



Reproductive Health Services Transition Notes

Check-In/Charge Entry

- The Billing Location for an RHS visit must be: Location #14 – RVHDC REPRODUCTIVE HEALTH SERVICES
- The Billing Provider for an RHS visit must be: Charles Lamade
- The Examining Provider for an RHS visit must be: Linda Davis, Patricia Green, or Heather McCormick
- When entering insurance for an RHS visit, you must utilize an insurance plan with the naming configuration of: R-INSURANCE PLAN NAME (ex. R-Medical Assistance)
- If the patient is a minor and they have a different guarantor for Medical/Dental or they are a new patient, it is possible for the minor patient to be their own Guarantor as they may not want their parent to know they are at an appointment for RHS. You must verify the Guarantor is accurate at each visit.

Scheduling

- All appointments will be scheduled for 60 minutes through 12/2/2016 and must be scheduled using the 60 – Office Visit 60 Minute appointment type
- All appointments will be scheduled for 30 and 45 minutes through 12/31/2016 and must be scheduled using the 30 – Office Visit 30 Minute and 45 – Office Visit 45 Minute appointment types
 - The current staff at the Reproductive Health Center are developing a listing of what appointments should be placed in the 30 and 45-minute time slots. Once this information is made available to us, we will pass it along to all Office Assistants
- All appointments will begin using a regular schedule template on 1/2/2016. The appointments will follow a 15, 30, and 45-minute template. An outline will be provided for this template as well
- Any patient that is not a current RVH&DC patient but is a Reproductive Health Center patient will need to sign a record release in order for RVH&DC to be able to get their records from Susquehanna Health. The staff at the RHC have been working diligently to get the ROI's signed, however those that have not signed the release an alert note will be placed on their chart alerting you to have the patient sign an ROI. For certain visit types, such as a Depo injection the Provider's need to be able to review the patient's previous record to be able to effectively treat the patient. Should you see a patient that does not have the ROI, it is recommended to try and have the patient come in and sign the release ahead of their appointment so that their records can be retrieved.

General Notes

- The fax number for RHS is the same as Medical 570-567-5421
- As we work through some workflow challenges and unique situations with regards to the RHS, we will be working diligently to put together workflow documents to aid in the transition of the new services.