



August 2017

DENIALS

The number one reason for claims' denials is patient eligibility issues. This accounts for almost one third of all denials. Patients should present a picture ID and insurance card at each visit. If you want to verify insurance coverage and benefits, PPR can set you up with computer access to our eligibility management service. This service provides instant information as to benefits and contract effective dates. We will be happy to have one of our technical staff set up your access and provide training.

IMPROVE PATIENT COLLECTIONS

As the patient responsibility portion of medical services increases it's important to have a well organized collection program. It's a process that requires continuous review, and education of both office staff and patients. Being prepared to collect the patient's co-pay when they are in the office is the *best* way to increase collections and reduce costs. A method to increase the effectiveness of patient statements is to include a URL for online payment options. PPR offers a unique URL that can be printed on the patient's statement to make this much easier. Furthermore, if the account becomes past due, you can take advantage of our series of persuasive collection letters. These regularly motivate payment, thus reducing agency fees and preserving your relationship with the patient.

ALERT

We have updated our patient master record to display the ALERT field in red in both the master file and the appointment schedule when the patient's account is accessed. Use this field to "ALERT" staff to do a variety of tasks, such as "need copy of insurance card," "collect new copay amount," etc. These are just two examples of what the ALERT field can be, but you can use it according to your need. Let us know if you would like this feature added.

MEDICAL RECORD REVIEW

Let us help make sure your medical records are compliant. It's recommended that you select a percentage of records for audit each year. PPR's certified auditor can audit the record and provide detailed feedback on each record reviewed. Call Patti at 248-569-5960 for pricing.

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