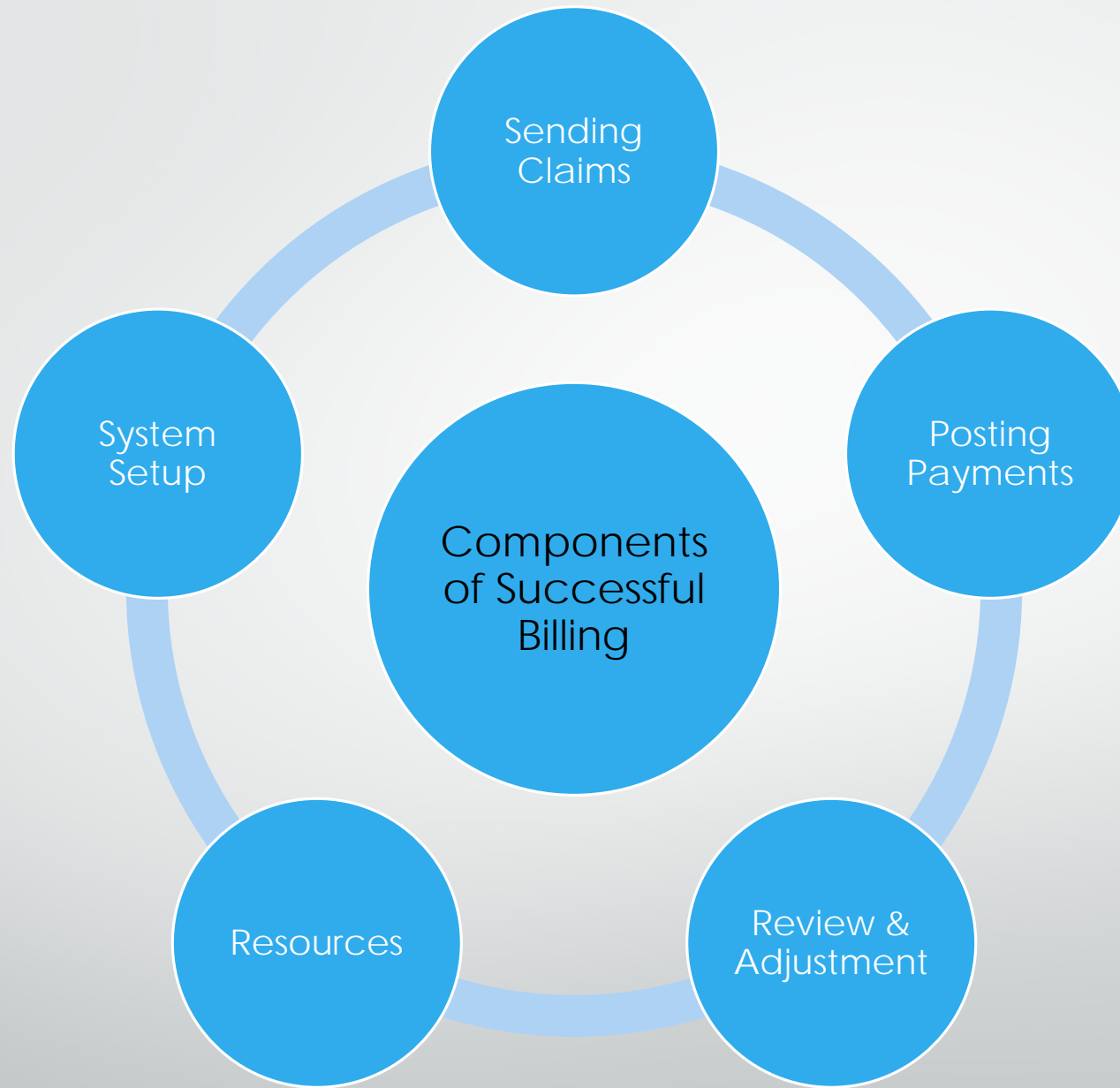




Centricity Billing

Kena Galvan



System Setup – Demographics, *etc...*

- Required Fields vs. Accountability
- Scan
 - ID Cards
 - Signed Financial Policy
 - Signed No Show Policy
 - ABN's & Non Covered Waivers
- Guarantor
 - Financially Responsible Person
 - Age 0-18 Is Not The Patient
 - Age 18+ Is Always The Patient
 - Not Necessarily the Subscriber
- Insurance Tab – Policy Info
 - As of 5010 - Always the Patient
 - Not Necessarily the Subscriber
- System Eligibility
 - Eligibility – Beware of HMO, Managed Medicaid, Managed Medicare, Obama Care, POS Policies
 - Catches Typos

System Setup - Charges

- Charge Sets – Manual Entry
 - Add Groups of ICD/CPT/Mod Used Together for a Payor, Service Type or Provider Generated by a Unique Code
- Duplicate CPT's – Importing
 - Add Special Modifiers (Medicaid/Workers' Compensation)
 - Can be Added at CPT Level or Fee Schedule

System Setup - Charges

List Item Data

Procedure Fee Schedule

Fee Schedule: Medi-Cal - 57155

Calculate based on

Fee: Fee Schedule Flat RVU Allowed: Fee Schedule Flat RVU

Fee	Flat	<input type="text"/>	RVU	<input type="text"/>	Conv. Factor	<input type="text"/>	Comp. Fee	966.57	?
Allowed	Flat	<input type="text"/>	RVU	<input type="text"/>	Conv. Factor	<input type="text"/>	Comp. Allowed	966.57	?

Cost:

Fee Limit: Min Max

CPT Code:

UPN/VPN/NDC:

Drug Price Cmp Unit: 0.0000

Revenue Code:

Modifiers: AG

Place of Service: Type of Service:

Global Period (days):

Effective: / / Expiration: / /

Ledger:

Special Proc Units:

Purchased Service
Facility: (none)

Taxable Force Paper Filing
 Laboratory Prescription # Req'd
 Anesthesia Include Description in 837
 Mammography Referring Provider required
 Do not multiply Quantity Units Use Alternate Payer
 Use Responsible Provider as Referring Provider
 Do not include in Concurrency Calculation

Contract Type: Terms Disc %: Contract %:

Type of DME Billing

None DME Oxygen Therapy

Note Type: Procedure Note:

Procedure Note required

Override fee schedule time to units values
minutes = 1 unit up to minutes
After 1 minutes minutes = 1 unit

< Prev Next > OK Cancel

System Setup - Charges

- Manual Tool
 - Puts The Brainpower on Paper
 - Document in an If/Then Method
 - Cross-training
 - Consistency
 - Mitigates Lost Revenue Opportunities
- Review All Annually

System Setup - Charges

	General Payors		Medicare	
	CPT	ICD		Notes
Initial Physical				
Age 0-7 Days	99381	V20.31	G0402	<ul style="list-style-type: none"> • If this CPT present, Verify Age is correct. If incorrect, change to correct CPT based on Age. • If ICD is present, Verify Age is correct to ICD. If incorrect, change to correct ICD based on Age. • If ICD is present and CPT is not present, Change Status to Hold, Enter in Description: Office, Enter note in Correspondence Note: "CPT does not match ICD." Change Visit Owner to Review. • Verify ICD/CPT is linked. If not linked, Link. • Verify if Medicare Primary, replace CPT with Medicare CPT per Age guidelines. • If any changes are made, document change (what was done) in Correspondence Note. i.e., CPT changed from xxxxx to yyyy or Changed ICD from XXX to YYY. • Example: Patient 14 months old. Should have ICD: V70.0 and CPT 99382, Linked Dx/CPT.
Age 8-28 Days	99381	V20.32	G0402	
Age 28-365 Days	99381	V20.2	G0402	
Age 28-192 Days	99381	V20.2	G0439	
Age 1-4	99382	V70.0	G0439	
Age 5-11	99383	V70.0	G0439	
Age 12-17	99384	V70.0	G0439	
Age 18-39	99385	V70.0	G0439	
Age 40-64	99386	V70.0	G0439	
Age 65+	99387	V70.0	G0439	
1st 12 months of Medicare eligible			G0402	

System Setup – Fee Schedules

- Set Billed Charges at 300% (Primary Care) or 500% (Specialty) of MFS to Protect Against "Lessor Of Billed Charges" Language

A. Except as otherwise provided below, Covered Services will be reimbursed at the lesser of billed charges or the CIGNA RBRVS allowable fee, less applicable Copayments, Deductibles and Coinsurance. The CIGNA RBRVS allowable fees are updated by

System Setup – Fee Schedules

<u>Billed Charges</u>	<u>2016 CA MFS</u>	<u>Contract Rate</u>	<u>Amount Paid</u>	<u>Net Impact</u>	<u>5*/Day* 1 Year</u>
\$ 200	\$ 100	\$ 175	\$ 100	\$ (75)	\$(97,500)
\$ 300	\$ 100	\$ 175	\$ 150	\$ (25)	\$(32,500)
\$ 500	\$ 100	\$ 175	\$ 175		

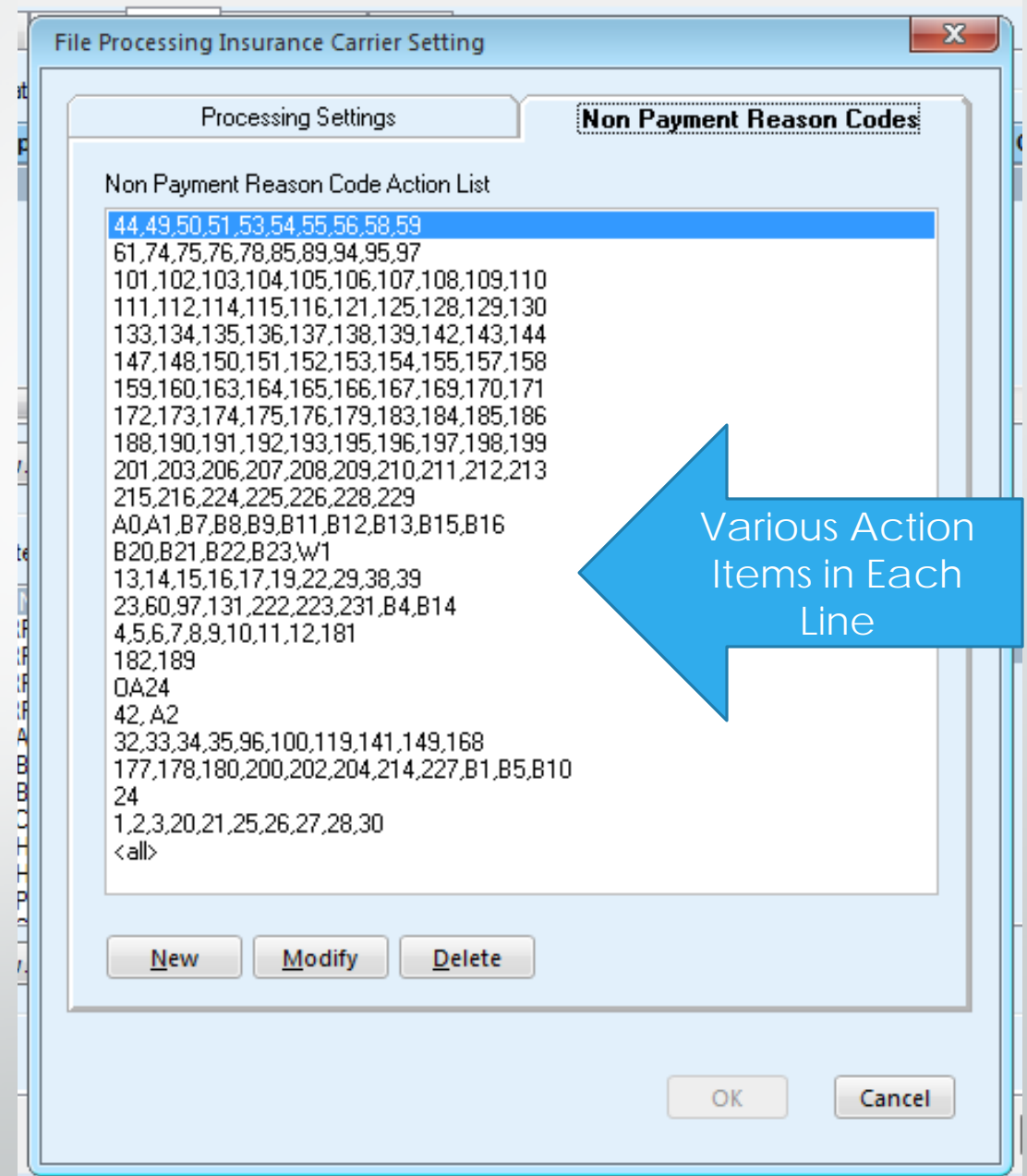
High Adjustments Aren't a Bad Thing – They are Expected

System Setup – Fee Schedules

- Create Fee Schedules for Every Contract With a Distinct Payment Schedule .
 - Consider a Fee Schedule Importer
 - Review Quarterly and Annually
- Transaction Column Sets – link thoughtfully

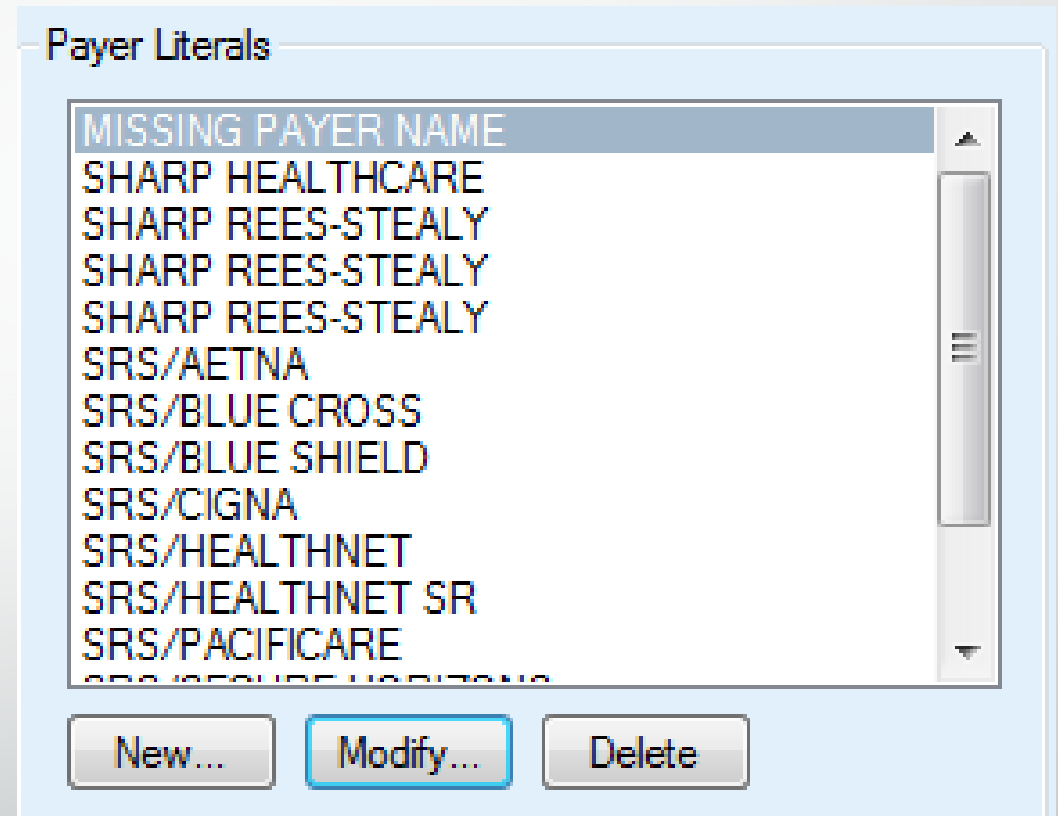
System Setup - EDI

- Get Busy With Remark Codes
 - Finding the Remark Codes
 - Use EOB's, ERA's
 - WPC
<http://www.wpc-edi.com/reference/>
 - Set Actions per Group
 - None, Payment, Adjustment, Transfer
 - Reject Visit, Split Visit
 - Visit Owner
 - Remittance Review - General
 - Front Desk - Failed Insurance
 - Data Entry - Bad Codes
 - Code Audits - Problem CPT's, Special Review



System Setup - EDI

- Add All the Payor Literals That Just Might Be Used
- Review Every Time You Experience a Failed Process

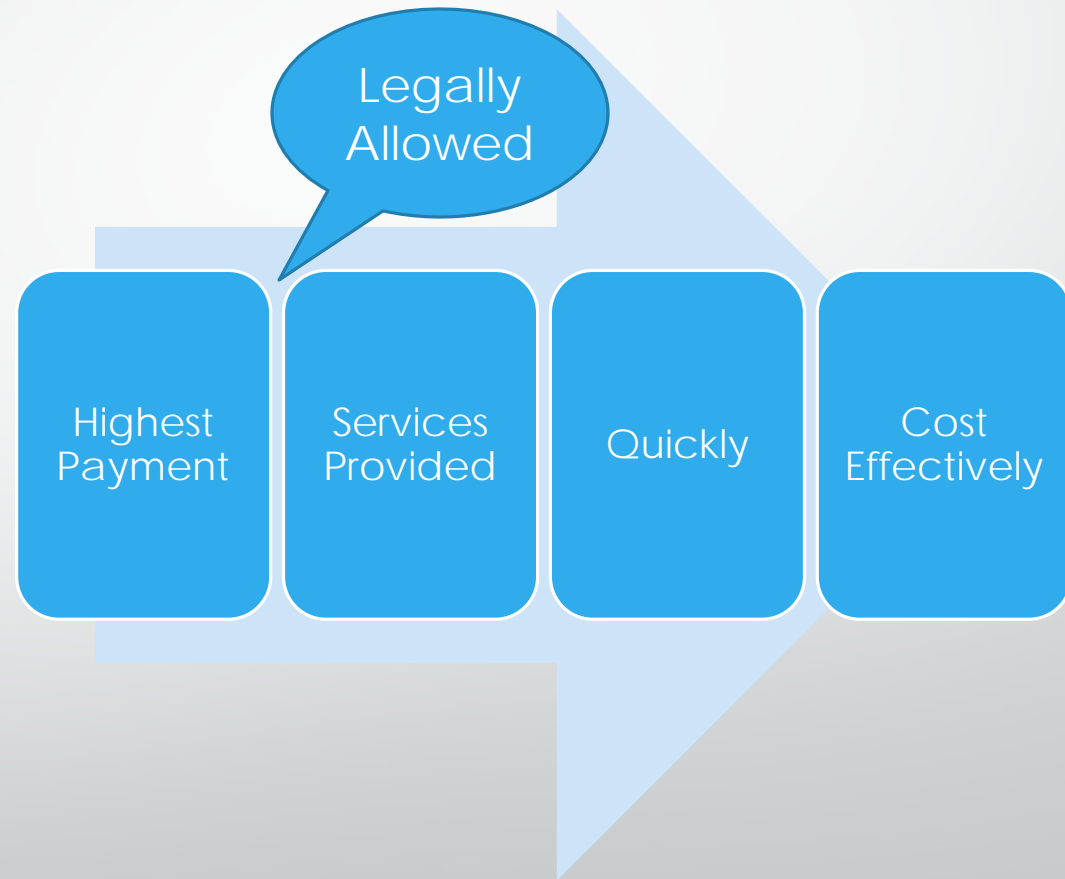


The Power of the Front Desk

- Hello & Goodbye
- Train & Empower
- Collect & Reduce Costs
 - Billing Must Audit the Accounts 1 Day Prior
 - Communication Between Billing & Front Desk
- Chain of Custody
 - Setup a Process to Protect Employees From Ever Being Accused



The Actual Billing



The Actual Billing

- Charge Entry
- Pushing the Button to Send/Print Claims
- Posting Payments
- EDI Auto-posting
- Appeals
- Reconciliation
- System Housekeeping

They Said it
Does it All By
Itself???



The Actual Billing – Tips & Tricks

- Description Field

- Use it as Your Last Touched

GE – we really need a last touched or touch next field!!

- Visit Owner

- Not Just for Assigning Work to People
- Code Monitoring
- Code Holding
- Research

Description
10/3/2016 Sent To Accelerator 76.49
77280
77280
77290
8/22/2016*
9/19/2016 Sent To Accelerator 586.19
9/19/2016 Sent To Accelerator 586.19
9/23/2016 Sent To Accelerator 11413.14
9/23/2016 Sent To Accelerator 11413.14 IMRT 77301
CORR 09/02/2016*
CORR 09/02/2016*
Corr 09/05/2016*
CORR 09/15/2016* IMRT 77301
CORR 09/18/2015* SBRT 77435 EOT
Corr 09/23/2016* 77300
CORR 09/26/2016* IMRT 77301
Corr 10/03/2016*
EOT
EOT
IMRT 77301
NEED INS ID #
NEED INS ID #
NEED INS ID #
NEED INS ID #

Billing – Custom Reporting

- What to Collect for Front Desk Staff
- Batch Report to Reconcile Easily
- Specific Write off Tools
 - Bad Debt
 - Bad Payor
 - Terminated Doctor
- Analytics

Billing Reports

DOE

<u>DOS</u>	<u>Jan-15</u>	<u>Feb-15</u>	<u>Mar-15</u>	<u>Apr-15</u>	<u>May-15</u>	<u>Jun-15</u>	<u>Jul-15</u>	<u>Aug-15</u>	<u>2015 Total</u>
2015	\$ 163,249	\$ 214,180	\$ 390,665	\$ 459,006	\$ 387,624	\$ 465,791	\$ 379,605	\$ 388,925	\$ 2,849,045
Jan-15	\$ 163,249	\$ 50,691	\$ 145,563	\$ 26,069	\$ 7,041	\$ 2,511	\$ 1,016	\$ 1,340	\$ 397,479
Feb-15		\$ 163,489	\$ 78,604	\$ 123,643	\$ 18,420	\$ 3,312	\$ 2,391	\$ 94	\$ 389,952
Mar-15			\$ 166,497	\$ 139,511	\$ 78,065	\$ 17,553	\$ 5,012	\$ 3,546	\$ 410,184
Apr-15				\$ 169,783	\$ 118,291	\$ 116,034	\$ 8,212	\$ 2,699	\$ 415,019
May-15					\$ 165,808	\$ 168,138	\$ 68,064	\$ 11,672	\$ 413,682
Jun-15						\$ 158,243	\$ 126,339	\$ 94,983	\$ 379,565
Jul-15							\$ 168,572	\$ 110,013	\$ 278,585
Aug-15								\$ 164,579	\$ 164,579
Grand Total	\$ 163,249	\$ 214,180	\$ 390,665	\$ 459,006	\$ 387,624	\$ 465,791	\$ 379,605	\$ 388,925	\$ 2,849,045

Billing Reports

<u>Values</u>	<u>Jan-15</u>	<u>Feb-15</u>	<u>Mar-15</u>	<u>Apr-15</u>	<u>May-15</u>	<u>Jun-15</u>	<u>Jul-15</u>	<u>Aug-15</u>	<u>2015 Total</u>
Begin A/R DOE	\$ 661,937	\$ 425,524	\$ 664,181	\$ 855,729	\$ 648,064	\$ 686,086	\$ 680,167	\$ 639,360	661,937
Total Chrg	\$ 468,140	\$ 886,813	\$ 1,280,940	\$ 753,511	\$ 964,390	\$ 1,099,698	\$ 740,466	\$ 1,029,493	7,223,452
Total Pmnt	\$ 261,724	\$ 214,528	\$ 301,926	\$ 329,244	\$ 283,728	\$ 330,114	\$ 269,155	\$ 275,173	2,265,592
Total Adj	\$ 442,830	\$ 433,627	\$ 787,467	\$ 631,931	\$ 642,640	\$ 775,504	\$ 512,117	\$ 643,013	4,869,129
Num Procs	1,462	2,759	4,064	2,410	3,016	3,410	2,276	3,256	22,654
Chrg per Proc	\$ 224	\$ 225	\$ 221	\$ 219	\$ 224	\$ 226	\$ 228	\$ 221	223
Pmnt per Proc	\$ 125	\$ 54	\$ 52	\$ 96	\$ 66	\$ 68	\$ 83	\$ 59	70
Num Procs per Visit	1	2	2	2	2	2	2	2	2
Num Pt Visits	690	1,159	1,887	1,110	1,265	1,441	1,007	1,370	9,927
Average Daily Billing	\$ 15,605	\$ 29,560	\$ 42,698	\$ 25,117	\$ 32,146	\$ 36,657	\$ 24,682	\$ 34,316	240,782
(Monthly Charges/30 days)									
A/R Days Outstanding	42.42	14.40	15.56	34.07	20.16	18.72	27.56	18.63	2.75
(Total A/R/Average Daily Billings)									
Average Payment/Visit	\$ 380	\$ 185	\$ 160	\$ 297	\$ 224	\$ 229	\$ 267	\$ 201	228

The Actual Billing – Task Manager

- There are NO LIMITS to the Number of Task Lists You Create
- Create a LOT of Task Lists. A WHOLE LOT!
- By Payor, Balance Over \$XX and Date Over DD Days
- By Payor, by Date Payment Expected
- By Payor, by Last Filed
- Remember Primary & Secondary
- Easy CPT's vs. Probable Appeals
- Staff Skill Level



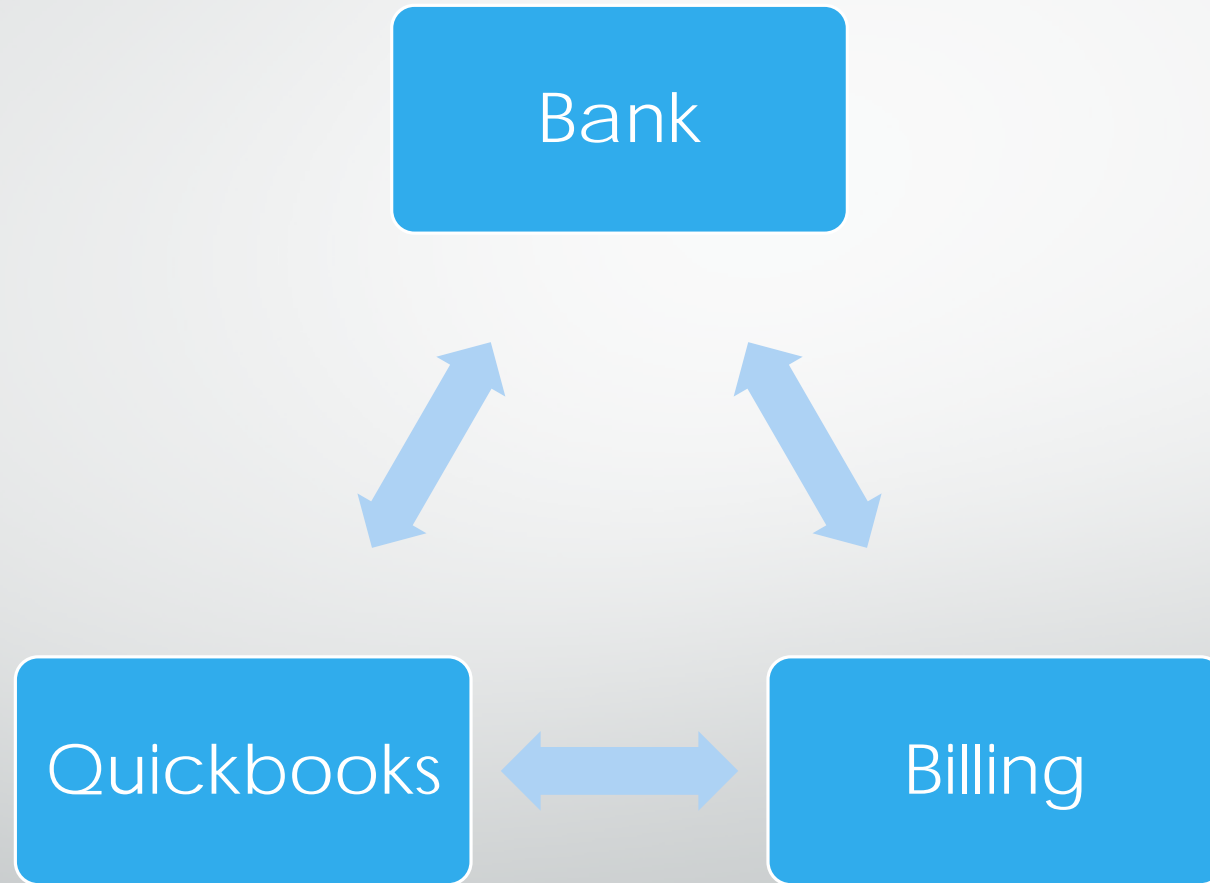
More Billing - Statements

- Run at Least Weekly
 - More Manageable Quantity to Review
 - Steadies Cash Flow
 - Spreads Out the Phone Calls
- Manual Review – Last chance to Give a Great Customer Experience
 - Good Opportunity to Audit High Dollar Accounts
 - Reach out by Phone to High Dollar Accounts
 - Set Expectations With Patient To Be Ready to Pay
 - Identify Payment Plan Opportunities Prior to Collections

ERA's & Auto Posting

- Automated is NOT Auto Pilot
- Correct Setup Inserts Visit Owner by Difficulty
 - Divides Work Automatically
 - Supports CERU Operations
 - Quick & Easy Group vs. Time Consuming or Research Group
- Special Attention to Repeats
 - Repeated Manual Intervention – Ask Regularly – Can I Tweak My Setup to Avoid Touching This Issue Again?
 - Is This A Teachable/Trainable Issue?

Reconciliation



	A	B	C	D	E	F
1	<u>Dep Date</u>	<u>PAYER</u>	<u>BANK</u>	<u>ABSOL</u>	<u>Batch</u>	<u>Diff</u>
239	9/29/2016	HN	\$ 1,912.43	\$ 1,912.43	20160929eft/HN	\$ -
240	9/29/2016	HN	\$ 383.51	\$ 383.51	20160929eft/HN2	\$ -
241	9/29/2016	TRANS	\$ 115.62	\$ 115.62	20160929B	\$ -
242	9/29/2016	ADVENTIST	\$ 38.56	\$ 38.56	20160929eft/ADVENTISTUNKNOWN	\$ -
243	9/30/2016	BS	\$ 443.92	\$ 443.92	20160930eft/BS	\$ -
244	9/30/2016	MCARE	\$ 3,553.18	\$ 3,553.18	20160930eft/MCARE	\$ -
245	9/30/2016	BS	\$ 287.37	\$ 287.37	20160930eft/BS2	\$ -
246	9/30/2016	MEDI-CAL	\$ 1,424.77	\$ 1,424.77	20160930eft/MEDI-CAL	\$ -
247	9/30/2016	BC	\$ 128.59	\$ 128.59	20160930eft/BC	\$ -
248	9/30/2016	CIGNA	\$ 343.40	\$ 343.40	20160930eft/CIGNA	\$ -
249	9/30/2016	TRANS	\$ 40.00	\$ 40.00	20160930B	\$ -
250	9/30/2016	MOLINA	\$ 49.38	\$ 49.38	20160930eft/MOLINA	\$ -
251	9/30/2016	DEPOSIT	\$ 8,557.63	\$ 8,557.63	20160929dep	\$ -
252						
253						
254						
255		Non Absol \$'s				
256		Total Deposits	399,563.87	399,563.87	\$ -	
257						
258						
259						
260		REFUNDS	0.00	0.00	\$ -	
261		NON ABSOL	0.00	0.00	\$ -	
262						
263						
264		Payments net Refunds		399,563.87		
265						
266		Net Difference		0.00		
267						
268						
269		MTS Report		399,563.87		
270						

Billing Work Arounds

- Batches
 - Pending = Not Worked
 - Worked = Reviewed Not Reconciled
 - Named = Worked & Reconciled
 - May Park in Next Month to Reconcile Current Month



Billing Work Arounds

- Unapplied Payments
 - Work Daily
 - Consider Software Supplement to Automatically Convey Monies
 - Missing Tickets – Potential Missing Charges,
 - Deposits for Future Service – Use Description to Indicate Review Completed
- Unknown Patient
 - Park Payments Temporarily That Can't be Applied
 - Payment Received – Can't Read the Writing
 - Missing EOB's
 - ERA Without Names or Visit Info

Appeals

- Online Document Submission
 - Medicare
- Standardized Appeals
 - Fill in the Blank
 - Mail Merge
 - MS Access or Supplemental Program

Our Secret Weapon - Thailand

- Our Office, Our Staff
- Data Entry
- A/R Follow-up
- Claim Status
- Claim Submission
- Attach Records & Submit
- System Cleanup that Custom Reports Don't Cover
- Complete the Legwork for Higher Cost Billers to Work More Efficiently



Tools We Love

- Fee Schedule Uploader – Summit Technologies
- Face Sheet Importer – Summit Technologies
- Conveyance Manager – Summit Technologies
- Collections – Transworld Systems
- Data Storage/Transfer – Ebridge
- Electronic Submission – Office Ally (it's free!!)
- Reconciliation Spreadsheet – Absolute Solutions

