

---

# 8. Patient Accounting

## **PATIENT ACCOUNTING SYSTEM FUNCTIONS..... 8.1**

<b>Patient Accounting Policies and Procedures.....</b>	<b>8.1</b>
Establishing Sound Policies and Procedures.....	8.2

## **1. STORE PATIENT DEMOGRAPHIC AND INSURANCE INFORMATION8.4**

<b>Obtaining Information .....</b>	<b>8.4</b>
Demographic and Insurance Information .....	8.4

## **2. POST TRANSACTIONS ..... 8.5**

<b>Clinical Documentation Requirements .....</b>	<b>8.6</b>
CPT and ICD.9.CM Codes.....	8.6
Evaluation and Management Elements .....	8.6
Evaluation and Management Levels of Service.....	8.7
Evaluation and Management CPT Codes.....	8.8

<b>Setting Fees .....</b>	<b>8.8</b>
Observe the Going Rates.....	8.8
Antitrust Issues .....	8.10
Professional Courtesy, Discounts, and Charity Care .....	8.10
Discussing Fees With Patients.....	8.11
Office Patients .....	8.12
Hospital Patients and Other Patients Treated Outside the Office .....	8.15
Payments and Adjustments .....	8.16
Auditing Insurance Payments.....	8.17

## **3. CONTROL SYSTEM OPERATIONS..... 8.18**

<b>Daily Controls.....</b>	<b>8.18</b>
Encounter Forms .....	8.18
Transaction Journal.....	8.19
Cash Control .....	8.19
Checks .....	8.20
Bank Deposit .....	8.20
Source Documents .....	8.20

<b>Monthly Controls.....</b>	<b>8.20</b>
Transactions and Accounts Receivable.....	8.20

<b>4. PRODUCE PATIENT BILLS.....</b>	<b>8.21</b>
<b>Payment at the Time of Service .....</b>	<b>821</b>
Checks .....	8.22
Credit Cards.....	8.22
<b>Bill Design and Production .....</b>	<b>8.23</b>
<b>5. PROCESS INSURANCE CLAIMS.....</b>	<b>8.24</b>
<b>Health Insurance .....</b>	<b>8.25</b>
Traditional Indemnity Plans .....	8.25
Managed Care .....	8.25
Managed Care Cost Containment.....	8.26
HMO Variations .....	8.27
Consumer-Driven Plans .....	8.27
Medicare.....	8.27
Medicare Fraud and Abuse .....	8.29
Medicaid.....	8.29
<b>How Health Insurance Plans Work .....</b>	<b>8.30</b>
Participating Physician .....	8.30
Non-participating Physician.....	8.31
Implications of Participating in Health Insurance Plans.....	8.31
<b>Managed Care Plan Contracts .....</b>	<b>8.34</b>
<b>Working With Managed Care Plans .....</b>	<b>8.37</b>
Relationships .....	8.37
Educate Your Staff About Managed Care Plans.....	8.38
Educate Your Patients About Managed Care.....	8.39
Authorization of Services .....	8.40
<b>Preparing Claims .....</b>	<b>8.41</b>
Effective Claims Processing.....	8.42
<b>6. COLLECT DELINQUENT ACCOUNTS .....</b>	<b>8.43</b>
<b>Managing Delinquent Accounts .....</b>	<b>8.43</b>
Arranging Payment.....	8.44
<b>Assertive Collection Techniques.....</b>	<b>8.44</b>
Telephone Calls.....	8.44
Collection Letters.....	8.46
Collection Agencies and Attorneys.....	8.46
Small Claims Court.....	8.47
Discharging Patients for Nonpayment.....	8.47

<b>7. PRODUCE REPORTS .....</b>	<b>8.48</b>
Charges, Payments, and Adjustments .....	8.48
Collection and Adjustment Ratios .....	8.49
Evaluating Insurance Plans .....	8.51
Accounts Receivable.....	8.52
Days in Receivable .....	8.52
Productivity.....	8.53
<b>PATIENT ACCOUNTING SYSTEMS.....</b>	<b>8.54</b>
Manual Systems .....	8.54
One-Write Pegboard Systems.....	8.54
Other Manual Systems .....	8.55
Automated Systems .....	8.55
Batch Processing Service Bureau .....	8.55
Time Sharing Service Bureau .....	8.56
Outsourcing Patient Accounting .....	8.56
In-house Computer System .....	8.56
Computer System Requirements .....	8.57
Application Service Provider.....	8.58

This page is blank intentionally.

Sample