

## STD Billing and Collections

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## STD Billing and Collections

- History of Billing at Midland County Health
  - Billing 20 years ago
    - Phone authorizations
    - Mailed HCFA 1500 forms
    - Non-Standardized billing codes
    - Use of CMHC

## STD Billing and Collection

- Billing at Midland County Health-10 yrs ago
  - Universal codes
  - A4 Health Systems-electronic billing
    - A4 acquired by Allscripts
  - Upgraded to their Practice Management (PM) Software
    - Software used for Scheduling, Billing and Reporting

## STD Billing and Collections

- History of Billing at Midland County Health
  - 3 years ago-Breaking the Union cycle-HR and the union preference was to hire a senior account clerk
  - Fought to hire a certified biller with experience in electronic billing-this has been our key to success

## STD Billing and Collections

- Having a certified biller has allowed us to:
  - Know which services we are allowed to bill with the appropriate codes
  - Electronically receive remittance advices and quickly re-submit changes
  - Become a BC/BS provider
  - Send out patient billing statements on a regular basis and keep our accounts current
  - Keep our rates current
  - Remain in compliance with State regulations

## STD Billing and Collections

- Nuts and Bolts of Billing:
  - Determine eligibility at check in:
    - All clients screened for Medicaid before their visit
    - Use same forms for all clinics to determine sliding fees
    - Scan all insurance cards

### STD Billing and Collections

- Midland able to bill:
  - Medicaid
  - Medicaid Health Plans
  - Blue Cross/Blue Shield
- Working to bill other insurances
  - Midland's issues

### STD Billing and Collections

- Nuts and Bolts (continued)
  - So you think you want to bill private insurance?
    - First-get to know your community.
    - Contact provider enrollment department.
      - For M.D.s and mid-level providers
    - CAQH
      - Universal provider enrollment application
      - Provider fills out application online
      - Still need application for insurance carriers

### STD Billing and Collections

- Nuts and Bolts (continued)
- Billing Private Insurance
  - Who can bill-provider levels
    - Documenting the visit
    - Routers
  - CPT codes
    - Complexity
  - Diagnosis codes
    - ICD-10

### STD Billing and Collections

- Collections
  - Insurance payments
    - What gets paid
    - Staffing for billing
    - Software advantages
    - Claims timeliness
  - Self pay

Increasing revenue

### STD Billing and Collections

COMMENTS?

QUESTIONS?

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