

**February 2010 Edition**

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**Defining Your Collection Process**

How tight is your collection process? As you send your claims out on a routine basis and have a healthy revenue stream your attention may not be focused on collection activity. Before you realize it, your AR has gotten away from you and the claims become uncollectible. No matter how perfect your claims are billed, payers continue to delay, deny and short pay. A clearly defined collection process will help you avoid this pitfall. Key elements for a collection process include timeliness, documentation, follow-up, asking probing questions and closing the loop.

**Timeliness:**  
Your first call should be made within 14 days of transmitting the claim. This initial call is to ensure that the claim was received and is in process. In *some* instances, it may be premature to contact an insurance company within 14 days. In *all* instances, your first call should be no later than 30 days of sending the claim.

*Defining Your Collection Process...continued*

**Documentation:**  
Make sure that you capture and document the following information:

- ✓ Time and date of the call
- ✓ Full name (if possible) of the person you spoke with
- ✓ Company Name
- ✓ Summary of your discussion including action required
- ✓ Date of your next required follow-up

**Follow-Up:**  
The second call should be made within a reasonable time after the first call but no later than 30 days after your first call. Each patient with an A/R balance should have collection activity a minimum of every 30 days.

**Probing Questions:**  
It is very important to obtain a commitment from the Insurance Company when you are making a

collection call. You will usually receive a standard reply when calling to check on the status of a claim. It is important to probe and obtain as much information as possible. Some of the common claim status responses you will receive and how to respond are as follows:

**“The claim is in medical review”.** Your response – How long do you anticipate it will be in medical review? Do claims always go to medical review? What caused this claim to go to medical review? Do you need additional information to process? When can we expect payment?



**“The claim is in process.”** Your response – What is the normal processing time? Is there any information we can provide to expedite the claim? When can we expect payment?

**“There is no record on that claim on file.”** Your response – How long does it normally take to show up in your system? Can I fax a copy of the claim? *(In this situation, you should always verify the address to where claims should be submitted and the required documentation.)*

#### **Closing the Loop:**

Make sure you have transferred the account to patient pay if applicable or make the appropriate adjustment. Avoid reviewing and reworking what you have previously done.

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## **How well do you know your Reimbursement Partners?**

### **Behind the Curtain: Introducing Joe Souza**

In honor of Presidents Days, our focus is on leadership. Being a leader is not always easy and often you cannot follow the crowd. Take **Joe Souza**, our ARL spot-lighted employee for this month. He is one of 2 men amongst 50+ women at the ARL RC.

Joe spent 24 years as a Production Manager for a major manufacturing company before coming to ARL. During his career he found that “to be a success you must be able to train people”. Training was “huge” at his company and teaching skills were of utmost importance. Unfortunately (or fortunately for ARL) the work went overseas and he was laid off. He worked for a few companies before coming to ARL but none provided him with the challenge, variety and motivation he was looking for. He was accustomed to working in an environment where every day was different and there were monthly goals to achieve. On his very first day he attended a month end meeting and felt that “everyone was speaking a different language”. He was not sure he was going to make it. Starting all over in a whole new business was very challenging and so much more than he could have imagined. Since his first day in September 2008 he has found himself in an environment in which he is challenged daily however he receives continuous training and support from the management team and his co-workers. He really enjoys his co-workers and the flexibility that ARL affords him. Joe’s goal is to eventually get into management for ARL and become a leader for the team.



Joe enjoys deep sea fishing, watching all sports and most importantly spending time with his 16 year old daughter, Alyssa and 14 year old son, Joseph.

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## Keeping you “In the Loop”: An Update from Mediware’s Monthly Newsletter



would like to be put on the distribution list.

As part of our integration activities, we want to keep you *In the Loop* on the activities of our peers and colleagues at Mediware. [CLICK HERE](#) to read the February edition of their customer newsletter. Email Laura Booth ([laura.booth@mediware.com](mailto:laura.booth@mediware.com)) if you

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### Quote of the Month

**“The size of your success is measured by the strength of your desire; the size of your dream; and how you handle disappointment along the way.”**

– Robert Kiyosaki

### Tips and Tricks

#### **Timing is everything!**

*Are self pay accounts weighing down your AR? It's a great time of the year to collect on Self Pay accounts and relinquish some of the Self Pay AR weight. Income tax time has arrived. Start calling now and get commitments for people who will be receiving a refund. Offer up a discount if they put the amount on a credit card and suggest that they pay the credit card once they get their refund.*

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