



August 2016

## **PPR NEWS: LET OUR COLLECTION LETTERS HELP CAPTURE REVENUE!**

High deductibles are the norm these days . . . and if you don't collect copays/deductibles at the time of service, you could be waiting a VERY long time for patients to pay their bills to you. Our collection letters have had great success in making YOUR BILL a patient's priority! The series of 3 letters gently informs the patient of their responsibility, and then increases in tone to alert them that collection agency activity is on the horizon. If you're interested in using these letters to help reduce your outstanding patient balances, give us a call.

## **REMITTANCE ADVICE NEWS: Paper eobs are being phased out**

More and more insurance companies only distribute remittance advices electronically. While they claim they're simplifying your administrative tasks, it's actually quite a cost-saver for them! The bigger problem is that if you don't advise us you have received electronic payments – and the source! – we won't know to go look for payment verification. Follow up time will be spent researching claims which have already been paid. Give us a call if you need help setting up a procedure to notify us when insurance companies deposit payments to your bank.

## **DOCUMENTATION NEWS: Don't risk a recovery due to lack of signature**

Claim reviews by Medicare's contractor have noted significant errors for missing/illegible signatures in the medical record. For signature reminders, refer to

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/mm6698.pdf>

## **PROCEDURE CODING NEWS: Hospital Discharge Day**

Medicare claim reviews have shown many cases where documentation did not support the 99238 or 99239 billed codes. Remember: 1) notes should support a face-to-face visit between the attending physician and the patient and 2) 99239 is defined as Discharge Management of more than 30 minutes. To bill this code, your documentation must include time spent by the physician and adequately support the additional time billed.

## **PODIATRY NEWS: New Medicare coverage sheet**

A revised fact sheet is available which details Medicare's coverage of podiatry services. If you're interested in refreshing your knowledge, or want a hand-out for patients, visit:

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/CMS1245683.html?DLPage=1&DLEntries=10&DLFilter=podia&DLSort=0&DLSortDir=ascending>