

**SA-VIT COLLECTION AGENCY
TIPS OF THE MONTH ARCHIVES**



Management Tip of the Month

July 2010

Put Good People at the Front Desk

Employees at the front desk are the face of the practice. They are much more than just the receptionists. They should be well trained in many areas of patient communication, especially when it comes to money.

These people should be experts in the following duties regarding the policies of the practice:

Getting detailed information about the patient:

Getting the data needed to process insurance claims, such as, social security numbers, guarantor information, age of patients, making copies of insurance cards, etc.

Asking for billing information, i.e., full name of the patient, both billing and physical addresses, telephone numbers (land line, work and cell phones).

Asking patients for payment at the time of service:

Collecting co-payments before the patients are treated, asking them for insurance deductibles before they leave the office. They should be prepared to accept payments by cash, check, and credit or debit cards.

When making appointment for the patients:

Besides scheduling the visit they should inform the patients over the telephone to bring the information needed to process insurance, to bill outstanding balances, and request they come prepared to pay their co-payments and deductibles.

Well trained front desk personnel can make the back office people more productive and help to increase the cash flow and profit of the practice.

If you have questions send them to info@savit.com.