed.

Communicating with Your Biller

You may send a reply and/or question to your biller right within the appointment using the billing notes section. Here you may also attach any files that your biller may have asked you for.

Just remember to click on the blue plus when you are finished with your note, update the billing status to **Attention to Biller**, and click on **Verify and Save**. This will place the claim back in their workflow. They will see your note and will then be able to take the next appropriate action.



A rectangular form element with a light gray background. On the left side, the text "Billing Notes" is displayed. To the right of this text is a large, empty white text input field. Further to the right, there is a small square button with a blue plus sign (+) inside.



A horizontal bar with a light gray background and a black border. On the left side, there is a question mark icon followed by the text "Billing Status". To the right of this is a dropdown menu with the text "Attention to Biller" and a downward-pointing arrow icon.



A blue rectangular button with rounded corners and a white checkmark icon followed by the text "Verify & Save".
