

# Distribute the Weight: How \*Everyone\* Can Affect Your Billing Processes

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# Disclaimer

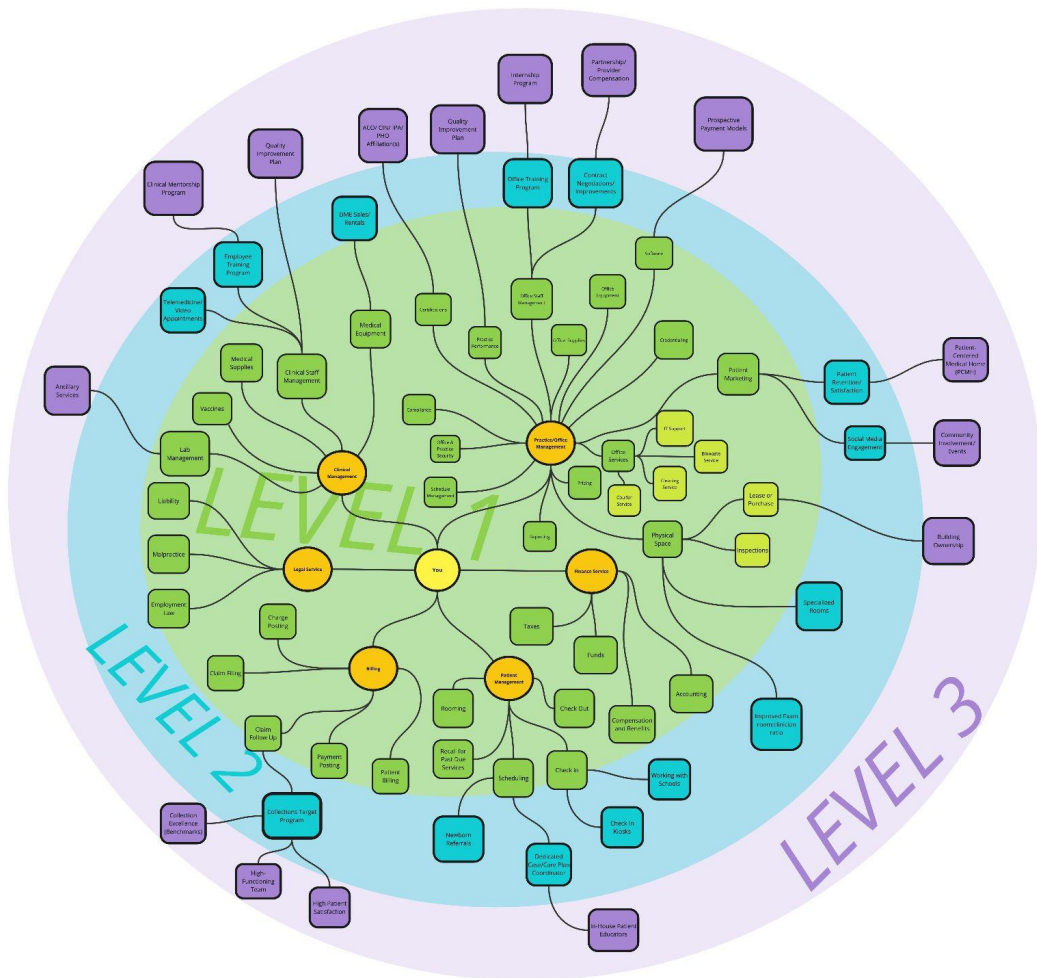
The information presented is shared for the sole purpose of examining medical Coding, Billing, and Practice Management approaches. Though every effort has been made to develop accurate materials, this guidance is informal and is not intended to be legal advice. Decisions relating to the management of your practice, coding your work, setting your fees, etc., should be made independently.

# Goals

Does everyone on your team see their effect?

- Role in the revenue cycle
- Opportunities to improve the practice's financial health







# Why should *everyone* in the practice care?

Healthy practice finances enable:

- Improvements to and expansion of patient care
- Investments in salaries, hiring, training, education, office space
- Maintenance and updates to
  - Equipment
  - Materials and supplies
  - Facilities

# What does *everyone* in the practice *need*?

To thrive as a team member, everyone should:

- Understand their role, what's expected of them
- Empowerment to inform the process, their parts and maybe others

# Teammate: Front Desk - Check In

**Primary Role:** Greeting, registration, patient responsibility

**Unique Opportunity:** In person data and payment gathering, *verification*

**I need:** Time & space, Detailed procedures, Support & back up

**Depending on me:** Patient, Clinical staff, Billers

**The part of RCM best done by me:** Verifying data is complete, current, patient knows about & how to settle due balances, Portal registration / use

# Teammate: Front Desk - Check Out

**Primary Role:** Encounter collections, Future appointments

**Unique Opportunity:** Forms, clearance documents, letters

**I need:** Timely information, Support & backup

**Depending on me:** Patients, Billers

**The part of RCM best done by me:** Patient balance collections



# Teammate: Front Desk - Appointments

**Primary Role:** Incoming calls, reminders, balance due preparation

**Unique Opportunity:** Expectation setting

**I need:** Time, Clear policies, Support & backup

**Depending on me:** Patients, Check In, Check Out, Clinical Staff, Clinicians

**The part of RCM best done by me:** Set patient expectations

# Teammate: Clinical Staff

**Primary Role:** Intake, encounter management, check out prep

**Unique Opportunity:** Enhance patient's trust

**I need:** Clear real-time communication, Support & back up

**Depending on me:** Patients, Clinicians, Check out, Billers, Referral Specialists

**The part of RCM best done by me:** Assist patients in finding their Subject Matter Expert

# Teammate: Clinician - Employed

**Primary Role:** Clinical care

**Unique Opportunity:** Affirm patient's trust

**I need:** Time, Awareness, Support & back up

**Depending on me:** Patients, Clinical staff, Billers, Referral Specialists, Partners  
/ Owners

**The part of RCM best done by me:** Capture and document encounter detail

# Teammate: Clinician - Partner / Owner

**Primary Role:** Clinical Care

**Unique Opportunity:** Set Practice Vision

**I need:** Time, Data, Statuses, Support & back up

**Depending on me:** Patients, Clinicians, Clinical staff, Billers, Front Desk, Billing Manager

**The part of RCM best done by me:** Negotiations, Enforcement

# Teammate: Billing / Coding Specialist

**Primary Role:** Claims and Follow up

**Unique Opportunity:** Payer surveillance, Coding expertise

**I need:** Statuses, Interfaces, Policies (Internal and Payer), Support & back up

**Depending on me:** Patients, Collections Specialists, Front Desk, Owners

**The part of RCM best done by me:** Manage claim submissions / adherence to payer requirements, Respond / react to payer “anomalies” & code updates

# Teammate: Patient Collection Specialists

**Primary Role:** Reconcile outstanding patient balances

**Unique Opportunity:** Enhance patient trust

**I need:** Billing details, Clear policies, Support & back up

**Depending on me:** Patients, Owners, Front Desk

**The part of RCM best done by me:** Put “uncollectible” balances to bed

# Teammate: Billing Managers

**Primary Role:** Create and enforce billing policies and procedures

**Unique Opportunity:** Perspective

**I need:** Time, Trust, Data, Support & back up

**Depending on me:** Patients, Billers, Front desk, Partners/owners

**The part of RCM best done by me:** Pricing, Payer Maintenance, Audits & Compliance

# Teammate: System / IT Support Specialists

**Primary Role:** Maintain systems

**Unique Opportunity:** Proactive changes to support growth

**I need:** Infrastructure, Budget, Schedule, Support & back up

**Depending on me:** Patients, Clinicians/Staff, Billers/Manager, Front desk

**The part of RCM best done by me:** Keep the record-keeping and payment systems running smoothly



# Teammate: Patient / Caregiver

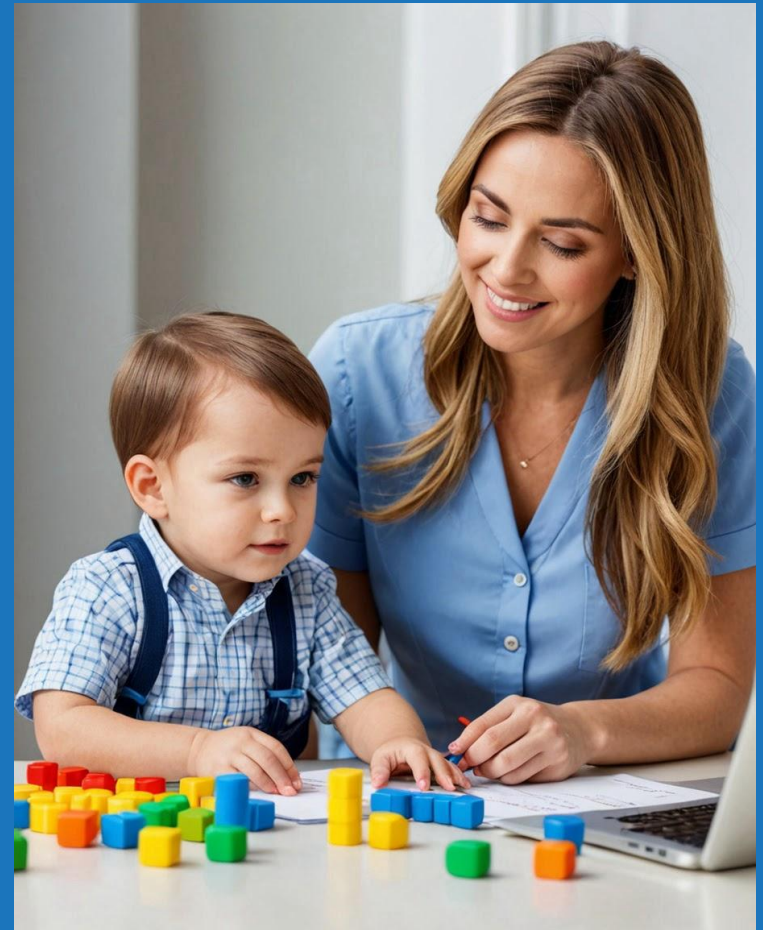
**Primary Role:** Participate in and carry out care decisions and plans

**Unique Opportunity:** Manage coverage and eligibility

**I need:** Information, Education, Support & back up

**Depending on me:** My health and thriving, Clinicians, Billers, Referral Specialists, Front desk

**The part of RCM best done by me:** Advocating for payer accountability



Please fill out the course survey in the  
app

# What Questions Do You Have?

# Thank you!!!

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