

Part B Insider (Multispecialty) Coding Alert

Billing and Collections: Test Your Collections Skills With 5 Questions

Know what your options are for non-par patients.

You know that solid collections knowledge is the key to bringing in patient co-pays, deductibles, and balances, as well as payer reimbursement. Are you wondering where you should focus your time and energy? This quiz will help you determine whether you're on the right track, or if you should work on your collections know-how.

Question 1: If your physicians are seeing patients with insurance you do not participate with, what are your options to ensure that your practice still gets paid?

- A. Collect the fee for your services directly from the patient at the time of service.
- B. Ask the patient to pay you when he receives reimbursement from the payer.
- C. Submit the claims to the payer accepting assignment if the patient agreed to allow you to do so.
- D. All of the above.

Question 2: True or false: Even if you can predict what the Medicare EOB will say (which is nearly impossible), the odds of knowing whether the patient will owe you her deductible get worse and worse every day after January 1.

Question 3: Which of the following are not good collections statements?

- A. The balance due for the services the doctor rendered today is...
- B. How will you be paying your balance today: cash, check, credit card?
- C. Did you want to pay for that today?
- D. All of the above.

Question 4: How often should you, preferably, review your practices collections efforts?

- A. Daily
- B. Weekly
- C. Yearly
- D. Never.

Question 5: Which of the following statements is/are true about patient payment plans?

- A. Patients are much more likely to make payment arrangements when in your office.
- B. You should make patients pay a down payment on any payment plan you set up.
- C. Patients setting up a payment plan with your practice should sign either a payment plan agreement or a promissory note.

D. All of the above.