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Helping you get paid

By Medical Billing Management • Topsfield, MA • www.ababilling.com

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Your EMR system can save you from take-backs

Two terrifying true stories



Client A ran a large (more than 1,000 kids) and rapidly growing practice when we signed up as their billing service. But their record-keeping mostly consisted of throwing paper files into cardboard boxes and then renting storage bins to hold the boxes.

One day, the auditors arrived, asking “What day and time did you see this patient? Was it medically necessary? Was it authorized by someone who’s credentialed? May we see your records?”

The threat, of course, was that they could take back the payments.

Our client ended up driving all over a major city, loading heavy cardboard boxes full of files into her car and trying desperately to find the records. Talk about a crisis – and an interruption to her practice.

Client B had already experienced a take-back of almost \$200,000 when we signed them up. That take-back spoiled their whole day.

It’s easy to avoid this

Your EMR system allows you to record your session notes, patient demographics, authorizations and more. With it, you can not only record all this information, you can date/time stamp it. When the auditor calls, you can simply print out everything and hand it over. As long as you followed proper procedures, your burden of proof is satisfied. If you don’t know how to do this, don’t be shy: **call your provider rep**, who will happily provide you with the training you need.

Your EMR system lets you record your session notes, patient demographics, auths and more.



Helpful tips

Pick up the phone

Don’t run in circles...

This may seem so basic as to be almost primitive, but it works. Many times we find that clients have a sensible question and they go to the provider’s website for the answer. Then they encounter a 400-word novel that is incomprehensible. Oops.

It’s astonishing how easy it is to get an answer if you simply pick up the phone and call your provider rep. We find they’re usually quite willing to help. Keep a list of their phone numbers handy, and call them.

Got a billing question? Send it to bob.jones@medical-billings.com and we’ll get you a straight answer.

Best practices – a checklist

How the best firms handle this

We have clients who do an impeccable job of using their EMR, and we have others who need a lot of help. Here's what our best clients suggest::

- Do all your scheduling in your EMR system
- Store all patient documents (including session notes) in your EMR system
- Scan and enter auths in your EMR (this can save you untold monies from denied claims)
- Post your payments in your EMR system
- Store copies of your insurance cards in your EMR system
- Enter eligibility notes
- Whenever possible, utilize the payroll function that's in your EMR system (some practices find that they're paying their therapists even though those therapists never did what it takes for the practice to get paid)

Don't forget to scan insurance cards at least once each month



**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, or contact Bob Jones: bob.jones@medical-billings.com. We're located at 460 Boston Street, Topsfield, MA 01983

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