

From Rocket Science to Quantum Physics – A Simple Guide to DME Billing

Article 1: Top 7 Things to Do at Intake to Avoid Getting Taken

1. Use your Software.

Many providers are allowing their CSRs to complete a paper setup form rather than entering the information directly into a database. Not only is this step redundant in effort, but most software packages have warnings in place to indicate when required data is missing.

2. Verify Eligibility through the IVR.

Many insurance companies have provided suppliers with more tools than ever before to verify if the patient has active coverage, and that he or she has not received the “same or similar” equipment in the past. Companies that you can use for multiple insurances are Emdeon (www.emdeon.com) or Zirmed (www.zirmed.com). Additionally, all four jurisdictions of Medicare recently added a same or similar option to their automated systems as well.

3. Collect Documentation Up Front.

The companies that collect prescriptions, detailed written orders, and other forms of supporting documentation such as sleep studies or SATs prior to submitting the claim generally have the lowest amount of money on hold as a result of documentation related issues. By postponing this step, suppliers are adding needless time and resources to collection for items such as a walker that would otherwise pay quickly.

4. Use Marketing Reps to help Collect Additional Documentation.

Inevitably, not every piece of information will be available up front; utilize gathering documentation as a way to stay in contact with your referral sources. Many providers use the opportunity of collecting more documentation as a marketing tool to get in front of your referral sources. Don't forget to share success stories of their patients using your products and services when visiting.

5. Verify the Patient is in good standing BEFORE giving them more Products.

- a. Does the patient owe an outstanding balance? If so, make a payment arrangement before giving them more supplies or new equipment. The phone and Internet offer viable options for payment collection.
- b. Are you getting paid by the insurance for this patient? If you are still waiting for payment on 3 months of oxygen because the CMN has not been signed and returned, why would you



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give the patient additional equipment? Get the patient involved in contacting the doctor to get you the information you need.

6. Create Checklists for Products.

Give guides to the intake staff on each product to ensure they are asking the questions and obtaining all of the necessary information up front.

7. Evaluate the Intake Staff.

The only way to identify training issues or an inadequate employee is to measure their volume and accuracy.

- a. Count the Orders. Run reports of the number of Orders handled daily, weekly and monthly by CSR and post them for all to see.
- b. Measure the Accuracy. Keep track of how many orders by CSR that are rejected at the Front End or found at the Billing Review due to inaccurate or incomplete data. Having a CSR process a large amount of orders but with less than a 95% accuracy rating is costing your business time and money.
- c. Let Auditing be your Friend. Audit 20 charts per CSR per month and look for how many claims were denied, incomplete, missing documentation, patient Information was incorrect, etc.

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