

**Insurance Billing &  
Coding Information  
For the Chiropractic  
Office**

**Winter 2011**

[www.chirobill.com](http://www.chirobill.com)

# ChiroBill

Electronic Claims Billing & Patient Accounts Services

Joanne Queiroz, A/R & Billing Specialist  
113 G Street, Suite 201  
Antioch, CA 94531

Phone: (925) 706-9884  
Fax: (925) 756-2462  
Email: [joanne@chirobill.com](mailto:joanne@chirobill.com)



Dear Doctors and Staff,

Hello! If my newsletter is helpful to you, or if there's something else you would like information on, let me know! Please feel free to contact me by email or phone if you have any questions about insurance billing or general chiropractic office management.

I'm always happy to talk and will help you out to the best of my ability!

*Joanne Queiroz*  
A/R & Billing Specialist

How Does It Affect Me?

## Coding Changes effective

**January 2012:** If you are submitting claims electronically, the new version 5010 electronic claims standards must be in use by **January 1, 2012**. Make sure your software is up to date!

## How does it affect you?

The biggest change is that all provider address data will be required to show the new zip+4, and you cannot list a PO Box as a clinic address. Not sure what your zip+4 is? Look it up on [www.USPS.com](http://www.USPS.com) under zip code lookup.

## Workers' Compensation

**Want to file a lien? Check to see if there is an open ADJ case? Need a PR-2 or PR-4 form?** The state of California Department of Industrial Relations has a great user-friendly website to help you with all your questions. Don't use your old "green lien" forms—these are no longer in use. All forms are available online. Go to:

[www.dir.ca.gov](http://www.dir.ca.gov)

**EAMS** is a computer-based case management



system used by the California Division of Workers' Compensation to file forms and documents with the DWC. Forms can be filed online or by mail using the EAMS OCR paper forms, found at the DIR website listed above.

*Medicare will be sending revalidation requests to providers over the next two years. If you registered with Medicare prior to March 2011, you will receive a request from Medicare to revalidate. Don't delay! If you do not revalidate quickly you risk losing your ability to bill Medicare claims.*

## Medicare EHR Incentives

Medicare has started the EHR meaningful use incentive program. Below is the website where providers can register to create an attestation statement which tracks your progress in attaining "meaningful use" of EHR.



Whether you start in 2011 or 2012, you can receive up to \$18,000 for your first year. Medicare will pay you an incentive of 75% of your allowable Medicare charges for the given time period, up to \$44,000 over 5 years. Check into it!

<https://ehrincentives.cms.gov/hitech/login>

**MY GOALS**

To advise the Chiropractic Doctor in legal, ethical ways to be reimbursed fully for the services he or she performs. To employ the highest integrity and honesty while advising Chiropractors and office staff regarding financial issues with patients and insurance companies. To minimize rejected claims by insuring that they are sent out without coding errors or missing information, to let no unpaid claim “slip through the cracks.” To utilize electronic billing as much as possible to allow for speedy reimbursement.

**QUESTIONS?**

I appreciate your interest in me—if you are receiving my newsletter, then I may have spoken with you or someone at your office.

Contact me by phone or email and I will help you out with any insurance billing or office procedures questions you might have. Also, I’m happy to forward copies of forms and information that I have on file here. For more information, just give me a call.

If you wish to be removed from this mailing list, simply contact me via email or phone and request that your name be removed.

**Do You Believe...?**

I recently read an email newsletter which sums up the importance of Chiropractic Philosophy in a successful practice. Here are a few words from Dr. Brian J. Porteous—Thanks for the pep talk, we can all use it!

*(Excerpted from a newsletter by Dr. Brian J. Porteous)*

*Here are the three steps to becoming the best you can be in chiropractic practice:*

**Step One. Believe in your professional service.** *To be credible you must not only present logical reasons for chiropractic care, but you must model your belief.*

**Step Two. Believe in the chiropractic profession.** *I am always disappointed when I see how low in regard the average chiropractor ranks his profession. Generally it's only slightly higher than politicians and we all know how highly regarded they are in surveys -- generally last! Earnestness is another word for belief. Belief in the profession of chiropractic! It is a noble profession when practiced with sincerity, honesty, and integrity.*

**Step Three. Believe in yourself.** *If you're going to be a chiropractic champion, you must possess real self-esteem and self-confidence. I'm not talking about an over-exaggerated opinion of one's self. Real belief in one's self comes from a positive self-image, coupled with confidence gained through continued learning and improving. Doctors who believe in themselves are confident, capable, steady, self-reliant, and genuinely enthusiastic. All of this shows through to the patient and the infectious belief of the doctor is transmitted to the patient. This results in more and better satisfied patients.*

**L** Check out our  
**I** website for  
**N** more links to  
**K** all kinds of  
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*ChiroBill—how much  
does it cost?  
8% of collections for  
accounts handled by us  
\$80 minimum fee per  
month*

- *Submit your claims **electronically!** Electronic claims are given priority by insurance companies and get paid 3-4 times faster than paper claims. Best of all, your claim cannot get “lost in the mail!”*
- *Receive expert advice on both CPT and ICD-9 coding to maximize insurance reimbursement.*
- *Streamline office procedures. Over twenty years of Chiropractic insurance billing experience at your service!*
- *Minimize staff turnover and training costs.*

**We Maximize  
Electronic  
Billing**

