

How will physicians stay informed?

RMA committed to new communications channels for the duration of the billing solution project. We will keep you informed and stay in dialogue with you via:

- Biweekly virtual town halls
- A dedicated project website
- A living FAQ updated with all submitted questions and answers

Will there be meeting minutes from the live sessions?

Formal minutes will not be produced. Instead, questions and clear responses from meetings will be consolidated into a living FAQ that will be updated regularly.

Will there be a website for project updates?

Yes. A dedicated project website is being developed and will include FAQs, updates, a meeting schedule, and a form allowing physicians to submit questions/concerns.

Will members be notified when the website goes live?

Yes. Members will receive a communication with the website address once it is launched.

NEW: How quickly does RMA respond to physician inquiries? As part of our new communications plan, physician inquiries communicated to RMA staff, FHS administration, submitted through the RMA NOW portal or presented in biweekly Physician Sessions will be responded to in 2 business days or less using RMA's new Physician Inquiry and Response Tool. Responses to common physician inquiries will be posted to FAQ's on the RMA NOW portal. All inquiries will remain anonymous.