

# ABA Billing: Best practices

By Medical Billing Management • Topsfield, MA • [www.ababilling.com](http://www.ababilling.com)

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## Denied claims: what is their most frequent cause?

### *And what can you do about it?*

“We’ve got a great big mess on our hands,” said our new client. “We’ve got this huge amount of money that we’ve billed and we can’t seem to collect it. And I’ve got payroll that I’m struggling to pay, because I don’t have the cash. I can’t wait to unload this billing stuff...”

Our reaction? Two parts:

1. We’ll chase their denied claims, and we’ll collect most of them.
2. But we’d better figure out why their claims are being denied. They may need to change their internal processes, so that this doesn’t keep happening.

We called the people responsible for paying those claims, and asked their advice. Here’s what we heard:

“There are several reasons why I denied those claims. The number one reason is because they keep missing the timely filing deadlines. If they changed just one thing that would have the biggest impact on our ability to pay them, it would be to file their claims on time.”

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*– Senior executive at a major payer*



## Industry Updates

### *News you can use*

**Get ready for deductible payments!** In January, many insurance policies restart and you will begin to see more patient responsibility. It is helpful to know your patients’ deductibles and monitor when they have been met. You should also inform guarantors they may have an increased patient responsibility.

**Tufts Health Plan and Harvard Pilgrim Health Care have merged.** They said on Monday, January 18, that they received approval from state and federal regulators. The merger became official January 1, 2021.

# Best practices

## *How the best firms handle this*

We surveyed our most successful clients, and asked them how they're making sure this happens. Here's what they told us:

- Their therapists enter their notes within five days of seeing the child
- Their office verifies all entries within five days of entering the notes
- Our firm submits verified claims weekly
- If there are claims corrections, take action within five days
- Review all claims corrections, to make sure the money is in
- Use that improved cash flow to grow the practice



**A few  
words  
about us**

Medical Billing Management publishes this newsletter for our clients and friends. Our goal: **"We help you prosper."** We've been providing billing services for more than three decades. Learn more about us at [www.ababilling.com](http://www.ababilling.com), or contact Bob Jones: [bob.jones@medical-billings.com](mailto:bob.jones@medical-billings.com).

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