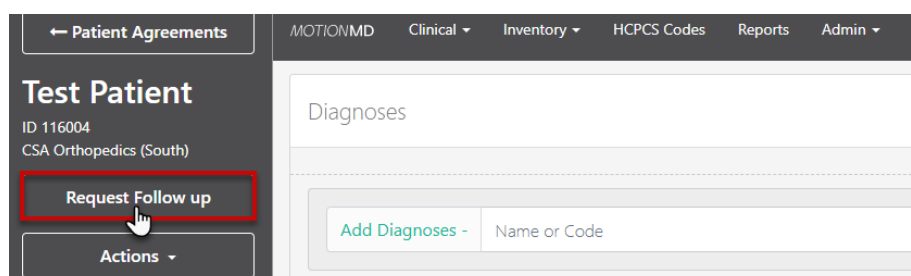


OVERVIEW ON THE FOLLOW UP FEATURE

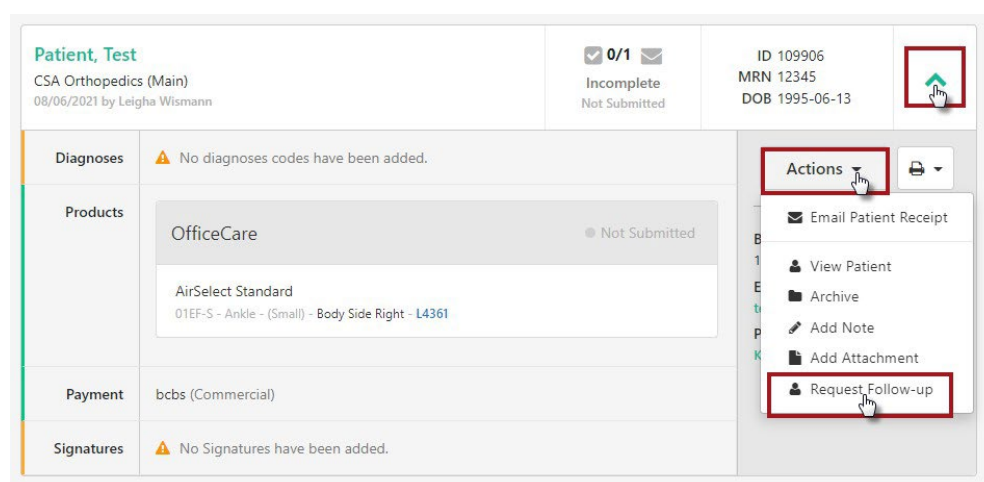
The Request Follow-up feature may be enabled in a MotionMD account. When activated, a user can select a patient agreement (PA) for follow-up prior to submission to billing. To add this feature in an account, please submit a Help Ticket in MotionMD.

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

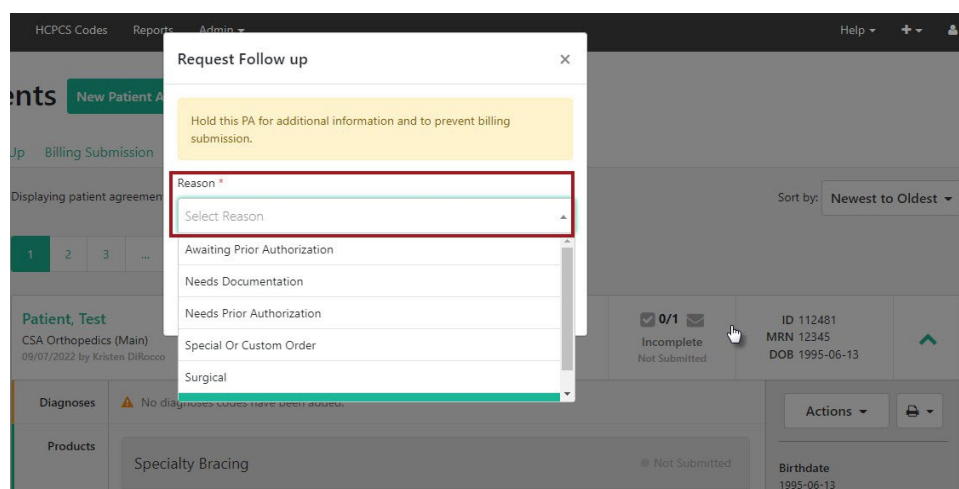
PA View:



Expanded PA view:



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.

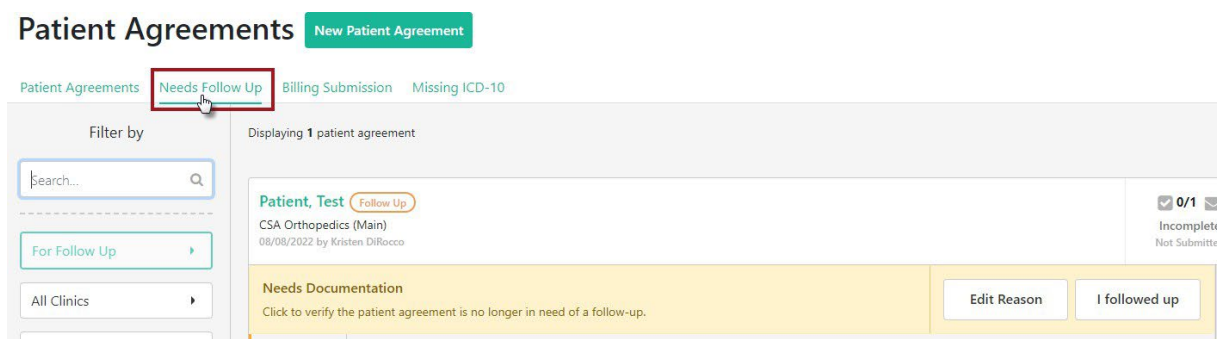


OVERVIEW ON THE FOLLOW UP FEATURE

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.

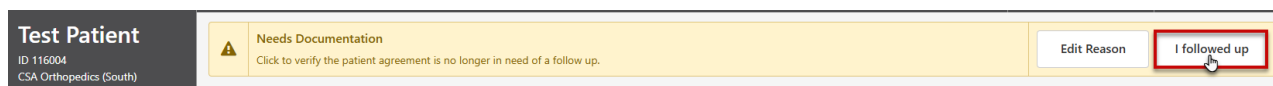


To filter PAs that have Follow Up selected, select the **Needs Follow Up** tab on the PA+BS page.

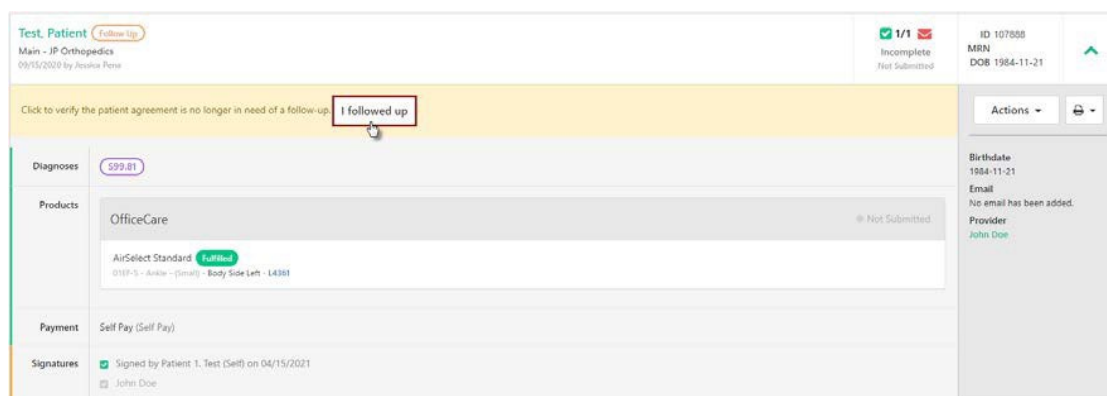


Once all the additional actions needed on the PA have been completed, select the **I Followed Up** pill on the PA or in the expanded PA view to proceed with processing the PA.

PA View:

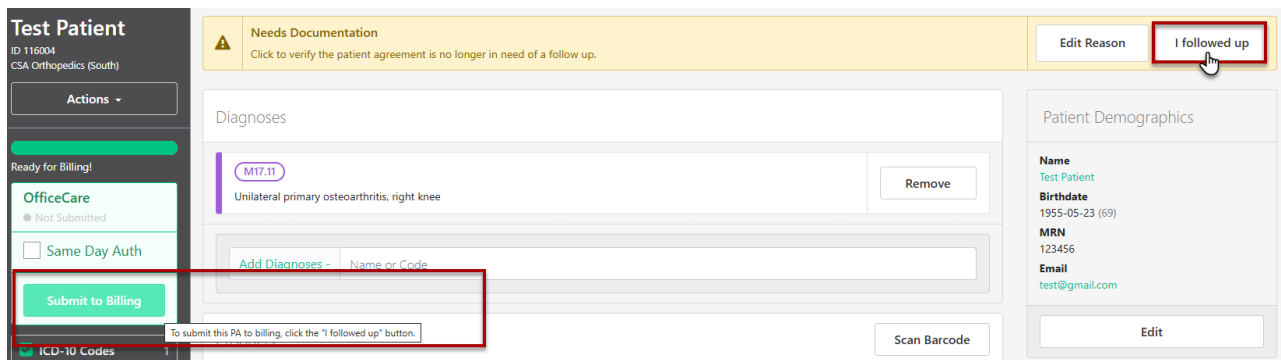


Expanded PA View:



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 'Test Patient' interface for ID 116004, CSA Orthopedics (South). A yellow banner at the top indicates 'Needs Documentation' with the message: 'Click to verify the patient agreement is no longer in need of a follow up.' In the top right corner, the 'Edit Reason' button is highlighted with a red box, and a mouse cursor is pointing at the 'I followed up' button. On the left sidebar, the 'Submit to Billing' button is also highlighted with a red box. A tooltip at the bottom of the sidebar states: '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 'Test Patient' interface for ID 116004, CSA Orthopedics (South). The 'Diagnoses' section lists 'M17.11 Unilateral primary osteoarthritis, right knee'. The 'Products' section shows '(01EF-M / DJO - Aircast)'. On the left sidebar, the 'Submit to Billing' button is highlighted with a red box and a mouse cursor. The 'I followed up' button is no longer visible, indicating it has been completed.