Getting Paid: Maximizing Collections

RedeFin II
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Some Basics

- Written policies and procedures approved by the Board
- Make sure everyone understands the message
- Clearly define the center’s obligations and the patient’s responsibilities
- Assign accountability for collections
- Train staff on collection processes and techniques
- Report collections percentages/dollars to provide feedback to staff
- Use technology to prompt staff action
When the Appointment gets Scheduled...

- Verify demographics
- Obtain insurance information
- Discuss financial responsibility and the center’s policy regarding provision of care
- Review account history if possible at that time
Before the Patient Gets There…

- Review account history
- Verify coverage
- If there are issues detected…
  - Get a financial counselor set up to talk to the patient upon arrival
When the Patient Arrives…

- Have trained financial counselors available for identified patients
- Have patient sign a statement of financial responsibility
- Let the patient know his outstanding balance
- Be prepared to deny services for chronic non-payers
- Collect any outstanding balances, co-pays
Before the Patient Leaves…

- Establish a formal check-out process, including having someone accompany the patient to check-out if needed
- Input charges and generate a demand bill
- Collect amounts due from patients. Attempt to collect the entire account balance, but collect something
- Use staff trained in collection practices
- Have a sufficient cash drawer; take credit cards
- Employ strict cash-handling procedures
- Set up a payment plan with a written agreement, if necessary, before the patient leaves
Once the Patient is Gone…

- Send patient statements on a monthly basis
- Send dunning notices at 30, 60, 90, 120 days past due
- Account for each billing form each day
AR Management Change Concepts

- For patients,
  - Establish expectation of payment and enforce it
  - Collect payments at time of service
  - Regularly send accurate statements on balances due
  - Have written payment plan agreements

- For payors,
  - Be consistent in practice with all payers
  - Track AR aging and tie this to collection practices
  - Adopt written collection policies and procedures and enforce them
  - Use dedicated and trained collection staff that have defined accountability for amounts to be collected
  - Resolve denials quickly and track them to resolution
  - Involve patients in the insurance collection process
Cash Management Matters

- Employ strict cash handling procedures
- Balance cash drawers daily
- Deposit cash receipts daily
- Issue a receipt for every in-office payment
- Segregate cash handling, payment posting and deposit preparation
- Stamp all checks “for deposit only” immediately
- Use written procedures for handling write-offs and refunds/ segregate posting
- Monitor and balance petty cash regularly