PPR REPORTS

PPR regularly provides our practices with multiple reports. Most practices receive a weekly Activity Report which details all charge, payment, and adjustment activity that was performed for your practice. We advise that our clients review these Activity Reports to make sure that all charges that are submitted to PPR have been received and entered into the system on a timely basis. You can note the patient's name, date of service, procedure performed, and fee charged. The report is in alphabetical order by patient name. All payments and adjustments are similarly listed. The report also includes a section that itemizes activity by each provider in a practice. This report is an easy way to determine that your billing is submitted timely and accurately.

EMAIL SECURITY

PPR sends reports, information requests, and other communication using Zix Mail. This encryption product ensures that your patients' PHI (Personal Health Information) is kept secure. We know that this requires an extra step in order to read and respond to the emails, but we all want to make sure that patients' confidentiality is strictly maintained. Please note that the Zix mails will expire after 30 days . If you would like to store the email, please make sure to scroll to the bottom of the email message, and choose to save it unencrypted.

AUTHORIZATIONS

It's not enough to verify the patient's eligibility with the insurance carrier. Many times a prior authorization is necessary in order to get paid for your services. Be careful to ask if a prior authorization is required for the specific services you plan to provide. Keep a detailed log of when you called, who you spoke to, and what services that you want to provide. Some insurance companies will give retroactive authorization, but many do not. When you do obtain authorization be aware of date of service ranges, as well as what type, and how many visits are authorized. Do not assume that "no news is good news". Follow up if you do not receive the promised response to your request.