

MedCycle
SOLUTIONS.

PATIENT BILLING SUCCESS

PRESENTED BY
Amy Fajardo
WITH MEDCYCLE SOLUTIONS



DISCLAIMER



The information presented in this presentation is for general informational purposes only.



This content is not intended to be legal, financial, or billing advice.



Results may vary based on individual circumstances and practices.



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Please consult your own advisors for guidance specific to your organization.



AGENDA



LEARNING OBJECTIVES

- ✓ Improve collections
- ✓ Reduce denials
- ✓ Enhance patient experience
- ✓ Increase cash flow
- ✓ Build a culture of accountability



WHY PATIENT BILLING SUCCESS MATTERS



- ✓ Stronger cash flow
- ✓ Healthier practice
- ✓ Better patient experience
- ✓ Sustainable growth

THE REVENUE CYCLE AT A GLANCE



- 1 Patient Access
- 2 Insurance Verification
- 3 Registration & Check-in
- 4 Clinical Documentation
- 5 Coding
- 6 Charge Capture
- 7 Claims Submission
- 8 Claims Management
- 9 Payment Posting
- 10 Patient Collections

FRONT DESK – THE FIRST STEP TO PAYMENT



- ✓ Verify Insurance
- ✓ Collect copays
- ✓ Estimates & financial policy
- ✓ Set expectations

INSURANCE VERIFICATION DONE RIGHT



- ✓ Active coverage
- ✓ Benefits & copays
- ✓ Deductibles
- ✓ Authorizations
- ✓ Accurate info

CHARGE CAPTURE ACCURACY = CASH



- Document completely
- Use correct codes
- Capture all charges
- Review & reconcile

CLEAN CLAIMS = FASTER PAYMENT



- ✓ Accurate patient info
- ✓ Correct coding
- ✓ Proper modifiers
- ✓ Supporting docs
- ✓ Timely submission

DENIALS – STOP THE LEAK



- ✓ Find root cause
- ✓ Fix process gaps
- ✓ Educate staff
- ✓ Track trends
- ✓ Prevent reoccurrence

PATIENT COMMUNICATION THAT COLLECTS



- ✓ Be clear
- ✓ Be kind
- ✓ Be consistent
- ✓ Be helpful

PAYMENT PLANS THAT WORK



- ✓ Simple
- ✓ Affordable
- ✓ Automated
- ✓ Track & follow up

FOLLOW UP THAT GETS RESULTS



- ✓ Timely
- ✓ Consistent
- ✓ Multi-channel
- ✓ Document every contact

KEY METRICS THAT MATTER



- ✓ Days In A/R
- ✓ Collection Rate
- ✓ Denial Rate
- ✓ First Pass Rate

COMPLIANCE & DOCUMENTATION



- HIPAA**
- Accurate records**
- Consents on file**
- Follow regulations**
- Audit ready**

TEAMWORK DRIVES SUCCESS



- ✓ Clear roles
- ✓ Open communication
- ✓ Celebrate wins
- ✓ Support each other

REAL WORLD SCENARIO



- ✓ Identify the issue
- ✓ What would you do?
- ✓ How to improve
- ✓ Share your ideas

OVERCOMING COMMON CHALLENGES



- Staffing
- Patient resistance
- Denials
- Cash flow
- Staying motivated

BUILDING A CULTURE OF ACCOUNTABILITY



- ✓ Set goals
- ✓ Track performance
- ✓ Recognize wins
- ✓ Learn & improve
- ✓ Lead by example

THE POWER OF PATIENT EXPERIENCE



- ✓ Easy to understand
- ✓ Friendly service
- ✓ Clear communication
- ✓ Respect & empathy
- ✓ Better outcomes

FINANCIAL HEALTH OF YOUR PRACTICE



- ✓ Monitor cash flow
- ✓ Reduce A/R
- ✓ Increase collections
- ✓ Plan for growth
- ✓ Build reserves

ACTION PLAN



- Pick 3 priorities
- Create steps
- Assign owners
- Set deadlines
- Review results

THANK YOU! QUESTIONS?



CONTACT ME

I'm here to help with your
patient billing success!



Amy Fajardo, CS, RCM

Director of Client Operations,
Director of MedInsights



320-200-5548



Amy@MedCycleSolutions.com

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