

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

**Summer 2010**

www.chirobill.com

# ChiroBill



Electronic Claims Billing & Patient Accounts Services

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Please tell your friends about ChiroBill— a Chiropractic Billing Service!

## Dear Doctors and Staff,

Hello from me and my staff!

I enjoy writing this newsletter to you with billing insights and tips for Chiropractic offices. This issue will answer some questions about my billing service. If you know anyone who might need a billing service, please forward this information to them. I would really like to help more people! I began working as a chiropractic assistant in 1990 at my parents' Chiropractic office in San Jose. I started ChiroBill as a home business in 1997 as a way to continue working while raising my children. The kids are now in school and ChiroBill is growing! I have three wonderful staff members working with me at a great office location next to the San Joaquin River. Each staff member is a part-time billing specialist and a full-time mom. We are always happy to talk to you, your staff, and your patients!

We specialize in working with Chiropractic offices. I love Chiropractic! It is truly extraordinary. And I love helping Chiropractors succeed with their business. My goal is for us to be an integral part of your office, blending our services with what you do at your office.

Am I a good fit for your office? My standards are high. Our main focus is getting your claims out quickly and accurately to cut down on rejections and denials. I am detail-oriented and have systems set up in the office to ensure that each claim is tracked until completed. Your data is analyzed to be sure you are using correct charge codes and diagnosis codes. We make recommendations for changes, but never change your data without your permission. In short, we will work closely with you and your staff to operate as a part of your office.

*Joanne Queiroz*  
A/R & Billing Specialist

### Why Hire a Billing Service?

- Are collections declining?
- Are you uncomfortable with how much is owed you? Is your accounts receivable too high (over 150% of monthly production)?
- Are you experiencing a high number of denied claims?
- Are you facing a major capital investment in new hardware or software?
- Are your annual software upgrade fees too high?
- Are you having a difficult time hiring, training or keeping experienced billing staff?
- Are you planning to expand your practice?
- Is your computer system obsolete?

If you answered **"yes"** to any of the above questions, you would benefit from our services. ChiroBill's number one goal is to submit your claims error-free as quickly as possible. We can provide years of billing experience, and continue training in all areas of medical billing.

When you call, ask for Joanne and I'll be happy to talk with you personally.

### What ChiroBill does:

Post your patient info, daily charge/pmt info, and EOB info into our computer system

Track all patient accounts assigned to us

Submit claims electronically as they are received from your office, usually within a day, but at least weekly

Follow each claim to its end, including rebilling, corrections, appeals, and patient balance billing

Provide end-of-month stats and analysis

Office Management consulting, including office procedures, help with forms, and answer any questions you, your staff, or your patients might have

ChiroBill billing software kept up-to-date, HIPAA-compliant

ChiroBill staff training to stay current with CPT and ICD-9 coding, and changes in Medicare, Workers Compensation, Personal Injury and General Health Insurance

### What your office is responsible for:

Insurance verifications

Provide patient information, insurance information, daily charge/payment info in the form of fee slips or daysheets, and copies of insurance statements as you receive them

Send us information via US mail, facsimile, FedEx, or email

Inform us of any patient changes in address or insurance coverage

Treatment pre-authorization

Reports required or requested by insurance companies

## MY GOALS

To advise the Chiropractic Doctor in legal, ethical ways to be reimbursed fully for services performed. 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 "clean" — without coding errors or missing information, to let no unpaid claim "slip through the cracks," and to utilize electronic billing as much as possible to allow for speedy reimbursement.

## QUESTIONS?

I appreciate you taking the time to read this newsletter. If you wish to be removed from this mailing list, simply contact me via email at [joanne@chirobill.com](mailto:joanne@chirobill.com) or by phone and request that your name be removed.

For those of you who would like more information from me, please do not hesitate to call! I am now available 24/7 for clients or anyone can reach me during regular business hours.

Contact me by phone or email and I will help you with any insurance billing or office procedures questions you might have. I am happy to forward copies of forms and information that I have and I will do this at no charge to you. For more information, don't hesitate to contact me.

## ChiroBill Contacts

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**Medicare News:** New signature requirements: When responding to a Medicare audit request, your treatment notes must now be signed at each date of service with the doctor's full legible signature. If your treatment notes are on a page that comes with the doctor's name and credentials preprinted on it, then initials are OK.

## Are you ready?

Changes are coming in 2012, including new ICD-10 codes, that will require all electronic submissions to upgrade to a new HIPAA standard format called ANSI 837 5010. Is your software up to date?

*ChiroBill—how much does it cost?*

*7% of collections for accounts handled by us  
\$75 minimum fee per month*

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

Need some pro-chiropractic facts for your own office newsletter? Check out the Foundation for Chiropractic Progress, a not-for-profit chiropractic patient information website. Great source of current chiropractic news.

<http://www.yes2chiropractic.com>

- *We 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!"*
- *Experts in ICD-9, CPT, and HCPCS coding.*
- *Streamline office procedures. Over twenty years of Chiropractic insurance billing experience at your service, including 8 years of CA experience!*
- *Minimize staff turnover, reduce staff training costs, and eliminate software upgrade costs.*

**Electronic Billing with ChiroBill**

