



May 2019

LOST REVENUE BECAUSE OF RETURNED MAIL

In 2018 the United States Postal Service estimated that there were 2.1 billion pieces of undeliverable mail, or almost 4% of all first class mail. What does that mean for your practice? With self-pay becoming the 3rd source of revenue behind Medicare, and Medicaid, collecting patient payments is more important than ever. Medical practices send an average of 3.5 statements for the patient portion of each encounter. What can you do to collect these bills earlier?

- Be sure to obtain a patient's identification and insurance card at each visit.
- Inform the patient of their responsibility at the time of the visit and ask how they want to pay.
- Allow as many options as possible for patients to pay their bills.
- Notify PPR if you're willing to accept the Papaya portal to allow patients to pay their bill via their cell phone or the Papaya app. They can photograph their bill and send payment to you!
- Send PPR any and all returned patient statements, or updated address information immediately.

DATE OF SERVICE GUIDELINES

Reporting the date of service on any given service seems straightforward, but there are times where questions arise. Look at the list below and consider if any of these examples are relevant to your billing:

- Radiology Services – the technical component is billed on the date the patient had the test performed, but the date of service for the professional component would be the date that the review and interpretation is completed.
- Care Plan Oversight – The date of service submitted on the claim can be the last date of the month or the date in which at least 30 minutes of time is completed. The claim must not include any other services.
- Home Health Certification – The proper date of service is the date the qualified provider completes and signs the plan of care.
- Psychiatric Testing and Evaluations – When these services occur on multiple dates the date of service is the day on which the service concludes. Documentation should reflect the multiple dates of activity.

MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES IS SEEKING PROVIDERS

According to the Michigan State Medical Society, the MDHHS has released an application to identify primary care providers interested in becoming a preferred Patient Centered Medical Home. Read more here: <https://www.msms.org/About-MSMS/News-Media/mdhhs-seeking-to-identify-providers-interested-in-participating-in-patient-centered-medical-home-payment-model-program>
Provider applications must be submitted by May 24, 2019.

And remember, we're here to help you. Don't hesitate to call at any time for any reason.