Medical Billing Professionals Support Suite

Personalized Video Demo of Revenue Performance Advisor Portal and Support Suite

2021-05-08 - Medical Billing Professionals - Comments (0) - General

Personalized Video Demo of Revenue Performance Advisor Portal and Support Suite

Many of our clients are not utilizing the Revenue Performance Advisor Portal and some are not using our Support Suite.

With the RPA Portal you are able to see all claims we submitted, if the claims were accepted or rejected and you can see ERA files (electronic EOBs).

With the Support Suite, providers should be logging in EVERY DAY to see if there are any open tickets that require a response.

To help providers we are offering to produce and provide you a personalized video demo of the Revenue Performance Advisor Portal.

In the demo I will use your practice's live data to show you how to:

- Find Claims
- Show you how to see the details of the claims that were submitted
- See if the claims were accepted or rejected
- If rejected, show you how to view the rejection reason
- If a claim was paid via an ERA file I will show you how to view the EOB for that claim
- I will show you how to search ERA files in the Portal.

All you have to do is send me an email and request that I provide you a video demo of RPA. IF YOU WANT A VIDEO DEMO OF THE SUPPORT SUITE, INCLUDING THAT IN YOUR EMAIL.

Note: Because we do expect demand for this service...and because the videos generally will only be produced during the weekends, we cannot provide the videos immediately but will work as quickly as possible to fulfill the requests.

Thanks,

Steve