



# Spice it Up!

## Collection Tip of the Month

I recently attended a Healthcare Financial Management Association (HFMA) insurance payer panel. The major medical insurance companies were in attendance. As you can imagine, the main topic was ICD-10. The main concerns were will there be delays in insurance payments and will there be more denials. All of the insurance companies are very confident that if claims are submitted correctly, there will not be any delays. They have been running tests with many providers for months and they feel that denials will be at a minimum. Also, they all have contingency plans if there are problems. Time will tell.

While the number of uninsured Americans is decreasing, self-pay patients remain a significant source of risk for providers. More and more employers are offering higher deductible plans to their employees and 87% of people who purchased health plans through the health insurance exchanges purchased the bronze or silver plans which have high deductibles. As patient responsibility increases it is important to review your self-pay policies and procedures. Here are some best practices to consider:

1. **Set The Tone:** When patients call your office to schedule an appointment you need to remind them to be prepared to pay their co-pays at the time of service. Review their past statements to see if they have any open balances that need to be paid before you schedule their appointment.
2. **Update Your Software:** Consider using software that will determine the patients' insurance eligibility and self-pay portion in real-time and collect the balances before they leave your office. Having a financial consultation prior to the patient leaving your office increases your chances of getting paid in a timely manner.
3. **Review Your Statements.** Are they easy to understand? Do you provide an on-line method of payment? 75% of people say they are willing to pay via on-line methods. Is your phone number on the statement? Let patients know that you can take payments over the phone. A recent study showed that 50% of patients still prefer to pay by check through the mail. That means the other 50% are willing to consider other methods. Do you offer them?
4. **Consent:** Get consent from your patients to communicate with them electronically (e-mail, text, etc...). This will help eliminate mail lag. See our consent form here: [Patient Consent Form Allowing Communication.docx](#) In a recent study, 36% of patients said they would be willing to convert from paper billing to electronic billing.

**ALL NEW! All FREE!**

**How Can I Earn CEU's By Attending a CDA Seminar?**

Many of you belong to various professional medical office management associations and are looking for industry professionals to conduct a seminar at your local or state meetings. CDA is now offering a free seminar called "9 Red Hot Ingredients to Fire Up your A/R Collections in Just 30 Minutes a Week?" for your medical or office managers association. We will be conducting a seminar for the American Association of Professional Coders in February and they will receive 2.0 CEU's towards their professional certification for attending. Also, we were approved by the American Academy of Medical Administrators are allowing their members 1.5 CEU's for attending a live seminar or webinar.



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You can view a short video on the seminar by going to <https://www.cdac.biz/spiceitup>

If you are interested in learning more about how you can bring our seminar to your association, please call Dave or Tony.

**Thank You For Your Trust!!**

We are looking to help more clients like you. The greatest form of flattery is when one of our clients refers us to one of their colleagues. If you know someone that can benefit from our services, let us know and we will be glad to follow up.

## **Chef Dave's Kitchen**

### **Shrimp-Stuffed Jalapeno Poppers**

#### **Ingredients:**

12 medium jalapeno peppers  
12 large shrimp, peeled & deveined tails intact  
Kosher Salt  
1 1/2 cups all-purpose flour  
3/4 cup cornstarch  
1 teaspoon Old Bay Seasoning  
1 cup lager-style beer  
Vegetable Oil, for frying  
Malt Vinegar, for serving

1. Cut off the tops of the jalapenos and scoop out the seeds. Pat the shrimp dry and generously season with salt. Insert 1 shrimp into each jalapeno, leaving the tail sticking out.
2. Whisk 3/4 cup flour, the cornstarch, Old Bay and beer in a medium bowl until smooth, set aside. Heat 2 inches of vegetable oil in a large pot or Dutch oven over medium heat until a deep-fry thermometer register 350 degrees. Whisk the remaining 3/4 cup flour and 1/2 teaspoon salt in a shallow bowl.
3. Working in batches, dredge the jalapenos in the flour, shaking off any excess, then dip in the beer batter, coating the shrimp and jalapeno completely. Fry, stirring occasionally, until the shrimp are cooked through and the jalapenos are golden and crisp, about 5 minutes. Remove with a slotted spoon and drain on paper towels; season with salt. Serve with malt vinegar.

All the best,

Tony Muscato, VP of Sales

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