

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 can physicians submit questions outside of the live video conference sessions?

Physicians can submit questions in several ways: by emailing the project lead directly, through their department directors, chairs, or finance managers (who relay questions to RMA), or by submitting a question through the form on the RMA NOW website, which generates a ticket for RMA to respond to.

NEW: Are questions raised during live video conference sessions kept anonymous, or only those submitted through the portal?

All questions are kept anonymous when added to the living FAQ, regardless of whether they are submitted through the RMA NOW portal, by email, or asked live during a video conference session. Physicians are encouraged to ask questions openly during sessions, as responses are shared with all physicians without attribution.

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.