



September 2016

FRONT DESK NEWS: Pre-visit Planning can produce big savings

The American Medical Association advises you can save about 30 minutes a day by utilizing pre-visit planning. They encourage you to:

- Set up a patient's next visit and any other follow-up appointments at the end of each visit (reduces staff touch points and encourages adherence!)
- Arrange for lab tests to be completed before the next visit.
- Send appointment reminders to patients (letters, emails, phone calls, texts) to reduce no-show rates.
If you're calling the patients, ask if their insurance has changed! If so, collect the new identification numbers and make sure that in addition to checking eligibility/deductible status, you verify your participating status with the new carrier!

Read on to see why insurance changes are so important!

PRE AUTHORIZATION NEWS: Meridian Health Plan has a new pre-service Authorization form

The PA fax form can be found at <https://corp.mhplan.com/en/prior-authorization/>

Effective 9/1/16 if you did not obtain a pre-authorization and will then need to appeal the denial of a non-urgent pre-service request, YOU WILL NEED TO OBTAIN WRITTEN PERMISSION FROM THE MEMBER. You can imagine how that will impact your cash flow! This reinforces the need to verify insurance at each visit!

MODIFIER NEWS: Remember to alert us when billing a Hospice patient

If you have a patient who is enrolled in Hospice, please make sure to tell us:

- If you are the *attending* physician, are treating the patient for a diagnosis related to the terminal condition, and are NOT employed/paid under agreement by the hospice provider. If all that applies, you need to tell us to append modifier **GV** to your claim.
- If, however, the service is not related to the hospice patient's terminal condition and you are not employed/paid under agreement by the hospice provider, you will need to tell us to append **GW** to your claim.

For questions, visit the Medicare Hospice Modifier Decision Tree at

<http://www.wpsmedicare.com/j8macpartb/resources/modifiers/files/hospice-modifiers/hospice-modifiers.html>

FRAUD & ABUSE NEWS: A Roadmap for Physicians Booklet

A revised Avoiding Medicare Fraud & Abuse: A Roadmap for Physicians Booklet is available. Learn about:

- Federal laws that combat fraud and abuse
- "Red Flags" that could lead to potential liability in criminal, civil, and administrative enforcement actions
- Case scenarios of actual fraud and abuse cases

View the document at:

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/CMS1254524.html?DLPage=1&DLEntries=10&DLFilter=avoiding&DLSort=0&DLSortDir=ascending>