

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

Summer 2011

www.chirobill.com

ChiroBill



Electronic Claims Billing & Patient Accounts Services

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Dear Doctors and Staff,

Hello! I hope the tips included in this month's issue help you with your insurance billing. 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

Multiplan



Are you receiving fax requests from Multiplan asking you to urgently sign and return a document in order to receive special attention on your claim?

Don't do it — if you agree to the reduction, you will not receive the amount indicated; rather, the agreed amount will be reduced by the patient's deductible and benefit level.

Just ignore the fax requests and if they call you, let them know you are not going to "take advantage" of their not-so-generous offer.



Workers' Compensation

Still having trouble getting reimbursed on your Workers' Compensation claims? You should get paid fairly easily on treatment that has been pre-authorized. Obtain written confirmation of the authorization and pay attention to the dates and limits.

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. There are no more "Green Liens"!!! All forms are available online. Go to:

www.dir.ca.gov



EAMS is an 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.

Want to "Get Your \$44,000"?



Medicare is starting the EHR meaningful use incentive program. Below is the website where providers can log on to create an attestation account which tracks progress in attaining "meaningful use." At this point, the provider must personally create their own accounts. Some time during the summer, Medicare will begin allowing third party representatives (like billing services like me!) to do this for the provider.

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

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 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.

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?

8% of collections for accounts handled by us
\$80 minimum fee per month

Medicare

Are you having trouble getting paid by Medicare? If so, you are likely not completing your forms correctly, or your computer setup may be wrong. It's also possible that you do not have an active PTAN or it may not be linked to the tax ID you are using.

Whether you accept assignment or not, every provider is required to submit billing to Medicare on behalf of your patients. If you are having trouble with Medicare submissions, give me a call. I can offer some suggestions, or, for only \$3 per claim, submit your Medicare bills for you electronically. Setup is quick and easy, if you already have a Medicare PTAN. Medicare doesn't have to be a big headache.

L Check out our
I website for more
N links to all kinds of
K current important
S billing information
and news.

www.chirobill.com

Also check out our page on



- *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. Twenty years of Chiropractic insurance billing experience at your service!*
- *Minimize staff turnover.*

Maximize Electronic Billing

