MEDICAL SYSTEMS
HELPING DOCTORS BE DOCTORS

THE BILLING BULLETIN

Patient Self Pay Balances a Problem? CRT Has Solutions!

A recent published whitepaper on patient pay receivables, focused on several tips practices can utilize to improve their patient receivables. Some of the statistics reported were startling. It's no secret that patient contributions to their healthcare has risen substantially over the past decade, but the paper clearly showed that many practices are not employing a proactive approach to collecting those receivables….and that is impacting their bottom line.

The article reports, "**Fifty percent** of overall patient responsibility goes uncollected. A recent study found that bad debt due to uncollected deductibles runs practices about 18%, with a self pay default rate of 30% or more, and that 81% of self pay net revenues go unrecovered. **Administrative costs for collecting from a patient are twice that of collecting from a payer."**

While there are means a practice can employ in order to collect patient payments at the time of the visit, **CRT** can help with the collection of outstanding patient balances. Our new **PATIENT PAYMENT PORTAL** will allow patients to pay their balances online, at a time that is convenient for them and as easy as paying their other bills online. Our **PAR** (Patient Accounts Receivable) service will contact patients with balances over 90 days old and post payments collected to their outstanding accounts. In addition, we also offer training for office staff on efficient ways to collect patient copays and balances while the patient is **IN** your office.

If you would like more information on CRT's PATIENT PAYMENT PORTAL or PAR services, please contact John O'Green at (248) 679-1606.

Meet Our Experts

Alex Ramos, Client Services

How many years have you been at CRT? 10 years

Education/Certifications: Bachelors in Business Administration from Wayne State

Personal History: I have been married for 7 years and have 3 beautiful daughters, Ariana, age 4, Alivia, age 3 and Alana, age 1. I enjoy spending most of my free time with my family. I am also a big U of M football fan……..**GO BLUE!**

What do you find challenging about your job? Listening to a client's issues and concerns and then having to coordinate help with the resolution of them from other departments.   It is very satisfying when we can resolve issues and our clients are happy **with** that resolution.

Physicians Slow to Adopt Electronic Communication

According to a recent published article in *Health Affairs,* fewer than a third of physicians polled reported that they exchanged secure email messages with patients in 2012. That may be surprising given the widespread use and availability of various types of technology in healthcare.

Respondents reported a couple of key reasons as barriers to utilizing this technology.

~ **Patient resistance to change**. While some respondents indicated that some patients actually were more satisfied with electronic communication, others felt too many of their patients were either inexperienced with email or didn't have access.

~ **Physician resistance**. Many physicians were not on board with electronic communication, and increased workload was just one of the reasons given.

~ **Lack of a payment model**. While some practices reported charging patients for emails that involved "clinical decision-making", others reportedly backed off the fee charging simply because their competitors were providing the service for free.

Electronic communication can be **safe, quick, convenient, and inexpensive.** Physicians not currently utilizing email in their practice, may want to consider it.

Blue Cross Complete Claim Requirements

As a reminder to all practices accepting the new **Blue Cross Medicaid** plan, your claims must follow the same guidelines as Blue Care Network HMO claims. Here is something to be aware of:

When adding the Member's contract number into profiles on EBC, you **MUST** include the alpha prefix "XYU". Blue Cross Complete claims submitted without the prefix will be rejected with a denial reason "**Member not found".**