

SA-VIT COLLECTION AGENCY TIPS OF THE MONTH ARCHIVES



August 2008

The Collection Process Begins in the Front Office

The front office staff can enhance the collection process by informing patients of office policies, collecting the smaller patient payments and getting all vital patient data that is necessary for insurance claim preparation and internal collection efforts.

When the patients make their appointments.

Preparing patients to pay when they call for appointments can indicate that your healthcare practice is also a successful business. Ask them about their insurance coverage and request they bring along all of their insurance cards. When possible, new patients should be given the approximate cost of the services to be provided. Suggest they come prepared to pay their co-pays as required by their insurance provider. If existing patients have outstanding private pay balances, ask them to pay those balances at the time of the appointment.

When the patients arrive in your office.

Ask for co-pays when the patients first come to the admission window, before they see the doctor. All new patients and any patients, who have not been in the office for more than six months, should be required to fill out a patient information form *completely*. Getting information details after the patient leaves the office is both costly and time consuming. Have patients sign the HIPAA privacy statements, assignment of insurance benefits, and agreements to add collection fees if necessary.

When the patients leave your office.

Ask patients to pay any outstanding co-pays, deductibles and balances due. Let them know that the practice accepts cash, check, debit or credit cards. If they are unprepared or unwilling to pay at the time of service, be ready to hand them pre-addressed payment envelopes.

These procedures will help to increase the cash flow of the practice, and will give the insurance and collection people the information they need to quickly file insurance claims and efficiently collect the non-insurance balances.

If you have questions regarding this tip, or have a suggested topic for a future tip, email us at info@savit.com.