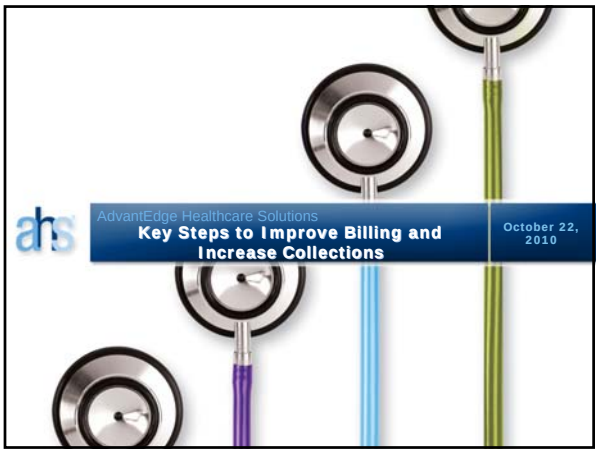


Challenges

Reimbursement Trends

Patient collections
- HDHP

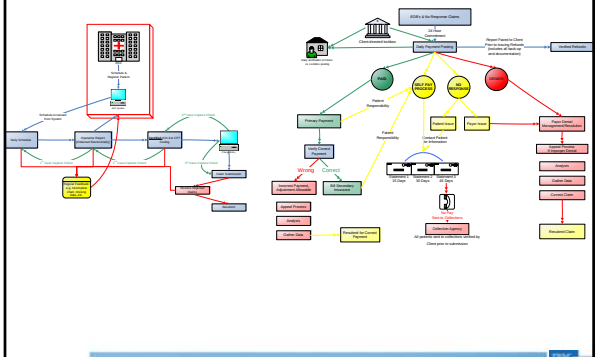
Coding and Billing Complexity
- 5010, ICD10, OON “rules”

Availability of skilled staff

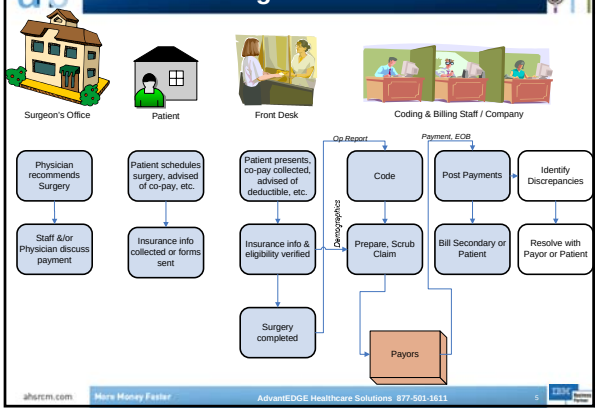
Key Steps to Improve Billing

- Billing is a process
- Patient-centric
- Staff-centric
- Don’t forget: compliance

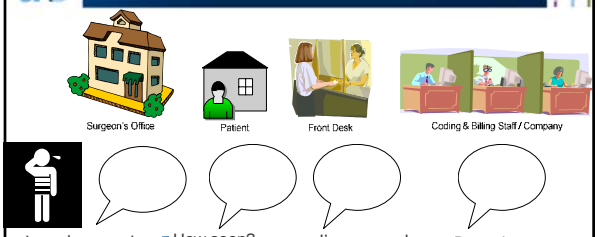
Billing is a Process…



Billing is a Process



Patient-Centric



- I need surgery!
- It's important
- What is involved?
- How do I schedule?

- How soon?
- How do I prepare?
- What is involved?

- I'm nervous!
- Insurance?
- What is involved?

- Doesn't my insurance cover it?
- Why did I get several bills?
- That was a long time ago

Staff-Centric

Non-clinical staff roles and responsibilities

	Scheduler	Front Desk	Coder	Biller	A/R follow-up
Welcoming, Pleasant	X	X			X
Can effectively use system(s)	X	X	X	X	X
Can explain clinical process	X	X	X		X
Can effectively ask for payment	X	X		X	X
Certified coding knowledge			X		
Can work with surgeons		X	X		X
Payor processes, contacts, etc.			X	X	X
Analysis by payor, surgeon,...					X
Contracts, denial, appeal processes					X

Compliance

- HIPAA
  - Compliance plan?
- Protected Health Information
  - HiTech breach notifications
- RAC, other audit risk
- Credit balances
- External audits
  - At least annually

Key Steps to Improve Billing

- Billing is a process
- Patient-centric
- Staff-centric
- Don’t forget: compliance

References

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