



e-Blast October 2009

What's in Your toolbox?



A carpenter prepares his day by making sure he has all the appropriate tools in his toolbox to perform his activities for the day. We in healthcare must do the same in order to perform our jobs effectively and efficiently. The goal is to produce positive results. Let's take a moment to examine some of the tools in our toolbox to ensure success.

Create a checklist for contract reviews - Have a clear understanding of the payer contract and make sure to capture all the important reimbursement rules, payment structure/fee schedules, filing deadlines, (both new claims and appeals) and any other contract specifications to maximize your payment. Be sure you cover all bases with contract negotiations and include phrases such as: If the contract states AWP – 10%.....add a clause/phrase "OR COST TIMES X.....whichever is greater."

Have a detailed insurance benefit verification checklist – This should include the primary, secondary, and tertiary payer information and renewal date of the policy. The more information and detail you have up front, the better your collection results will be on the back end.

Establish a timeline for new fee schedules – Most payers provide updates to their fee schedules. Some payers update their fee schedule on a monthly, quarterly, or yearly basis so it is important that you follow up to obtain these and implement in your billing software. Also keep in mind that some contracts allow for a percentage increase annually. If you are not increasing your "charged" amount, then you will never receive the increase you are entitled to! READ THE DETAILS OF YOUR CONTRACT!

Set goals that are specific, realistic, attainable, measurable and timely – Don't wait until evaluation time to determine if goals have been met. Goals should be measured and reviewed with team members on a consistent basis as part of your QA process.

Halloween is Upon Us – Do you have Skeletons in your closet?



One of the most challenging areas in account management is the Accounts Receivables. Many reimbursement departments are driven by "getting the bills out the door" as quickly as possible. While this is very important, it is equally as important to make sure there is consistent follow-up on the AR in order to avoid un-necessary write-offs and loss of cash. Make sure your AR is worked on a scheduled, consistent basis so you don't find "skeletons in your closet" down the road and the AR truly will be DEAD. It's most important to determine reasons why the receivables have not been resolved. Many factors

can attribute to a growing AR such as claims that were billed incorrectly, inaccurate AWP's, undetected insurance coverage change, unresolved credit balances, etc. Developing a checklist of common AR issues and possible resolution will expedite the process.

Quote of the Month

"Whatever is worth doing at all is worth doing well." Lord Chesterfield

Tip of the Month: Did you know that many payers offer PFFS (Private Fee For Service) plans for Seniors?



Please be sure to identify this type of plan when verifying benefits. Unlike other Medicare Advantage Plans, a PFFS plan follows Medicare. This includes coding and reimbursement. It is also important to find the PBM when providing Part D drugs.

Free Webinar - Infusion Basics: IV Industry Training



November is a special month for giving thanks. As a way to express our gratitude to all of our colleagues in the industry during this Thanksgiving season, ARI is offering a FREE webinar on Infusion Basics – IV Industry training on November 19, 2009 from 12:00 – 2:00 PM/EST. To sign up, please visit our website at: <http://www.advantage-reimbursement.com/>.

How Well Do You Know Your Colleagues/Reimbursement Partners?

Once again it is time to look "behind the curtain" and meet another member of the ARI team. Our next guest of honor has been with ARI for 11 "short" years. Many of our clients know her by name and perhaps face, but who is the real "Rebecca Ingalls" and what words of wisdom is she willing to share with us?

Behind the Curtain: Introducing Rebecca Ingalls



Rebecca Ingalls became a member of the ARI team in September of 1998. At that time she owned a day care business with her mom and had decided she needed a change of pace. She impressed all that interviewed her and she was hired as a Reimbursement Coordinator even though she had no prior experience. At the time the ARI team consisted of 9 employees including management. Rebecca began her career focusing on collections and provided some billing assistance and later mastered the both the billing and collection process. During her tenure at ARI she was promoted several times and currently holds the position of Supervisor (aka – Jack of all trades and resource to many!)

It became clear to the management team that her leadership and expertise would greatly benefit the staff which lead to her promotion of Supervisor. Rebecca is extremely dedicated to ARI and her customers, but she also is an outstanding mother to her two beautiful daughters and a loving wife to her husband Jon. Somehow she finds time to juggle work and family with the best results all around.

Some things you may not know about Rebecca is that she has an interest in nursing and has completed many courses towards her nursing degree. Although her academic life is on hold, she does plan to pursue her degree when the children are older. If you ever visit New England you may catch Rebecca maneuvering her 4 wheeler over hills and valleys with the wind in her hair and the sun on her face. She also enjoys boating with her family in the summer months.

Rebecca is an expert in both home infusion and DME/RT billing and collections. She was happy to share some words of wisdom with her fellow colleagues in the industry who have chosen Home Infusion, DME/RT reimbursement for their career.

“Hospital billing is black and white”. “In home infusion and DME/RT, every situation, every patient, every payer for every client/referral source is different.”

“You must be eager to get information and be willing to explore on your own. There is such an abundance of information available, that even with guidance you still need to seek information independently.”

And her final words, as she finished our interview with a big smile were “the challenge is being patient and persistent”.

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