

7 Procedures to Improve and Increase Collections and Reduce Stress

1. *"Financial Agreement" (FA) Day 2 NPR Breakout*

To be 100% clear with patients FA. Explain Care Plans with insurance and when insurance is maxed. Same with self pay patients.

2. *"Financial Agreement Form" Day 2 Breakout*

Always use FA form and explain the benefit of having a HAS card, CC, or Debit card signed and on file.

3. *Review all insurance AR's*

CA must independently look at Account Receivables (AR's) at 120, 90, & 60 days outstanding. This is done on a weekly basis during *"Administrative Time"* (Admin. Time – not during PTA). Only if F-CA is the 3rd CA on a session are they allowed to review AR's during PTA hrs.

4. *"Weekly Financial Meetings"*

Drs must have *Weekly Financial Meetings* with the F-CA to review any problem cases (insurance or self pay).

5. *"FOLLOW UPS" (F/U's)*

F-CA does follow up's on any and all outstanding insurance claims weekly.

If too many big balances and too many old claims in AR, DR.
NEEDS TO STEP IN AND LEARN, WHY?

CA should simply note biggest and oldest accounts and make a list to track. NOTE: F/U's are never during PTA unless you

have 3 CA's working during that session. DR. NEVER LOOKS OR SPEAKS OF FINACIAL ISSUES OR ANY INSURANCE DURING PTA and UNDER ALMOST NO CIRCUMSTANCE SPEAKS OF SUCH NEGATIVE THINGS EXCEPT AS NOTED EARLIER.

6. *"Patient Question" Book*

When can patients ask questions?

When do we answer questions?

Simply have a Steno pad at the front desk.

Patient asks.....

CA's Reply, (hands them book and pen)

"Would you please white that down here so, I know exactly what your asking and if it is ok, I'll look into this and be happy to get back to you later today or let you know about it on your next visit. Is that OK?"

7. *For those using Chirotouch you can now use Trizetto* (Elec.

Billing Co.) that will bill you claims and now will POST YOUR PAYMENTS ELECTRONICLY, LINE BY LINE! You only have to review and adjust out or bill whatever the carrier is not paying for.

Most other software you can use the free service for ECB .