



March 2017

## **CUSTOMER SATISFACTION SURVEY**

*PPR* will soon serve you better. Later this spring we will ask you to participate in a customer service survey. We will ask for feedback regarding what services you're happy with, but more importantly, where we can improve. We encourage everyone to respond.

## **FRONT DESK NEWS**

We know that you always obtain a copy of patients' insurance card each time they visit your office. We update our system with any new cards received. If there is an effective date on the card, or if the insurance is new rather than additional insurance, and you mark it as such, we'd be able to get those new claims paid even faster.

We expect that the number of patients with high deductible plans will rise even higher in 2017. Remember to check the patient balances while the patients are at your window. You'll be able to ask them at that time how they would like to settle their account. If you do not have on-line access to our system you can refer to the Aging Report that we supply at the end of each month, which also shows the patient balance.

## **COST REDUCTION**

Collecting the patient portion at the time of service increases the amount of patient revenue that you will ultimately collect, *and* reduces statement and postage costs. This can really add up. Also, consider using the *PPR* series of collection letters. They are less expensive than a collection agency, and you have the ability to word the letter in a way that meets your needs.

## **QUALITY PAYMENT PROGRAM**

2017 is the transition year for the *Quality Payment Program*. That means this is the time to review the introductory requirements and explore and decide how best to participate. Use the link below for complete information.

<https://qpp.cms.gov/measures/performance>

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