Collections & Appeals: Central Billing Office Management (Medical)

Description: Collections and Appeals in the medical billing office can only be successful when you have the right tools, the medical terminology "billing lingo" and the paper correspondence necessary to collect every dollar owed to your office. This session will not only give you these tools, but will also give you chapter-verse, for some of the more challenging issues when it comes to collecting share of cost dollars from patients, and also if you have the legal right to waive any out of pocket. Collection letters will also be given in your tool box. We will look at the specifics of specialty medical office coding denials with actual cases and solutions. Also the issue of "Professional Courtesy" will be addressed and the legal and compliance questions that go with the way to handle indigent patients.

Collection letters for insurance and private patient situations will be part of the materials given. You will feel confident in your appeals and collection work after this training session.

Why should you Attend: Collections and Appeals in any industry for past due amounts can be a tough job, but when you add the Medical Billing office piece to it, you also have share of cost for patients, Medicare rules and Regulations, Private Payor contracts, and Collectors without experience in medical terminology needed for successful claims appeals. This workshop will help with all of that doubt and confusion and show how to be successful in this important aspect of the Central Billing Office. This will take the Biller and Collector's job description to a whole new level of professionalism and make their value to their practice irreplaceable.

Contents:
- Patient Intake- The important information
- Professional Courtesy Addressed
- Patient Collections: Getting the Share of Cost from the patient
- Insurance Collections: Specifics for that medical specialty office
- Appealing Cardiac Cath with PCI denials
- Appealing Multiple Endoscopy codes performed on same day -that get denials
- Collecting on past due claims- how to avoid collection companies
- The appeals process for E/M and procedures on the same date that get denied
- Multiple Orthopedic surgery procedural denials > how to appeal
- PV, General Surgery and more.

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