

Optimal Billing Workflows

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Get Paid SME & Consultant

UC
2024

Session Goals

1. Explore and establish successful billing processes
2. Quickly identify billing issues
3. Improve your financial health

Identifying Problems

The first steps to finding a rough estimate of your cleanup efforts will be identifying issues in both your insurance and personal A/R.

Having firm policies on each will simplify your billing team's responsibilities.

Identifying Problems

Practice Management

+ Session 1

Insurance Company Aging Report - All Providers 07/10/24

Ins_Group	Current	30-59	60-89	90-119	120+	Total	Percent
Personal	5,670	6,209	3,773	1,862	64,678	82,194	52%
Medicaid	0	0	0	0	46	46	0%
Aetna USHC HMO	1,346	260	265	0	0	1,871	1%
Aetna MC & Elect	1,259	0	0	0	10	1,269	1%
Aetna HDHP	99	0	0	0	2,107	2,206	1%
Aetna Open	2,059	511	0	0	0	2,570	2%
BCBS	3,244	102	619	38	122	4,126	3%
Capital Blue Cross	10,198	4,691	798	0	588	16,275	10%
Geisenger Health Plan	0	297	0	565	555	1,417	1%
Health America	4,888	621	165	0	15	5,689	4%
Health Assurance	7,025	260	35	0	358	7,678	5%
HealthPass	89	89	0	0	0	179	0%
Green Leaf Insurance	2,410	894	178	0	0	3,482	2%
Keystone HealthPlan	1,985	254	185	40	261	2,725	2%
Miscellaneous Insurance	220	500	0	0	0	720	0%
HealthyKids HMO	371	491	206	0	332	1,400	1%
Private Insurance	2,664	1,078	101	0	0	3,843	2%
Cigna	393	0	0	0	27	420	0%
Highmark Blue Shield	15,801	2,086	295	72	60	18,314	12%
Retired Insurance Plans	1,267	1,043	105	143	169	2,727	2%
Total	60,991	19,387	6,725	2,720	69,330	159,155	
Percentage	38%	12%	4%	2%	44%		

Criteria for this report run.
By Transaction date, As of 06/10/24

Insurance Company Aging Report - All Providers

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Use the Insurance Company Aging report to identify your total outstanding accounts receivable split between personal balances owed by patient families and by insurance companies.

Identifying Problems

Practice Management

+ Session 1

Insurance Company Aging Report - All Providers 07/10/24

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Insurance Company Aging Report - All Providers

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Next review the general total of charges you may not be receiving payment for. Evaluate the effort required to collect in terms of staffing requirements to “chase down” these older unpaid charges. Is it worth the effort and income loss to keep these charges on your books rather than write off the loss?

Identifying Problems

Practice Management

+ Session 1

Insurance Company Aging Report - All Providers 07/10/24

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Insurance Company Aging Report - All Providers

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One way to quickly categorize your accounts receivable is to imagine a stoplight. Being paid on time based on historical trends of payments would be a green light. Being paid later than average would be a yellow light. Payments which were not received by hard cutoffs such as timely filing limits or collection agency involvement would be a red light.

Identifying Problems

Practice Management

+ Session 1

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By Transaction date, As of 06/10/24

Insurance Company Aging Report - All Providers

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Pinpointing areas of concern can help staff maximize the efficiency of their research and collection process. When working with a wide range of situations, such as balances that need to be written off, you will need to research specific accounts. The List Old/Pending Charges tool and Review Personal Balance tool can both be utilized to locate specific charges.

Identifying Problems

Practice Management

+ Session 1

INSURANCE ACCOUNTS RECEIVABLE DETAIL

Send report to: Printer
 Screen
 Interactive Screen
 Mailbox

Age of Receivables: 120 or more days old
 from 60 to 90 days old
for dates from 02/21/24 through 10/02/23

All Insurances?	<input checked="" type="checkbox"/> Yes	Extra Information To Show:	
All Servicing Providers?	<input checked="" type="checkbox"/> Yes	Show Other ID ?	<input type="checkbox"/> No
All Places of Service?	<input checked="" type="checkbox"/> Yes	Show School ?	<input type="checkbox"/> No
Include Personal Charges?	<input type="checkbox"/> No	Show Note ?	<input type="checkbox"/> No
Show Visit Notes?	<input checked="" type="checkbox"/> Yes	Show Old PM ID #?	<input type="checkbox"/> No
Show Billing History?	<input checked="" type="checkbox"/> Yes		
List Insurances with no pending charges?	<input type="checkbox"/> No		
Suppress page breaks when printing?	<input type="checkbox"/> No		

When locating unpaid insurance charges that may need to be written off, you can use the List Old/Pending Charges tool to review encounters based on age of receivables. In our example this was 120+ so I have adjusted the search criteria to match.

Identifying Problems

Practice Management

+ Session 1

PERSONAL MONEY TRACKING ASSISTANT

Aged How? Aged as of what date?

<input type="checkbox"/> Transaction Date	<input checked="" type="checkbox"/> Use Nightly File for 06/10/24
<input type="checkbox"/> Posting Date	<input type="checkbox"/> Use Existing File for 11/29/10 (from Jun 11 09:47)
<input checked="" type="checkbox"/> Payor Date	<input type="checkbox"/> Regenerate as of: 07/10/24

Personal Balance Range to Include: \$ 0.00 - \$99999.99

How to Sort the List

<input type="checkbox"/> Account Name	Which Accounts to Include
<input checked="" type="checkbox"/> Total Personal Amount	Review Name Range: A - Z

Destination

<input checked="" type="checkbox"/> Screen	<input type="checkbox"/> Accounts with Current Balances
<input type="checkbox"/> Mailbox	<input type="checkbox"/> Accounts with 30 Day Balances
Printer: _____	<input type="checkbox"/> Accounts with 60 Day Balances
	<input type="checkbox"/> Accounts with 90 Day Balances
	<input checked="" type="checkbox"/> Accounts with 120+ Day Balances
	<input checked="" type="checkbox"/> Exclude by Account Flag
	<input type="checkbox"/> Include if any Account Flag match
	<input type="checkbox"/> Include if all Account Flags match

For overdue personal balances the Review Personal Balances tool can help you pinpoint accounts that are ignoring your automated personal billing workflows, such as sending bills in the mail. Sorting by largest amount can identify the most money on your books and excluding by flags can remove accounts already in a state of alternate payment or collections.

Identifying Problems

If you do not have clear policies and wish to set them up for the first time, you will need to evaluate how much cleanup will be required for balances you will be unable to collect.

Leaving charges on your books will keep your A/R inflated.

Preparation Towards a Solution

Creating a meaningful workflow for insurance follow-up will rely on several key areas:

- Know your contracts
- Evaluate timely filing limits
- Create workflows that reveal issues quickly
- Maintain proof of delivery

Preparation Towards a Solution

Make an effort to collect contracts from your major insurances. Payors should make a good faith effort to provide a copy of their contract with your clinic.

Preparation Towards a Solution

Insurance contracts contain multiple useful pieces of information you will use daily, such as fee schedules, renewal dates, and timely filing limits. You should have an awareness of the timely filing limits for all your payors in order to work your accounts receivable.

Preparation Towards a Solution

Clinics should create a workflow that includes the work done on unresolved claims and how you document follow up, reference numbers, and resolutions. Follow-up notes should be dated for quick reference.

Preparation Towards a Solution

The best workflows to ensure you are meeting your filing deadlines will involve not only the automated process of sending claims but manual review and notation to guarantee delivery is acknowledged.

Preparation Towards a Solution

Money owed by families also contributes to your overall A/R. You will also want to work towards resolving personal balances with:

- A review of your financial policy
- An established collection process
- An established relationship with a collection agency

Preparation Towards a Solution

A financial policy should include all of your clinic's policies that are involved in the money collection process. Any changes you make to a policy should lead to an updated form that your families should read, agree to, and sign.

Preparation Towards a Solution

A collection policy should be in line with your written financial policy. For best results this should also include the human approach. Staff should know when and how to reach out to a family if automated bills or balances in a portal are not resulting in balances being paid.

Preparation Towards a Solution

Personal balances that are never paid should not remain on your clinic's A/R. Remove these charges by following your financial policy. The most common method is working with a collection agency and removing balances once they are turned over to collections.

Preparation Towards a Solution

Configuration should also match your policy.
Upon revising your policy, you will need to:

- Update your policy form
- Review insurance groups
- Have proper payment types for write offs
- Have meaningful flags for accounts
- Review forms meant for collecting balances

Preparation Towards a Solution

The best way to insure everyone is aware of policy changes is to update the forms found in PCC that can be printed and given to families to sign. PCC can help you update your policy form and patient packets, or you can make the changes yourself using PCC's Forms tool.

Preparation Towards a Solution

Reviewing a single page outline of your A/R will only be as helpful as that report's grouping. It is important to review insurance groups to make sure the information is relevant. Groups should be refined enough to understand but not so refined that the groups lose meaning.

Preparation Towards a Solution

When you remove balances from your A/R, you need identifiable and reportable payment and adjustment types that reflect why a balance is coming off your books. This should include both collection and courtesy write-offs and the ability to bring a balance back if you receive a collection check.

Preparation Towards a Solution

Accounts with a status of collection issue will also need to be identified, reported on, or possibly removed from reporting results. This means you will also need account flags that clearly identify the families' issues and current overdue status.

Preparation Towards a Solution

When you are attempting to collect a balance, a family may need a form indicating the next steps your clinic will take. Review and customize these forms to best represent your office and how you are helping the family along in this process.

Workflow for Accurate A/R

Pat PCC: 1079 Correct Mistakes - Visit Notes 03/02/24 Page 1 of 1

Account: Darlene Flanagan

Search Pattern: Search on whole words:

X 07/10/24
Spoke with Aimee at BCBS. Original claim unpaid as family responsibility.
resub as vaccine shows coverage per fee schedule. Ref # 123456
- 12:27 pm pcc

Visit notes are an excellent way to track attempts at getting unpaid insurance charges paid. Notes have an associated date and can be displayed when using the List Old/Unpaid Charges tool. Including call back numbers, reference numbers, or any worthwhile information can save you time on follow-up.

Workflow for Accurate A/R

Practice Management

+ Session 1

INSURANCE ACCOUNTS RECEIVABLE DETAIL

Send report to: Printer
 Screen
 Interactive Screen
 Mailbox

Age of Receivables: 120 or more days old
 from 60 to 90 days old
 for dates from 02/21/24 through 10/02/23

All Insurances? Yes Extra Information To Show:

All Servicing Providers? Yes Show Other ID ? No

All Places of Service? Yes Show School ? No

Include Personal Charges? No Show Note ? No

Show Visit Notes? Yes Show Old PM ID #? No

Show Billing History? Yes

List Insurances with no pending charges? No

Suppress page breaks when printing? No

When working in the List Old/Pending charges tool the Show Visit Notes option will display these visit notes so you can track attempts at getting a claim paid made by your staff. Setting the Show Billing History to No can make it easier to highlight visit notes by limiting the information displayed.

Workflow for Accurate A/R

Practice Management

+ Session 1

INSCOAR INTERACTIVE SCREEN

Use the PgUp and PgDn keys to scroll through this information.

X ACCTS WITH BALS PENDING BCBS \$15 OV&WC-other (717-731-8080)

Flanagan, Darlene (#1212)

Flanagan, Aimee (#1079) (07/12/23) (ID: 065293118, Grp: Fla559)

03/02/2024	W Influenza Vac 6-35 months	90657	Z23	0	\$	15.00
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Visit Notes:

07/10/24 Spoke with Aimee at BCBS. Original claim unpaid as fa resub as vaccine shows coverage per fee schedule. Ref

					\$	15.00
						=====
TOTAL:						\$ 15.00

ACCTS WITH BALS PENDING BCBS \$20 OV&WC-other (717-731-8080)

Rice, Jeff (#1072)

Rice, Zachary (#2191) (12/02/16) (ID: HIM103038776001, Grp: Ric36)

11/25/2023	W OV Expanded Focus	99213	K52.9	W	\$	56.00
12/27/2023	W OV Sunday/Holiday Diff	99054	J02.9	D	\$	23.00

Visit Notes:

07/10/24 Called Rep Kevin @ 800-888-8888 and claimed acknowledged inconsistent. No record in their system. I confirmed and gave trace # 452319. Kevin asked us to resubmit v PCC. Will follow up in 2 weeks if unpaid.

12/27/2023	W Rapid Strep Screen	87880	J02.9	D	\$	27.00
12/27/2023	W OV Expanded Focus	99213	J02.9	D	\$	36.00

					\$	142.00
						=====
TOTAL:						\$ 142.00

Show MoreInfo Hide MoreInfo WorkWith Entry New Pattern Next Match Previous Match Bop To Top

Collection of trace numbers, claim control numbers, representative names and other proof of attempted delivery can help you reduce payment times and, in a worst case scenario, prove timely filing of charges. Adding these to your notes can be a boon to your insurance collections process.

Workflow for Accurate A/R

Use your contracts timely filing limit to identify potentially unrecoverable charges and write them off using an appropriate adjustment type.

Payments

Posting History

Payments
Patrick Kravchuk (Account # 966)

Pers Due	Description
23.00	Previous Balance (as of 07/10/24 12:45pm)
-23.00	Unsaved Not Covered Service- WriteOff
0.00	Balance

Transaction Date	Payment Type	Amount	Check #	Apply to Prev Bal	Unapplied
07/10/24	Not Covered Service- Write	23.00		23.00	0.00

▼ Distribution

Date	Patient	Code	Description	Charge	Personal Due	Distribution	Balance
06/16/18	Stephen Kravchuk The First X		Medical Records Fee	19.00	19.00	0.00	19.00
10/21/21	Nicholas Kravchuk	99213	OV Expanded Focus	48.00	48.00	0.00	48.00
10/21/21	Benjamin Kravchuk	99213	OV Expanded Focus	48.00	48.00	0.00	48.00
03/11/24	Nicholas Kravchuk	99054	OV Sunday/Holiday Diff	23.00	23.00	23.00	0.00
Totals:				138.00	23.00	115.00	

Save Adjustment Print Receipt

Workflow for Accurate A/R

To best reflect your income you should set a “hard limit” date where insurance charges will be written off as unrecoverable. This will keep your books up to date, even if the limit is multiple years in the past.

Workflow for Accurate A/R

Practice Management

+ Session 1

WORKING WITH *INDIVIDUAL* ACCOUNTS

Name	Current	30..59	60..89	90..119	120+	Total
DeFrank, Raymond	\$ 0.00	\$ 362.00	\$ 0.00	\$ 0.00	\$ 366.00	\$ 728.00
Orlando, Orlando JS	\$ 301.00	\$ 29.00	\$ 0.00	\$ 0.00	\$ 387.50	\$ 717.50
Vanbrunt, Alan	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 593.00	\$ 593.00
Dunn, Lawrence	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 550.00	\$ 550.00
Kimmel, Richard	\$ 143.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 395.00	\$ 538.00
Banzrof, David	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 521.19	\$ 521.19
Hoffman, Henry	\$ 139.00	\$ 15.00	\$ 0.00	\$ 0.00	\$ 365.50	\$ 519.50
Parrish, Bobbi Jo	\$ 153.00	\$ 0.00	\$ 40.00	\$ 40.00	\$ 275.00	\$ 508.00
Richardson, Gregor	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 503.00	\$ 503.00
Herr, Georgia	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 496.00	\$ 496.00
Farrell, William	\$ 304.00	\$ 10.00	\$ 0.00	\$ 80.00	\$ 101.00	\$ 495.00
Falcon, Connie	\$ 184.80	\$ 126.00	\$ 0.00	\$ 0.00	\$ 178.00	\$ 488.80
Selan, Dakota	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 457.60	\$ 457.60
Flanagan, Darlene	\$ 32.00	\$ 54.26	\$ 0.42	\$ 0.00	\$ 368.52	\$ 455.20
Einsel, John	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 448.86	\$ 448.86
Stinson, Ernest	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 439.31	\$ 439.31
Vogel, Stephen M	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 438.00	\$ 438.00
Kienzle, Michael	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 426.00	\$ 426.00
Bahajak, William	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 421.00	\$ 421.00
Krasuski, Bonnie	\$ 15.00	\$ 20.00	\$ 0.00	\$ 0.00	\$ 385.00	\$ 420.00
Ulery, John	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 420.00	\$ 420.00
Belicic, Marilyn	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 411.00	\$ 411.00
Donnelly, Christin	\$ 15.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 391.00	\$ 406.00
Snyder, Samuel	\$ 241.00	\$ 0.00	\$ 41.00	\$ 15.00	\$ 99.55	\$ 396.55
Gualdoni, Nasimul	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 395.00	\$ 395.00
Keefer, Paul S	\$ 25.00	\$ 25.00	\$ 0.00	\$ 0.00	\$ 341.00	\$ 391.00
Mccormick, Tom	\$ 0.00	\$ 10.00	\$ 0.00	\$ 0.00	\$ 381.00	\$ 391.00

Main Menu Edit Account Refund Pam Daysheet History Form Letters Print One Bill Work With All

To find and contact overdue personal collections that are unresponsive to bills in the mail use the Review Personal Balances tool.

Leverage past due dates, account flags, and total amount due to identify workable balances.

Workflow for Accurate A/R

Practice Management

+ Session 1

WORKING WITH *INDIVIDUAL* ACCOUNTS

Name	Current	30..59	60..89	90..119	120+	Total
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Orlando, Orlando	\$ 301.00	\$ 29.00	\$ 0.00	\$ 0.00	\$ 387.50	\$ 717.50
Vanbrunt, Alan	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 593.00	\$ 593.00
Dunn, Lawrence	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 550.00	\$ 550.00
Kimmel, Richard	\$ 143.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 395.00	\$ 538.00
Banzrof, David	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 521.19	\$ 521.19
Hoffman, Henry	\$ 139.00	\$ 15.00	\$ 0.00	\$ 0.00	\$ 365.50	\$ 519.50
Parrish, Bobbi Jo	\$ 153.00	\$ 0.00	\$ 40.00	\$ 40.00	\$ 275.00	\$ 508.00
Richardson, Gregor	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 503.00	\$ 503.00
Herr, Georgia	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 496.00	\$ 496.00
Farrell, William	\$ 304.00	\$ 10.00	\$ 0.00	\$ 80.00	\$ 101.00	\$ 495.00
Falcon, Connie	\$ 184.00	\$ 126.00	\$ 0.00	\$ 0.00	\$ 178.00	\$ 488.00
Selan, Dakota	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 457.60	\$ 457.60
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Einsel, John	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 448.86	\$ 448.86
Stinson, Ernest	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 439.31	\$ 439.31
Vogel, Stephen M	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 438.00	\$ 438.00
Kienzle, Michael	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 426.00	\$ 426.00
Bahajak, William	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 421.00	\$ 421.00
Krasuski, Bonnie	\$ 15.00	\$ 20.00	\$ 0.00	\$ 0.00	\$ 385.00	\$ 420.00
Ulery, John	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 420.00	\$ 420.00
Belicic, Marilyn	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 411.00	\$ 411.00
Donnelly, Christin	\$ 15.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 391.00	\$ 406.00
Snyder, Samuel	\$ 241.00	\$ 0.00	\$ 41.00	\$ 15.00	\$ 99.55	\$ 396.55
Gualdoni, Nasimul	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 395.00	\$ 395.00
Keefe, Paul S	\$ 25.00	\$ 25.00	\$ 0.00	\$ 0.00	\$ 341.00	\$ 391.00
McCormick, Tom	\$ 0.00	\$ 10.00	\$ 0.00	\$ 0.00	\$ 381.00	\$ 391.00

Main Edit Refund Pam Daysheet Form Print Work
Menu Account History Letters One Bill With All

Decide on your personal collections workflow to best collect balances. This could include sending a new bill along with a form letter to indicate next actions to be taken by the office. This should match your office's financial policies or reflect the outcome of a telephone call where the family agreed to next steps.

Workflow for Accurate A/R

Holding to your financial policy for all patients is the best way to maintain a collections workflow while also allowing for approved write-offs.

Workflow for Accurate A/R

Payments

Posting History

Payments

Raymond DeFrank (Account # 556)

Pers Due	Description
728.00	Previous Balance (as of 07/10/24 12:58pm)
-728.00	Unsaved BadDebt/Collection
0.00	Balance

Transaction Date	Payment Type	Amount	Check #	Apply to Prev Bal	Unapplied
07/10/24	BadDebt/Collection	728.00		728.00	0.00

Distribution

Save Adjustment Print Receipt

Make use of adjustment types to write off charges turned over to collections. Your office should not be responsible for seeing overdue amounts being collected by a third party entity. If families call, refer them to the collection agency.

Billing Account Information

Account Flags: **Collection**

EMG Contact: 2001 Copy Card

EMG Phone #: 2001 Transferred

Alt Last Name: Appointment Fee

Mother Employer: Archived

Father Employer: Billing Problem

Pharmacy #: Budget

Collection

CONFIDENTIALITY



Workflow for Accurate A/R

Payments

Posting History

Payments

Raymond DeFrank (Account # 556)

Pers Due	Description
728.00	Previous Balance (as of 07/10/24 01:05pm)
-650.00	Posted - Collection Payment (07/10/24) ▶ Applied to Previous Balance: 650.00
-78.00	Unsaved Coll Agency Percentage
0.00	Balance

Transaction Date	Payment Type	Amount	Check #	Apply to Prev Bal	Unapplied
07/10/24	Coll Agency Percentage	78.00		78.00	0.00

▶ Distribution

Save Adjustment **Print Receipt**

When collections are paid, restore the balance to the office's responsibility and enter the collections payment. The collection agency's share should be the final write-off of the remaining balance.

Final Thoughts

Payments

Posting History

Payment History - Refund Credit

Transaction Date	Refund Type	Amount	Balance
07/10/24	Refund-Personal	100.00	-100.00 CR

Account Balances

John Smalls (Account # 1113)

Aging	0-29 days	30-59 days	60-89 days	90-119 days	120+ days	Credit
Personal	0.00	0.00	0.00	0.00	0.00	-100.00
Insurance	0.00	46.00	0.00	0.00	0.00	0.00
Medicaid	0.00	0.00	0.00	0.00	0.00	0.00

You will also deflate your overall A/R by carrying credits due to families. Decide on a time of year to return any past credits to the family. On a personal note, I have seen offices do this around the holidays and their patients appreciate it.

Final Thoughts

Practice Management

+ Session 1

Scheetz	Terry	174	TOS Cash Payment	04/22/18	\$21.80	root
Amos	William L	1422	Credit Balance	04/23/18	\$7.00	root
Harper	Jeffrey	518	TOS Check Payment	04/23/18	\$0.26	root
Kline	James E.	1520	TOS Check Payment	04/23/18	\$37.00	root
Swanger	Hans	974	Credit Balance	04/23/18	\$7.00	root
Zdziebko	Daune	847	TOS Check Payment	04/23/18	\$40.00	root
Schlader	Cynthia/Jackie	1517	Adjustment	04/24/18	\$5.00	root
Belicic	Marilyn	358	TOS Cash Payment	04/25/18	\$10.00	root
Sanders	Mary	883	TOS Check Payment	04/26/18	\$10.00	root
Freeman	William	1940	TOS Cash Payment	04/27/18	\$10.00	root
Moyer	Ronald	193	TOS Check Payment	04/27/18	\$39.00	root
Ritterhaus	Timothy	77	TOS Cash Payment	04/27/18	\$10.00	root
Staley	Linda	324	Personal Check Payment	04/27/18	\$7.00	root
Connelly	Kim	1229	Cap Adjustment	04/28/18	\$110.00	root
Flickinger	Michael	1922	TOS Check Payment	04/28/18	\$4.00	root
Padrone	Timothy	1295	TOS Check Payment	04/28/18	\$94.80	root
Douglass	Patrick	1227	TOS Check Payment	04/29/18	\$20.00	root
Frederick	William J.	1181	Personal Check Payment	04/29/18	\$13.00	root
Kain	Jolene	490	Personal Check Payment	04/30/18	\$13.00	root
Snyder	Robert	218	TOS Check Payment	05/01/18	\$16.00	root
Hair	Steven	1147	TOS Check Payment	05/02/18	\$21.00	root
Leaman	Michael	1276	TOS Check Payment	05/03/18	\$10.00	root
Neidigh	Roxann	1415	TOS Cash Payment	05/03/18	\$10.00	root
Beard-Hrestak	Paul	440	TOS Check Payment	05/04/18	\$15.00	root
Ton	Susan	1897	TOS Cash Payment	05/04/18	\$15.00	root
Brophy	Lisa	1423	TOS Check Payment	05/05/18	\$5.00	root
Staites	Rosemary	130	TOS Check Payment	05/05/18	\$20.00	root
Moyer	Ronald	193	TOS Check Payment	05/06/18	\$104.00	root
O'Rourke	Dennis	994	TOS Cash Payment	05/06/18	\$10.00	root
Zaccarelli	Donald	920	Ins Pmt	05/06/18	\$30.00	root
Ashburner	Edward	627	TOS Cash Payment	05/07/18	\$3.00	root
Ashburner	Edward	627	TOS Cash Payment	05/07/18	\$3.00	root
Collins	Francis	1797	TOS Check Payment	05/07/18	\$5.00	root
Cariati	Shawn	1710	TOS Cash Payment	05/10/18	\$5.00	root
Aftosmes	Theryl	288	TOS Check Payment	05/11/18	\$5.00	root
Case	Tabatha	925	TOS Check Payment	05/11/18	\$4.00	root
Stone	Mark	1829	Personal Check Payment	05/11/18	\$40.00	root

To best track payments in your accounts all money should be tied to a charge. There are some cases where money is collected before a charge, such as an expected co-pay or fee collection from non-billers. Link this money after the fact to prevent "floating payments."

Final Thoughts

Not all money is payment for billed charges. Incentives, interest, and double payments are all examples of money without an account entering your books. Maintain “holding accounts” to best track this income and disbursement.

Final Thoughts

Items				-----Revenue-----				-----Receipts-----			
User	Transaction Date	Account Name	Patient Name	Prv	Non-Svc	Services	Adjust	Cash	Check	Credit Cards	NSF/ Refunds
pcc	05/14/24	Orlando, Orlando	Orlando, Jasper	JON		800.00	2.00			13.00	
pcc	06/12/24	Flintstone, Fred	Flintstone, Pebbl	CAS			5.00		5.00		
pcc	06/12/24	Flintstone, Fred	Flintstone, Pebbl	CAS			3.00		2.00		
pcc	06/12/24	Flintstone, Fred	Flintstone, Pebbl	CAS					5.00-		
pcc	06/12/24	Flintstone, Fred	Flintstone, Pebbl	CAS			5.00-				
pcc	06/12/24	Flintstone, Fred	Flintstone, Pebbl	CAS					2.00-		
pcc	06/12/24	Flintstone, Fred	Flintstone, Pebbl	CAS			3.00-				
pcc	06/12/24	Flintstone, Fred	Flintstone, Pebbl	CAS					1.00		
pcc	06/12/24	Flintstone, Fred	Flintstone, Pebbl	CAS					2.00		
pcc	06/18/24	Troutman, Charles	Troutman, Dara			50.00	50.00				
pcc	07/08/24	Achey, Jeremy	Achey D.D.S., Dia	GOM		180.00					
pcc	06/11/24	Mouse, Mickey	Mouse, Mickey	CAS		30.00					
pcc	07/10/24	Lasch, Jonathan	Lasch, David	CAS		15.00					

Running your report totals in “wide stye” can give you a more accurate view of your revenue and receipts. For A/R oversight, running a report in this style will also break out your non-service charges, refunds, and fees.

Final Thoughts

Payment Class: Adjustment

Type Name	Personal Pmt	Ins Pmt	Personal Adj	Ins Adj	Amount Collected (all pmts + all adjs)
Adjustment	\$0.00	\$0.00	\$69.85	\$460.00	\$529.85
Bad Debt	\$0.00	\$0.00	\$1,082.62	\$0.00	\$1,082.62
Cap Adjustment	\$0.00	\$0.00	\$0.00	\$40,544.74	\$40,544.74
Coll Agency Percentage	\$0.00	\$0.00	\$78.00	\$0.00	\$78.00
Employee Discount	\$0.00	\$0.00	\$50.00	\$0.00	\$50.00
Ins Adj	\$0.00	\$0.00	\$0.00	\$148,436.03	\$148,436.03
TOS Discount	\$0.00	\$0.00	\$32.00	\$0.00	\$32.00
	\$0.00	\$0.00	\$1,312.47	\$189,440.77	\$190,753.24

While no one wants to think employees might commit fraud, accounting for write-offs can give you piece of mind. Evaluate your insurance and personal adjustments to ensure you know what is coming off your books and why.

Final Thoughts

Having accurate and traceable accounts receivable helps with succession planning. Passing on or selling your business will require due diligence of information such as profit and loss. Having the A/R data to show this can be a boon to your business.

Session Takeaways

1. Have an A/R plan in writing.
2. Configure your system to follow and support the plan.
3. The plan should benefit the practice, your employees, and your patients.

What Questions Do You Have?

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