

SA-VIT COLLECTION AGENCY TIPS OF THE MONTH ARCHIVES



July 2009

Good Information Equals Increased Income

Getting correct information from patients is key to processing insurance and ultimately getting paid for the services the practice provides. How is this done?

The *patient's name* is critical. It must be verified by some personal documents, i.e., making a copy of the driver's license, the patient's insurance card and social security card. This is also an easy way to get the *social security numbers* from patients that would otherwise refuse to write it on the intake form.

Telephone numbers are essential for communicating changes of appointments, medication information and contacting patients regarding payments. Get as many as you possibly can, such as, home, work, cell, pharmacy, referring doctor and the nearest relative not living with the patient. The more telephone numbers you have the more likely you will be able to reach your patients should the need arise.

Get the *physical address* if different from the mailing address. The driver's license is a good source. Should a medical emergency arise, you should always have the patient's physical address in order to send an ambulance.

The *full name* of the responsible party or guarantor is important, not just "parent of" in the case of children. Also, get full information about both parents in the case of divorces when minors are patients. For adults, if there is merely a separation, both parties are still responsible for paying for your services.

A well-trained reception staff will get all correct patient and guarantor information. Good information gives the practice power when collecting money from insurance companies and ultimately from patients.

