

Billing Service Shopping List

How can you be sure you are choosing the right billing company for your pediatric practice?

If you wish to outsource billing for your practice, you will find it comforting to know PCC is always happy to work with the billing service of your choosing.

Much like selecting an EHR that is right for your practice, a billing service should be diligently researched.

Here at PCC, we want our clients to make decisions that are right for their unique practice. We have compiled a list of considerations and questions to ask while interviewing these companies.

Considerations:

- What is the cost?
 - On what specifically are service fees based? Flat fee? Percentage of collections?
 - If percentage, how and how often is collection base calculated?
 - Is there an upfront cost? What is included in the upfront cost? What are the other costs?
- What is the Contract Term?
- What is included in the contract? (i.e. additional services or third party relationships)
 - Do you perform Credentialing services?
 - Do you offer IT support?
- Please provide client references.
- What are your standards for timely Communication/responsiveness?

Scope of Work:

- Insurance reconciliation?
- Patient follow up?
- Personal Collections management?
- Payor relationship management?
- Payor Contract Negotiations?
- BAA arrangements?

Here are the relevant questions to ask:

- When is customer service available?
- Are there varying levels of service?
 - What are the costs associated with each level?
- What time zone are these hours based on? Where is customer service located?
- What happens during emergencies outside of posted hours?
- What is the expected turnaround for a routine service request? A special request?
- How many mergers/acquisitions/buy-outs/name changes has the vendor gone through?
- Are there plans now, or in the foreseeable future, to merge with/acquire/sell to another entity?
- What experience do you have with pediatric billing?
- In what ways do you support pediatric endeavors? Supporting the AAP nationally or locally, e.g.?
- Do you offer a dashboard? Is practice management or clinical benchmarking available through your service?
- Do you offer consulting of any kind? Registration workflow? Clinical flow management?
 - What are your consulting service fees?
- Do you provide support and/or assistance for PCMH? MU certification?
- How do you maintain compliance for all regulatory requirements?