Medical Billing Professionals Support Suite

TherapyNotes Update--March 22, 2024

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TherapyNotes Update-March 22, 2024

On Wednesday we sent you an update (based upon TherapyNotes blog post of March 20, 2024) that by the end of this week they were going to submit all claims in the queue except for those payers requiring enrollment....and they sent the list of payers requiring enrollment.

Unfortunately this afternoon they posted an update that is completely different. I will paste the blog below, but basically they can only send claims now to payers for which TherapyNotes has passed testing with the iEDI clearinghouse (less than 20 payers!!)....and they sent a separate list for payers for which they are currently testing.

Based upon their blog from Wednesday we have been uploading claims for all payers that did not require enrollment per their list with the expectation they would be sent this week. We were only sending to OfficeAlly for those payers requiring enrollment.

However, because of the new blog post, this weekend we are going to work on submitting to OfficeAlly all claims except for the payers on the list for which TherapyNotes has passed testing. We will only be sending for those practices that opted for the OfficeAlly option.

If your office had not previously opted in for the OfficeAlly option and you were either holding your claims or submitting yourself externally, we will continue to upload your files to TherapyNotes UNLESS YOU ADVISE US NOT TO SUBMIT THAT WAY until the entire matter is resolved.

Here is their blog post from today:

"*We are happy to report continued success with iEDI and claim submission! Our priority is getting your claims submitted as quickly as possible. We wanted to offer a detailed update on where we are in this process.*

Please follow this link for continual updates on which payers we are submitting to iEDI electronically and which payers are in testing to be submitted soon:

https://blog.therapynotes.com/payers-being-submitted-through-iedi

For payers that are being submitted through iEDI:

If the payer is provided on the list for submission, we are submitting queued claims electronically on your behalf and will update claim status appropriately. We recommend you do not download the claim file from the external submission page for these payers to help eliminate the possibility of duplicate claim submission.

Please continue to check your payer portal(s) for more detailed information on the status of a claim and for available Remittance Advice (ERAs) at this time.

For payers that are in testing through iEDI:

We are working diligently to make sure the payers with the highest volume of claims go through testing first. In each round of testing we assure that claims make it to the payer and determine a percentage of rejections. As we gain confidence in acceptance by the payer, we will move the payer from the ***testing*** *section and into the* ***submitted*** *section.*

Thank you for your continued patience and support while we navigate this challenging time. We will continue to provide updates on our efforts and will continue to do everything we can to get your claims submitted."

Thanks for your patience,

Steve