

## SUBMIT CLAIMS TO SPECIAL BILLING OR THIRD PARTY

Each OfficeCare account has different processes for Special Billing and/or Third Party Patient Agreements (PA's) from MotionMD. If you were given specific instructions on how to handle them (where to fax them, etc.), continue to do as you were instructed by your RSM or MotionMD Implementation Lead. Otherwise, follow the process below:

From the **Product screen**, under the **Billing Channel** dropdown menu, select **Special Billing** and **Save Changes**

Products

Reaction Knee Brace - 11-0215-3

Fulfill From: Stock

Inventory Location: CSA Orthopedics (Main)

**Billing Channel**: Special Billing

Involved Side:

Serial #: Not Required

Self Pay/TOS:

**Save Changes**

Utilize the **Notes** section on the PA to provide additional information about the status of the PA. For example, when it was faxed or who it was faxed to. This is helpful if there are multiple special billing or third party processes in place at the account.

Click the **Add** button to the right of the **Notes** section. Type in the **Notes** box that you faxed / completed the process for SB. Click **Save Note** button

Notes

Faxed to SB - 6/29/2020

Patient Visible  
Patient visible notes will also be displayed on Patient-facing documents

**Save Note**

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The system displays the comments on the PA as an internal note:

Once complete the PA should be printed and faxed to the Special Biller or Third Party. Scroll to the top of the Patient Agreement. Select the **Print** drop-down menu and **Print PA Only**.

After the claim has been faxed, the PA should be archived to pull it out of the MotionMD workflow. On the PA, select **Archive**.

A pop-up window will appear to select the reason as Billed and Submitted to Special Biller and **Archive**:

A claim can be unarchived and viewed at any time by searching for the patient agreement.