

## Optometry Coding & Billing Alert

### READER QUESTIONS: Manage Timely Filing Limits

**Question:** We keep getting unnecessary denials because we keep missing timely filing deadlines. How can we keep better track of all of our payers' various filing time limits?

Georgia Subscriber

**Answer:** Perhaps the easiest way to take charge of multiple filing limits is to make a chart that lists each carrier's timely filing limit. Then you'll be able to identify quickly the payer with the shortest limits and work on those claims first.

To help improve the efficiency of this process, you should separate your claims by payer so you always know which ones need the most prompt attention. Arranging a set billing schedule will also help to cut down on timely filing denials. For claims with the shortest filing limits, keep an eye on their progress and call carriers to check up when necessary.

**Communication is key:** If you depend on labs or other organizations to send you glasses or contacts or other information before you can file claims, improved communication is often the key to making your deadlines. You can facilitate the information transfer process by maintaining contact with a specific person in each lab or other entity you depend on.

**Remember:** You may be able to renegotiate your contract with a payer to increase the timely filing limit. Always review the timely filing limit and determine if it's reasonable before signing on or renewing with a payer.