

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



December 2008

### **Jingle, Jingle**

We at SaVit want to wish you all a happy holiday season. To our clients we say, "Thank you, for your business and for your confidence in us as your collection agency." To the rest of our subscribers, we hope you are benefiting from these management and collection tips. To all of you, please help us in the future with your suggestions for topics that might benefit others in the healthcare billing and collection arena. Send your suggested topics and comments to [info@savit.com](mailto:info@savit.com).

December is a special month for collecting money. There is a tendency to feel that you can relax, maybe take some time off for shopping, planning in-house parties, and generally taking it a bit easier.

However, cash flow is just as important in December as it is every other month of the year. Because of the dire economic news reports, people are holding back on making purchases they feel are not necessary, which means they may have more money to pay for their health care. Remember to:

- Keep your billing cycle on target.
- Process insurance claims promptly.
- Make telephone calls to patients with past due bills.
- Reinforce front-desk procedures for collecting co-payments and deductibles.
- Make use of credit cards for taking immediate payments over the telephone.
- Follow up on insurance claims not paid within 45 days.

If you are short of help during this time think about hiring temporary employees. College students are home for the holidays and can use the extra money. Employment agencies have temporary people that need work and are available. Some of your full-time employees may want to work extra hours.

With some extra effort December can be a good month for collections in your practice. Finish 2008 with a flurry of collection activity.