



Insurance Matters

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Introduction

- What are some of the most common billing errors you encounter?
- How can we improve our workflow to guard great billing practices?



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Gathering Information

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Gathering Information



- Who is the primary card holder
- Demographics of primary cardholders
- Relationship to cardholders
- Primary vs secondary
- Always have a picture of the insurance card
- Insured's full name as recorded with insurance

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Gathering Information



- Prior to visit
 - Online paperwork
 - Photos of cards - front and back
 - Electronic verification of benefits
- No verification?
 - Reschedule or cash pay

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Medical vs Vision Benefits



- ALWAYS have both on file
- What constitutes a medical visit vs a routine/preventative visit?
- How do you clarify the difference and educate the patient?
- Do you know if a vision plan covers essential medical and what is their definition of essential medical?
- Is it possible to coordinate benefits?

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Reimbursement Fees and Secrets

- Do you know your fee schedules with each carrier?
- Have you adjusted what you charge accordingly?
- When do carriers pay top dollar?



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Reimbursement Fees and Secrets

- Medical exams and testing
 - Highest paying test should be the first line item
 - Medical patients could come twice a year for monitoring and testing



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Accuracy and Modifiers

- Document! Document! Document!
- Appointment scheduling - primary reason for appointment
- While I'm there can I.....
- Code for the primary reason they are being seen today and then use supporting codes (ie: refractive errors)



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Accuracy and Modifiers

- Do not lead the patient when taking history and/or reason for primary visit
- If something medical comes up during a "routine exam" - stop and explain why this may need to be two separate appointments
- Are prior authorizations needed?
- ABNs for Medicare patients - explaining non-covered charges



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Accuracy and Modifiers

- Common modifiers and when to use them
 - Designating physical anatomy for place of care
 - Procedures done during post operative period
 - Separate tests needed during same appointment
- Make sure dates are accurate and codes are supported by appropriate documentation of exam



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Conclusion

- Insurance billing is a constant learning experience
- Homework can help you find money



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Thank you

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