

Simple Ways to Reduce AR – OP Engage 2021

Questions & Answers

1. Who manages the security of the credit cards?

InstaMed manages the security of credit cards.

2. Will we ever be able to easily send bulk statements to the patient portal?

When InstaMed produces patient statements, the eStatements are always available in the patient portal. The parent must register on the InstaMed Patient portal to receive email or text notifications.

3. I may have misunderstood, but I think you mentioned that patients can be notified via OP notify when a new patient responsibility is posted. Can you clarify where to turn this on? Is this through the Intelichart portal?

Yes, refer to this article for instructions on how to create the billing reminder: [OP Notify: Create Billing Reminder Event](#).

4. Does Instamed charge an additional fee for their curbside features if you are already an Instamed client?

No additional fees are charged for curbside payments. Only the existing rate would apply.

5. In the future, will it be possible for the curbside copayment to show instantly in OP? We are hesitant to use this option because we are afraid some parents will say they paid that way, and we have no way to verify until the next day that they truly did.

Currently there is no real time interface between OP and Instamed.

6. If we are already contracted with Instamed, are these services included? Or do we pay additionally for statements, etc.

Patient statements are an additional service offered by InstaMed with a separate fee per statement printed.

7. For the PDF statement option, does the patient have to select this option from their InstaMed account? Currently there is no option to select this from OP.

The parent must register on the InstaMed portal to view PDF Statements and then they can select how they prefer to be notified of a new balance via eMail or Text.

8. Is InstaMed an additional contract to the practice?

InstaMed - Correct. An InstaMed merchant account is contracted directly with InstaMed. Email op.sales@instmed.com for additional information and pricing.

9. Is there a way to know what the patient will owe before they leave if they have an HDHP?

Using the InstaMed eligibility tool, your office can verify if the parent has active coverage and view all the information offered by the insurance company. However, it does not provide detail for what the parent will owe. Best practice is to collect a portion of the expected patient responsibility, save a card on file, and then collect the remainder once the claim is adjudicated.

10. Do we have to do any type of setup with Instamed in order for portal payments to route back to OP?

Patients are able to make payments via OP Patient Portal. Practices will process the payment reports (DPA files) from Instamed into OP. DPA payment files can be brought into Office Practicum the next business day. Users can log into the Instamed site throughout the day to see what is being paid by patients.

1. Click the Billing Center button located in the Billing tab.
2. Click the Claims (A/R) tab.
3. Click the Fetch button.
4. Click the Process button. Payments from the DPA file are auto-applied to the newest of the patient's balances.
5. Click the Receipts tab.
6. Filter the Deposit Source column to show Portal payments.

11. There have been a lot of comments about the bill pay on the portal not being the best solution right now. Where are OP and Intelichart in working out the kinks?

The issue regarding the balances not reflecting correctly in the Intelichart portal has been corrected as of March 31, 2021.

12. Is QuickPay and interface with InstaMed a current functionality, or is this in the IntelliChart portal roadmap?

Quickpay through the Intelichart portal is on the roadmap and will notify all clients once it is available.

13. Our office has the InstaMed Patient Payment Page deployed already. Should I keep the InstaMed Portal once I deploy the Intelichart portal?

Yes, both portals are recommended. The Intelichart Portal has advanced clinical features with a payment option. The InstaMed portal offers advanced payment features where some parents may have an existing account.

14. I understand from colleagues the intellichart function for payment is not working. Can you let us know how to test this? It does not sync with OP. We use Instamed now.

Currently the payments made in the Intelichart portal come in to OP the next day via the Instamed file, but we are working on having those payments update in a real time.

15. Do OP and Instamed integrated payment solutions allow practices to set up payment arrangements for large or previous account balances?

Currently the OP and InstaMed payment solution does not offer payment plan arrangements. However, there are two options for establishing a payment plan directly in InstaMed.

1. Staff users can establish a payment plan on the InstaMed Provider Portal. (Log into InstaMed directly.)
2. The parent can establish a payment plan on the InstaMed Patient Portal.

16. How do you know what the patient's responsibility will be after a visit? Does Instamed communicate with their insurance to know if the family has met their deductible already?

Using the InstaMed eligibility tool, your office can verify if the parent has active coverage and view all the information offered by the insurance company. However, it does not provide detail for what the parent will owe. Best practice is to collect a portion of the expected patient responsibility, save a card on file, and then collect the remainder once the claim is adjudicated.

17. Why are Instamed and OP not able to communicate in-house payments? Instamed does not reflect the correct balance on many of our accounts. We have to refund payments daily.

When practices are implemented with Bill Pay through Intelichart, they are also set up with a daily file that goes to Instamed that updates the Instamed Payment portal with the payments that were made at the practice in the office. This will result in those balances on the Instamed Portal to be correct the next day.

We understand there is an OP enhancement available that will update balances in the InstaMed portal up to date.