



THE CLEAN CLAIM CONNECTION

SEPTEMBER 2026 • PRACTICAL BILLING, CREDENTIALING & PRACTICE MANAGEMENT TIPS

FROM THE DESK OF KELLY

Welcome to Our First Issue!

I started The Clean Claim Connection as another way to improve communication with our clients and share useful information with medical practices beyond our client family. Medical billing is always changing - from payer updates and Open PM features to front desk and credentialing reminders.

My goal is simple: keep it short, useful, and easy to read while sharing information that can help your practice and prevent billing problems.

ONE SMALL FAVOR

Please share this newsletter with your team - and with a colleague who may find it helpful. Many of these tips are useful for front desk teams, clinical staff, office managers, and anyone involved in the revenue cycle.

Have a topic you'd like us to cover? Send it my way. I would love for future issues to be driven by the questions and challenges medical practices are seeing every day.

Thank you for trusting Clean Claim MD to be part of your team!

- Kelly Stahl

FRONT DESK REMINDER

A Clean Claim Starts at the Front Desk!

A few extra minutes at check-in can prevent days of work later.

- ✓ **Verify eligibility** at every visit.
- ✓ **Scan BOTH sides** of the insurance card.
- ✓ **Confirm demographics** and contact information.
- ✓ **Ask about other insurance** and COB.
- ✓ **Don't assume a card on file is current.**

WHY IT MATTERS

A one-minute correction before the visit can prevent denials, corrected claims, and delayed payment.

Front Desk Team: You are the first step to a clean claim - and we appreciate you!

OPEN PM TIP OF THE MONTH

Patient Notes & Alerts Just Got Better!

Open PM has enhanced the Notes and Alerts features on the Patient Dashboard, giving your team more control over how patient information is created, displayed, and managed.

- ✓ **Snooze-able Alerts** - temporarily hide an alert until it is needed again.
- ✓ **Effective & Expiration Dates** - control when information appears.
- ✓ **Attach to Multiple Encounters** - connect one note to more than one encounter.
- ✓ **Hide System Notes** - reduce clutter.
- ✓ **Archive Notes** - for users with the appropriate permission.
- ✓ **Improved Search & Filters** - find patient notes faster.
- ✓ **New Categories** - replacing Type and Classification.

HOW COULD YOUR OFFICE USE THIS?

Think insurance issues, outstanding balances, authorization information, registration reminders, or something that needs to be addressed at the patient's next visit.

Learn more: [Patient Dashboard Notes Panel](#)

Open PM Resources: [Blog & Case Studies](#) - [Open Practice](#)

Visit the resource page and subscribe directly to Open Practice updates if you would like their latest articles and case studies delivered to you.

COMING IN 2027

Big Changes to OB Billing

Traditional global maternity coding is being restructured effective January 1, 2027. This is a major change for OB practices - and it deserves more than a quick mention.

TURN THE PAGE

We break down what is changing and why practices should start paying attention now.

BILLING & PAYER WATCH

BIG Changes Coming to OB Billing in 2027

If your practice provides obstetric care, this is one change you definitely want on your radar.

Beginning January 1, 2027, CPT maternity coding will move away from the traditional global maternity model. The familiar global codes - including 59400, 59510, 59610 and 59618 - are among the codes being deleted.

THE BIG PICTURE

Maternity care will be reported more granularly across four phases: ANTEPARTUM • LABOR MANAGEMENT • DELIVERY • POSTPARTUM

The AMA reports that 17 maternity CPT codes are being deleted, 12 new codes are being added, and 6 codes are being revised. Antepartum and postpartum care will generally move to encounter-based E/M reporting, while new codes will address labor management and delivery.

Why are we talking about this now?

Because January isn't as far away as it sounds. Patients beginning prenatal care now may not deliver until 2027. Practices will need to understand how the transition affects care that crosses from 2026 into 2027, along with payer-specific billing instructions, reimbursement, documentation, system updates, and claim edits.

Clean Claim MD will be following this closely and sharing updates as additional payer guidance becomes available. Our OB clients will receive practice-specific guidance as we learn more.

Official AMA resource: [CPT 2027 Maternity Care Services Code Changes](#)

Stay tuned - there will definitely be more to come on this one!

CREDENTIALING CORNER

Making a Change? Please Tell Us First!

Opening a new location? Adding a provider? Changing an address, phone number, ownership, tax information, or banking information? These changes may trigger credentialing updates. Clean Claim MD clients: please let us know before the change whenever possible.

Changes may require updates with Medicare, Medicaid, commercial payers, CAQH, NPPES, payer portals, or EFT/ERA enrollments. Advance notice gives us time to determine what needs to be updated before claims or payments are affected.

DON'T FORGET YOUR RENEWALS!

When a provider renews any of the following, make sure the updated document is sent promptly to whoever manages your credentialing. Clean Claim MD clients: please send us a copy as soon as the renewal is completed:

- ✓ Professional Liability Insurance Facesheet
- ✓ Medical License
- ✓ DEA Certificate

PLEASE DO NOT WAIT

Do not wait until someone has to ask - or until the document has already expired. Current documents help keep CAQH and payer credentialing records up to date and prevent avoidable delays.

The easiest rule to remember:

If something changes, renews, expires - or you're just not sure whether credentialing needs it - SEND IT TO YOUR CREDENTIALING TEAM! Clean Claim MD clients: send it to us.

HAVE AN IDEA FOR NEXT MONTH?

Send us the questions your team is asking, an Open PM feature you'd like explained, or a billing topic you'd like us to cover. Share this newsletter with your team or a colleague, follow Clean Claim MD on Facebook and LinkedIn, and visit www.cleanclaimmd.com.