

# Billing:

## How to Measure Success

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# Billing Success: What Does it Really Mean?

- ❖ Maximum *Legal* Reimbursement
- ❖ *Most* Efficient Collection
- ❖ Outstanding Results

# Billing Success: *Maximum Legal Reimbursement*

- ❖ Accurate: Codes & Modifiers
- ❖ Proper Charge Setup
- ❖ Thorough Documentation

# Billing Success: Most Efficient Collection

## ❖ What is Efficient?

- ❖ Capable of achieving the desired result with the minimum use of resources, time, and effort

# Billing Success: Most Efficient Collection

- ❖ **Resources** – Choose the Right People for the Job
  - ❖ Well Trained – Rules, Compliance, Processes, Customer Service
  - ❖ Attention to Detail – Codes, Dates, Balancing
  - ❖ Self Motivated – Goal Oriented, Team Player
  - ❖ Like Billing – Asking for Money is not for Everyone

# Billing Success: Most Efficient Collection

## ❖ Time

### ❖ Technological Efficiencies

- ❖ Software – Free is Not Necessarily Cost Effective or Efficient

- ❖ EDI – Setup for Success

### ❖ Standardized Processes

- ❖ Tools

- ❖ Flow

# Billing Success: Most Efficient Collection

Effort – Working Smart

- ❖ CERU – Cost Effective Resource Utilization
- ❖ Implement Strategically
- ❖ Fix Root Issues, Not Just Problems

# Billing Success : Set Goals – Carefully

- ❖ Clear
- ❖ Impartial
- ❖ Measurable
- ❖ Attainable



# Billing Success : Goal Samples

- ❖ Digital Resource Notebook
- ❖ Eligibility Verification
- ❖ Charge System Setup: Charge Sets, Capitation Posting, Authorization Management
- ❖ EDI Setup: EFT, Submission, Retrieval
- ❖ Payor Logins
- ❖ Weekly Statements
- ❖ Auto Posting
- ❖ Online Payments
- ❖ Remote Deposit
- ❖ Turn Around Time
- ❖ Submission Accuracy
- ❖ Standardized Appeals

# Billing Success : Set Goals – Praise Success

❖ Positivity Board

❖ PTO

❖ Draw Prizes

❖ Lunch with X

❖ Awards

❖ Cards/Cash

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