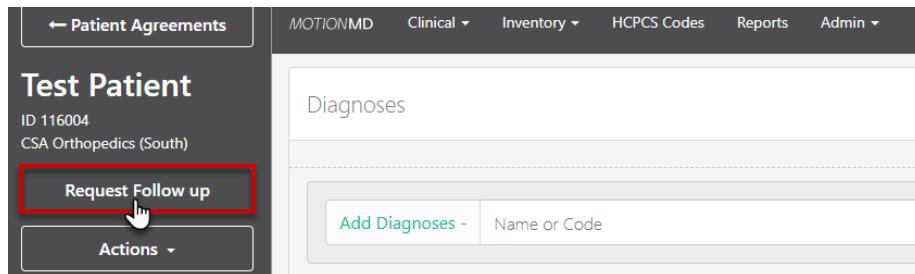


OVERVIEW ON THE FOLLOW UP FEATURE

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.

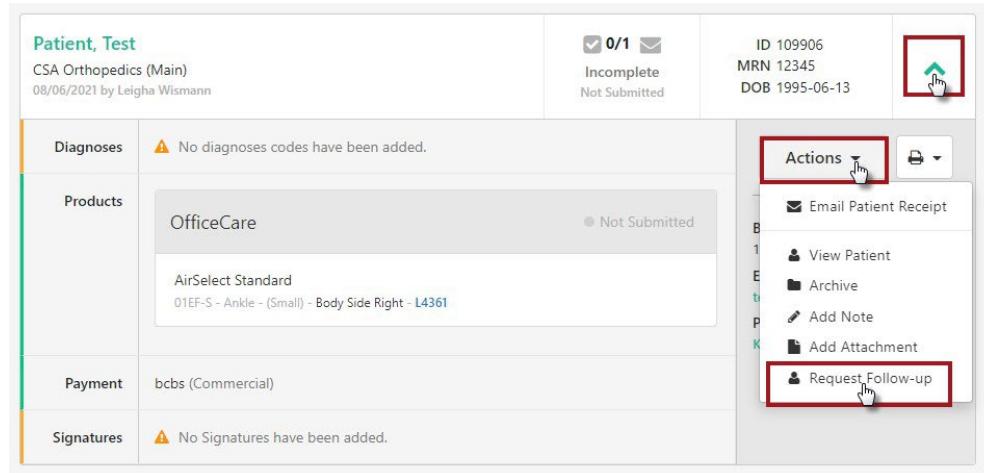
Once enabled, a user can Request Follow-up from within a PA or in an Expanded PA view:

PA View:



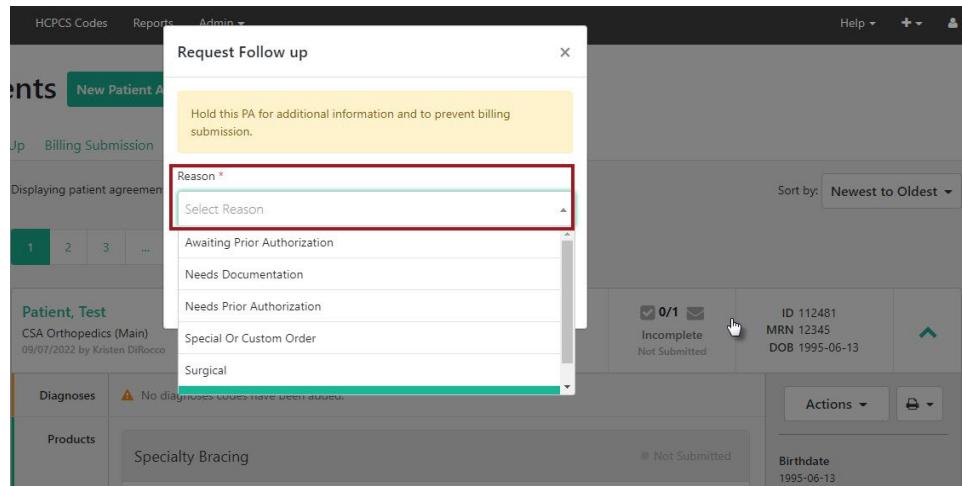
The screenshot shows the MotionMD interface for a patient named 'Test Patient' (ID 116004). The 'Request Follow up' button is highlighted with a red box and a cursor is hovering over it. The interface includes a 'Diagnoses' section with an 'Add Diagnoses' button and a search bar.

Expanded PA view:



The screenshot shows the MotionMD interface for a patient named 'Patient, Test' (ID 109906). The 'Actions' dropdown menu is open, showing options like 'Email Patient Receipt', 'View Patient', 'Archive', 'Add Note', 'Add Attachment', and 'Request Follow-up'. The 'Request Follow-up' option is highlighted with a red box and a cursor is hovering over it.

After the **Request Follow-up** option is selected, a model will pop up with a drop down to select a Follow-up category and Save Changes.



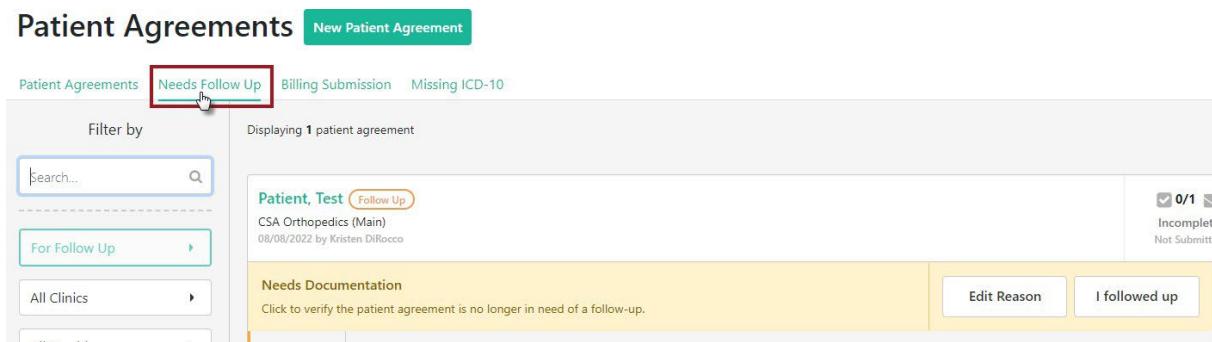
The screenshot shows the MotionMD interface with a 'Request Follow up' modal window. The 'Reason' dropdown menu is open, showing options like 'Awaiting Prior Authorization', 'Needs Documentation', 'Needs Prior Authorization', 'Special Or Custom Order', and 'Surgical'. The 'Select Reason' option is highlighted with a red box and a cursor is hovering over it. The background shows the patient details and the 'Actions' dropdown menu.

OVERVIEW ON THE FOLLOW UP FEATURE

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.



To filter PAs that have Follow Up selected, select the **Needs Follow Up** tab on the PA+BS page.

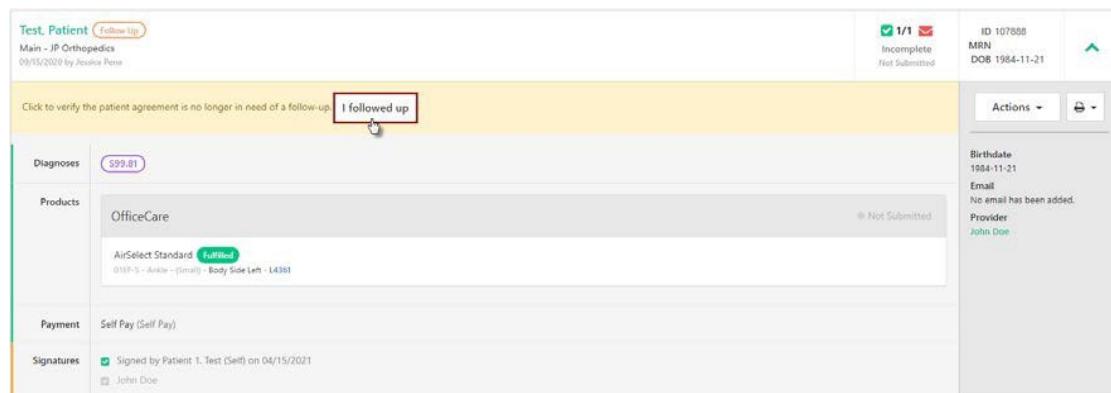


Once all the additional actions needed on the PA have been completed, select the **I Followed Up** pill on the PA or in the expanded PA view to proceed with processing the PA.

PA View:

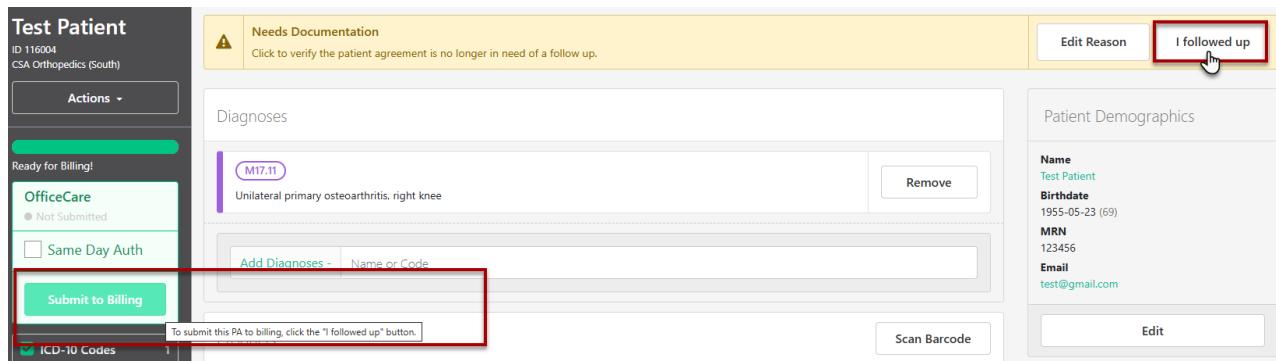


Expanded PA View:



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:



The screenshot shows the patient summary page for 'Test Patient'. On the left, there is a sidebar with 'Actions', 'OfficeCare' (radio button for 'Not Submitted'), 'Same Day Auth' (checkbox), and a 'Submit to Billing' button. The main content area has a yellow 'Needs Documentation' alert: 'Click to verify the patient agreement is no longer in need of a follow up.' On the right, there is a 'Patient Demographics' section with fields for Name, Birthdate, MRN, and Email. At the top right, there are 'Edit Reason' and 'I followed up' buttons, with the 'I followed up' button being highlighted with a red box and a cursor pointing at it. A note at the bottom of the page says: 'To submit this PA to billing, click the "I followed up" button.'

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



The screenshot shows the patient summary page for 'Test Patient'. The sidebar now shows 'Actions', 'OfficeCare' (radio button for 'Not Submitted'), 'Same Day Auth' (checkbox), and a 'Submit to Billing' button, which is highlighted with a red box and a cursor pointing at it. The main content area shows 'Diagnoses' (M17.11, Unilateral primary osteoarthritis, right knee) and 'Products' (01EF-M / DJO - Aircast). The 'Patient Demographics' section is partially visible on the right.