Revenue Cycle Best Practices:

A presentation for Missouri Public Health

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SMART Health Claims

innovative technology solutions.

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Who We Are

We have 30+ years of experience in the government sector—
Our engagements span **35** states, **100s** of large counties and
5000 providers offices, with over **70 million** Americans covered.

What Got Us Started?

- Changing landscape with ACA implementation

- Shifting impact on health organizations

- Increased Medicaid enrollment

- Managed Care, HMOs, Supplemental Plans

- Patients and Providers Lack of Certainty in Coverage

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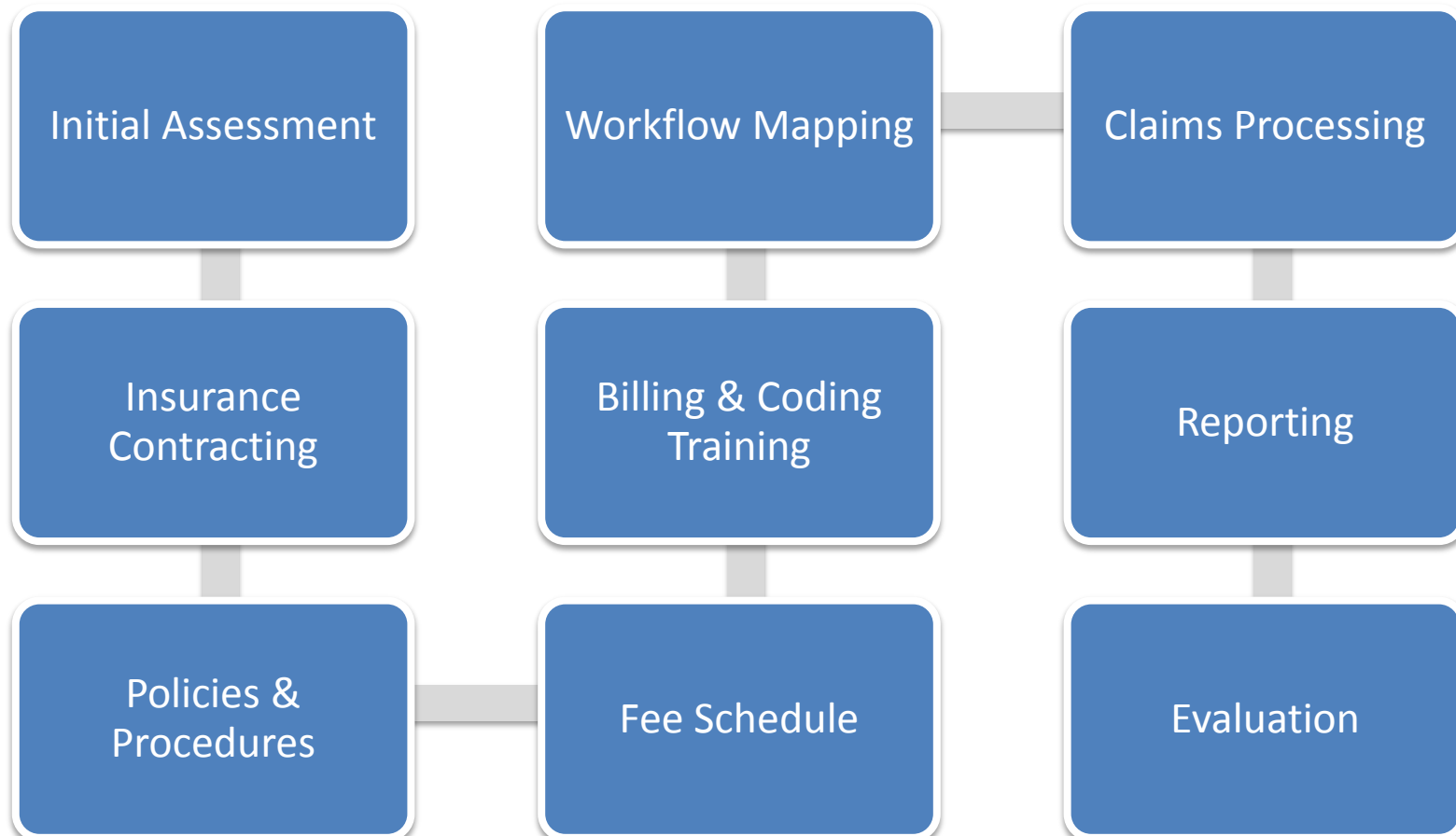
What We Commonly See…

- Overburdened Provider Staff

- Poor Visibility and Claims Follow-up

- Multiple Systems in Use,
  No Centralized Resource

- Inaccurate Codes/Missing Patient
  Information

- Delayed reimbursement/reduced
  revenues

- Complex Payer Environment

- Compliancy issues

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Revenue Cycle Playbook Overview

Initial Assessment	Workflow Mapping	Claims Processing
Insurance Contracting	Billing & Coding Training	Reporting
Policies & Procedures	Fee Schedule	Evaluation

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Agenda:

- Insurance Contracting
  - In-Network vs. Out-of-Network
  - Insurance Contracting Tips
  - Roadblocks
- Charges for Services

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In-Network vs. Out-of-Network

- In-Network:
  - Completed Credentialing and Contracting
  - Can Bill, Can be Reimbursed

IN NETWORK

- Out-of-Network:
  - No Contract in Place
  - Can Bill, Unlikely to get Paid

OUT OF NETWORK

For the future of your health organization, it is important to be in-network with as many Payers as possible!

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Insurance Contracting Tips

- Know Who You Are:

    - Request a 147C Letter

    - Confirm Your 147C Letter and W-9 Match

    - Verify Your NPI, Physical Address and Taxonomy in NPPES

    - Understand Your Taxonomy Code

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Insurance Contracting Tips

- Understand Insurance Contracts, Ask:

    - What Type of Contract Do You Want to Request?

    - Who Are You Attempting to Contract?

        - A Doctor?

        - A Social Worker?

        - The Entity or Organization?

    - What Are Your State's Requirements?

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Insurance Contracting Tips

- Read the Contract:

    - Excluded Services

    - Embedded HCPCS

    - Filing Terms

    - Medical Necessity

    - Fee Schedules

    - Appeals Process

    - Contract Requirements

Insurance Contracting Tips

- Keep Records:

    - Sign and Date

    - Make a Copy

- Follow-up

- Know the Effective Date

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Roadblocks

- It is a seemingly overwhelming process

- It requires the collection and submission of accurate (and often personal) data

- It is time-consuming and requires expertise

- It requires review and return of the Contract in a timely manner

- It means working with unpredictable payers, having unpredictable approval processes

* Outsource Insurance Contracting and Credentialing

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Charges for Services

- Charges relate to insurance contracts...
- How to set charges
- VFC charges
- Each Service code=one charge
- Charges and policies work together:
  - Cash Discount Policy
  - Hardship Policy

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Questions

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Contact

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