

ICD-10 Is Coming.... CRT Can Help You Get Ready

By all accounts, **ICD-10** will bring enormous changes to the healthcare industry when it goes into effect October 1, 2014. **CRT** is committed to making this transition as painless as possible by providing you and your office staff with information, training and educational opportunities in the months to come.

In **November**, we will establish a “**Resource Library**” on **crtmedical.com** where you will find links for helpful information that can guide you through the process. In addition, if you have other people in your office that would like to receive our **BILLING BULLETINS**, please forward their email address(es) to: donnak@crtmedical.com

Meet Our Experts

Eric Moler ~ IT Director

How many years at CRT? 10

How many years in healthcare? 15

Education: U of M, Dearborn

Personal/Interests: Married for just over a year to my lovely wife, Tara. I enjoy outdoor activities like camping and biking, and always take advantage of the opportunity to travel.



What do you find challenging about your job? Being able to communicate with both our staff and end users about technology in a way that doesn't make them feel foolish. I try to take into account that some users feel very comfortable with today's technology while others don't. My goal is to help everyone utilize the technology they have available in ways that help make their jobs easier and more efficient.

ICD10 Test Tool Available for Providers

BCBSM now has a tool available to professional health care providers to test their readiness for **ICD-10**. The tool became available in October, and will continue to be made available through the implementation date of **October 1, 2014**.

Health care providers can access it through the web, and it can present several specialty specific scenarios that you can code in **ICD-10**. Providers need to register for the specialty or specialties they are interested in testing for by sending an email to: icd-10providertesting@bcbsm.com.

If you are an **AAPC** Member, you can attend their workshop in Grand Rapids on the 2014 CPT Coding Updates. The workshop is scheduled for Saturday, December 7th from 8:30-12:30. For registration information go to their webpage at www.aapc.com

BCBSM Guidelines for Collecting Cost-Sharing Balances

Blue Cross Blue Shield of Michigan recently published an article in **THE RECORD**, outlining the guidelines for collecting a members' cost sharing balances. “**Cost sharing**” as defined by **BCBSM** includes a patient's co-payments and deductibles as dictated by the individual's Blue Cross plan.

Except in certain circumstances, **BCBSM prohibits** the waiving of any member's cost sharing amounts. As part of their agreement with participating physicians, offering discounts on any member's cost-sharing liability for prompt payment “*or for any other reason*” is also prohibited.

The **only permitted exception**, would be for **hardship cases**. However, physicians need to be aware that hardship cases must be documented in a member's individual record or documented after “*reasonable collection efforts have been exhausted*”.

Blue Cross also allows a health care provider to collect, up front, a member's cost sharing liabilities **IF** the amount collected is “*no more than that member's liability*”. **Blue Cross** not only encourages providers to verify eligibility at the time of a member's service or hospital admission, they, in fact, **require** it as part of a participating physician's agreement with the insurer.

Providers may not demand that members provide credit card information in order to secure future balances, however, a patient may choose to voluntarily do so.

To see all the **BCBSM** participating physicians' guidelines, please see the October 2013 **THE RECORD**, or contact **Blue Cross** for more information.



CRT Medical's offices will be CLOSED



Thanksgiving Day,
 November 28th and
 Friday, Nov. 29th

Happy Thanksgiving!