



I owe!
POS Collections
Presented by Mary Oomen

Centralize Your Scheduling

- Schedule all appointments using the same set of rules (standardization).
 - Verify the order to the scheduled procedure
 - Check for signature and diagnosis
 - Scan to the account. This saves re-work and assures there is always a copy of the order in house.

Verify Your Accounts



- Verify active insurance coverage.
- Identify co-pays, deductibles and co-insurances due.

Authorizations

- Make sure to check for authorization requirements based on payer contracts.
- The referring physician offices are responsible for obtaining authorizations.
- Work directly with them for missing or inaccurate authorizations.
- Notate accounts with current statuses for standardized follow up procedures.

Authorizations

- If you don't obtain authorization prior to the test, let the physician office know you may have to reschedule the test if authorization is not in place.



Pre-Register your patients

- Why Pre-Register?
 - It assures your patients information is correct.
 - It allows us to be more customer service focused so that the patient can present directly to the point of care.
 - It is the perfect time to ask for co-pays and co-insurance prior to appointment.

How do we ask for money over the phone?

- At the completion of demographic information at the Insurance portion the following scripting is very EFFECTIVE!
 - “I see that your Insurance company has indicated that you have a (co-pay, coinsurance or deductible) for the amount of \$_____ that we need to collect

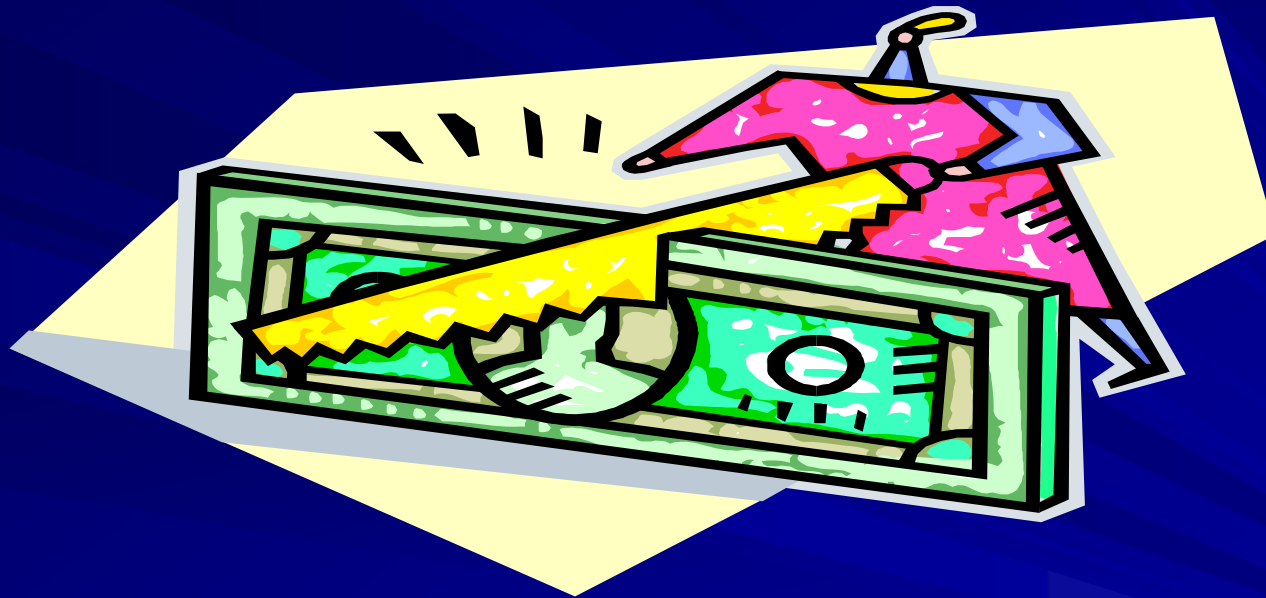
What if they decline phone payment?

- Finish scripting by saying, "sure, we understand, we will let the department know you wish to pay upon appointment. Thank you."



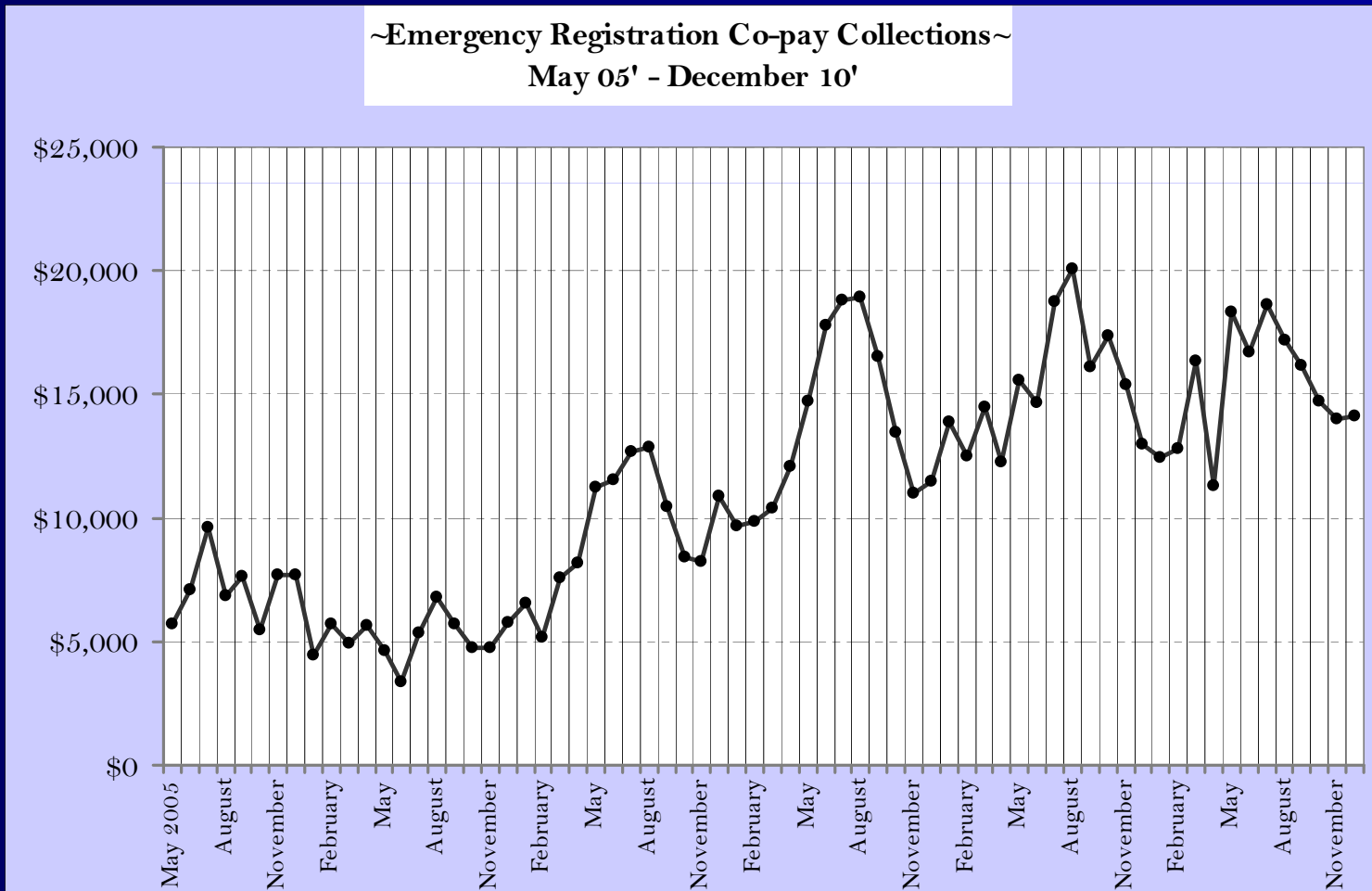
Why Would We Collect at Point of Service?



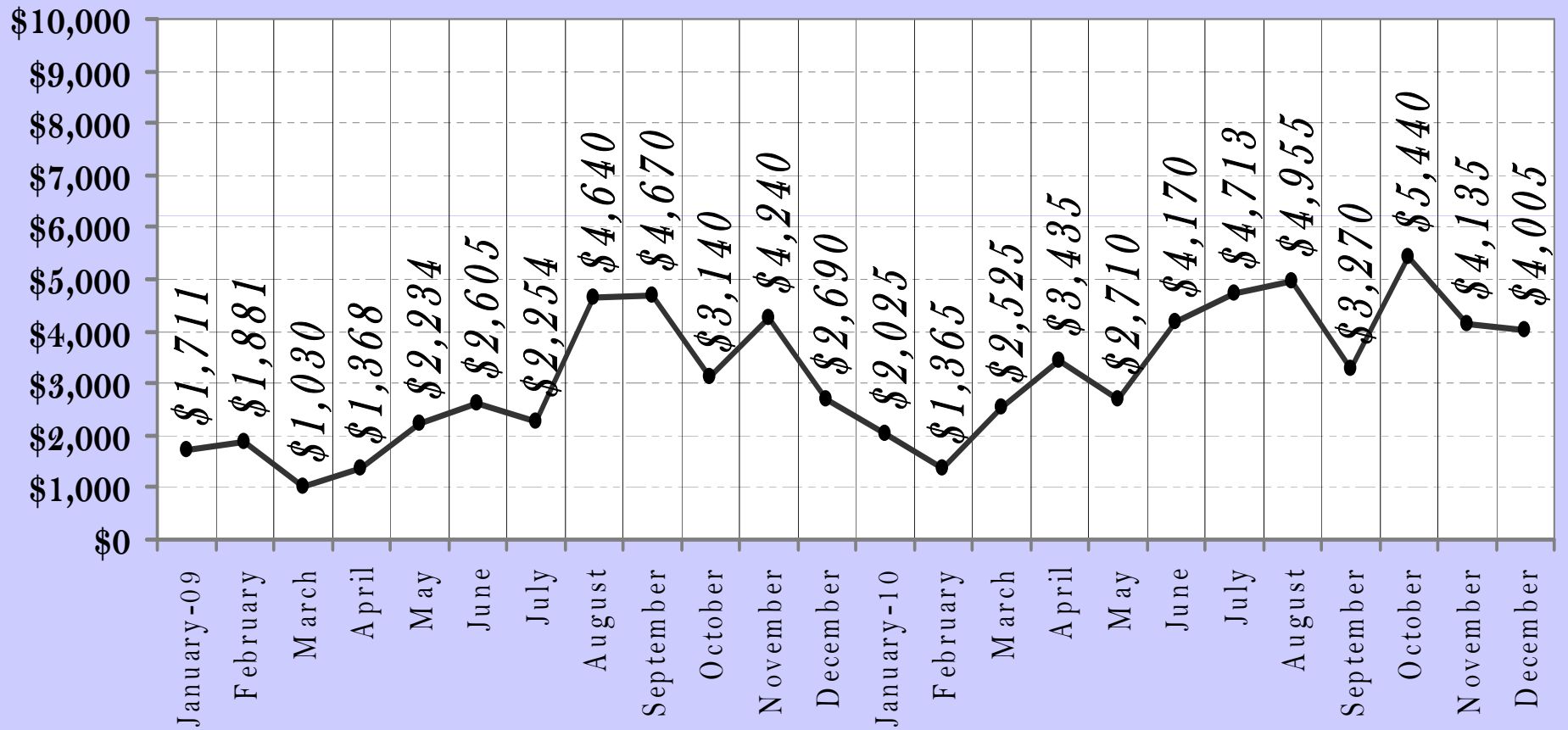


ER Co-pay Collections

~Emergency Registration Co-pay Collections~
May 05' - December 10'



~Outpatient Registration Co-pay Collections~
January 09' - December 10'



\$75,000

What are Operational Savings?

- Employee Time
 - Sending Statements
 - Making Phone Calls
 - Gathering New Demographic Data to find the patient
 - Preparing files for agency collection
 - Agency Collection Cost

TIP OF THE DAY-BE CAREFUL WHAT YOU BET....

