

OVERVIEW ON THE FOLLOW UP FEATURE

The Request Follow-up feature may be enabled in a MotionMD account. When activated, a user can select a patient agreement (PA) for follow-up prior to submission to billing. To add this feature in an account, please submit a Help Ticket in MotionMD.

Once enabled, a patient agreement will now have the option to Request Follow-up.

Patient Agreements / Test Patient

Test Patient

ID 108070 • CSA Orthopedics (Main)
Created on 10/20/20 (Updated 01/07/21) by Kristen DiRocco

Request Follow-up Archive View Activity Print

If selected, a **Follow Up** pill will then be present on the PA when viewed in the Patient Agreements tab. The pill indicates the need to follow up with an action on the claim. It also prevents a claim Ready for Billing from being accidentally submitted to billing.

Patient, Test **Follow Up**

CSA Orthopedics (Main)
10/20/2020 by Kristen DiRocco

1/1 Incomplete Not Submitted

ID 108070
MRN
DOB 1966-10-16

Once all the additional actions needed on the PA have been completed, select the **I Followed Up** pill on the PA or in the expanded PA view to proceed with processing the PA.

PA View:

Test Patient

ID 108070 • CSA Orthopedics (Main)
Created on 10/20/20 (Updated 01/25/21) by Kristen DiRocco

I followed up Archive View Activity Print

Expanded PA View:

Test, Patient **Follow Up**

Main - JP Orthopedics
09/15/2020 by Jessica Pena

1/1 Incomplete Not Submitted

ID 107888
MRN
DOB 1984-11-21

Click to verify the patient agreement is no longer in need of a follow-up. **I followed up**

Diagnoses: S99.81

Products: OfficeCare (Not Submitted)

AirSelect Standard **Fulfilled**
01EF-S - Ankle - (Small) - Body Side Left - L4361

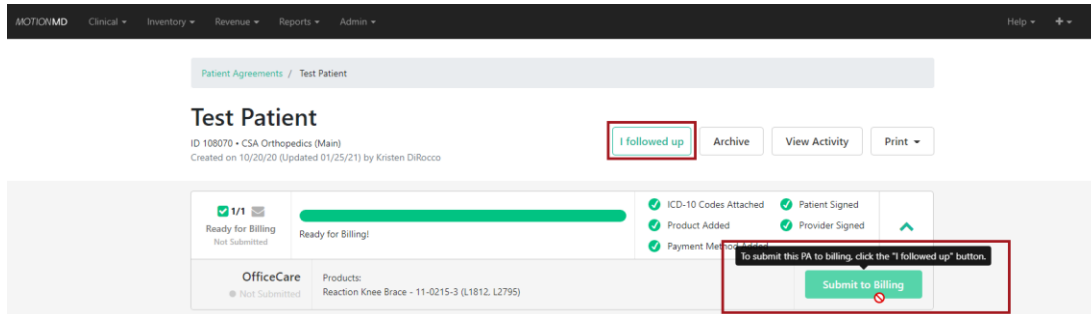
Payment: Self Pay (Self Pay)

Signatures: Signed by Patient 1. Test (Self) on 04/15/2021
John Doe

Birthdate: 1984-11-21
Email: No email has been added.
Provider: John Doe

OVERVIEW ON THE FOLLOW UP FEATURE

Completing the **I Followed Up** is required to submit a claim in follow-up status to billing. If not completed, a user will receive the following error message:



After the follow up is complete, the claim is now ready to be submitted to billing.