



**November 2017**

### **IMPROVED INTERNET SPEED**

PPR has scheduled maintenance with AT&T to provide increased internet speed. We expect the installation to take place Thursday, November 30 at 4:00pm. There will be no system or phone access during the time of the installation. We expect that the system will be inaccessible for no longer than 3 hours. If you need any documentation from the system, such as appointment schedules, etc., please let us know and we'll be happy to email you a PDF of those documents.

### **PRE-AUTHORIZATION REQUIREMENTS**

Requirements for pre-authorizations are rising. More and more insurance companies are requiring pre-authorization for services of both therapeutic and diagnostic procedures. Be sure to verify insurance benefits and not only "contract in effect" for your patients. An AMA survey from 2016 found that the average physician office was spending 16.4 hours completing pre-authorization requests. 90 percent of physicians reported that the process delayed patient access to necessary care. Please ensure that you report pre-authorization numbers to PPR so that we can record it properly on the claim in order to receive your payments promptly.

### **PATIENT EMAIL ADDRESSES**

Many practices are collecting patient email addresses. This can allow for improved channels of communication between practice and patients. We'll be happy to store it in the patient's Master File if you provide it. If you enter your own demographics and would like this field added just let us know.

### **HOLIDAY CLOSING DATES**

The holidays are upon us. PPR will be closed on Thursday, November 23 and Friday, November 24 for the Thanksgiving holiday.

We will be closed at noon on Friday, December 22, and on Monday, December 25, for the Christmas holiday.

We will also be closed at noon on Friday, December 29, and on Monday, January 1, 2018 for New Year's Day. Let us know of your schedule so we may arrange any deliveries or month end/year end reporting for you.

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