



January 2020 Happy New Year

AVOID THIS COMMON MISTAKE AT DEDUCTIBLE TIME

Many providers hold claims at the beginning of the calendar year because they don't want their services applied to the patient's deductible, and have to collect from the patient. PPR advises against this practice for a few reasons. The claim could get held beyond the filing limit making it ineligible for any determination. Older services are harder to collect from the patient should they ultimately owe the money. Any error on the claim can cause a delay in processing which can make the claim go beyond the filing limit.

HELP YOUR PATIENTS PAY YOU

The patient portions of medical bills has risen in the last few years. It's important to make it as easy as possible for the patients to pay their bills. PPR offers a service that allows patients to photograph their bill and make payment to you. They can also call our office and we can enter their credit card information directly into the portal for you to process. There is no fee to you for this service. Our clients who use it have seen increased patient collections. If you're not using it please call us to find out how you can start.

PROVIDER ENROLLMENT WOES

Please make sure that you read all insurance company correspondence whether it's mailed *or* emailed to you. We have encountered situations where providers have ignored notifications regarding their enrollment status, and have been removed from the network. In some cases there has been a gap in the ability to get paid. Please make sure to read all correspondence and forward it to us immediately so we can make sure that you stay in network and get paid.

BLUE CROSS BLUE SHIELD OF MICHIGAN MEMBER ACCOUNT

Subscribers of BCBSM can log in to their member account on bcbsm.com to review their account. Some items available are:

1. Personal snapshot of their copayments, deductibles, out of pocket costs, and claims history
2. Member reviews of providers
3. Explanation of Benefit statements
4. Treatment cost estimates and Find a Doctor
5. Health and wellness advice including coaching programs

BCBSM subscribers can register by going to bcbsm.com/register.