

# Spice It Up 2.0!

From all of us at CDA, we wish you a Merry Christmas and a Happy New Year!!

Our Holiday closing schedule is as follows:

December 11th (1:00 p.m. for company party)

December 24 & 25

January 1

Our employees are already in the holiday mood. This year we are having a cubicle decoration contest. Here is a picture of a few of the decorations so far.



## Collection Tip of the Month

At a recent seminar that I conducted for front-end office staff, I asked them to raise their hand if they were comfortable in the collection role of their job. 90% kept their hand by their side.

Today's medical practice front office faces more challenges than ever. The days of just scheduling, greeting, and checking-in patients is over. The front office is now the front-line for effectively collecting from patients.

A successful collection starts at the scheduling process. It is your first opportunity to communicate to the patient that they are not only going to get the best healthcare possible, but that a financial

transaction is going to take place and that they are responsible. With the explosion of health plan options and growing patient financial responsibility your front office staff must be able to have a meaningful financial consultation. As I mentioned in this newsletter in the past, the patient's understanding of basic insurance terms are limited. Don't assume that they know what their co-pay, or deductible is. When a patient is surprised about their bill they are less likely to pay. Patients need and want help understanding their bill. They want to pay what they owe as long as they understand their obligation and are prepared for them.

To improve your front-end staff's effectiveness, you should start by looking at the latest technology available. Start with your current billing software. Often time, they have the solution. If not, there are many cloud based companies available. Key features to look at are:

- Cloud based, no software to purchase/manage
- Real-time eligibility checking
- On-line out-of-pocket estimation
- Convenient on-line payment options
- Convenient payment options in your office

If your front office is armed with information that they can confidently relay to the patient, they will do a much better job of collecting the money your practice is due and reduce your write-offs.

### **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 you're 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.

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**

**All NEW! All FREE!**



**Download yours today**

## Tony's Favorite Christmas Appetizer

### Balsamic Bruschetta

8 roma (plum) tomatoes, diced  
1/3 cup chopped fresh basil  
1/4 cup shredded Parmesan cheese  
2 cloves garlic, minced  
1 tablespoon balsamic vinegar  
1 teaspoon olive oil  
1/4 teaspoon kosher salt  
1/4 teaspoon freshly ground black pepper  
1 loaf French bread, toasted and sliced

In a bowl, toss together the tomatoes, basil, Parmesan cheese, and garlic. Mix in the balsamic vinegar, olive oil, kosher salt, and pepper. Serve on toasted bread slices.

All the best,

Tony Muscato, VP of Sales

[www.CDAC.biz](http://www.CDAC.biz)



If you no longer wish to receive our emails, click the link below:

[Unsubscribe](#)

Creditors' Discount & Audit Company P.O. Box 213 Streator, Illinois 61364 United States  [\(815\) 672-3176 x235](tel:(815)672-3176)