

Medical Billing Professionals Support Suite

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Revenue Performance Advisor Update- -3/19/24

This notice is only for our clients for whom we submit billing via Revenue Performance Advisor. This does NOT apply to TherapyNotes users where billing is sent within TherapyNotes.

I was able to communicate finally with someone at Change Healthcare and have some potential good news about Revenue Performance Advisor. See below:

"Regarding RPA, testing is currently in progress, but has not been completed. Our team has successfully tested our primary clearinghouse platform, Assurance, which we are now in the beginning phases to reinstate those users. RPA is immediately to follow.

Now, I do not have a definite timeline to when RPA's testing will be completed, but I can tell you that one of the test accounts has just successfully transmitted a claim file, so testing is almost where we need to be and as soon as it's completed successfully, they will begin getting all users reinstated, which you'll be notified at that time."

So the above is good news! I was concerned that they would not bring back RPA but force us to transition to another platform. But based upon the above I am hopeful that access to RPA will be restored soon--whether that means this week...or some time next week. Of course, things can change. If testing is not successful, then Change may have to move us to another platform, but let's keep our fingers crossed that the testing is successful.

Thanks,
Steve