

Spice It Up 2.0!

Collection Tip of the Month

Too often, people do not understand their health insurance coverage, leaving them angry over unexpected bills and for many they are unable to pay them. While consumers do place some blame on their insurers it's you, the provider, who bears the brunt of the financial shortfall and it lowers patient satisfaction and loyalty.

In the past two years, 30% of patients that went to a private practice and 37% of hospital patients received a surprise medical bill after their health plan paid less than they expected. AFLAC conducted a study that showed 68% of patients routinely underestimate what medical treatment will cost and that 54% of workers have less than \$1,000 to pay for an unexpected medical expense. Another study showed that patients with high deductibles are only paying 18-34 cents on the dollar. That's a problem for your A/R.

So what should you do? Don't surprise them is the easy answer. 4 out of 5 patients say clear billing processes play a major role in how they choose doctors. Billing that is patient-friendly starts at pre-service and point-of-service with providing patients with estimates and payment choices so they can reach financial decisions that work for their budget. These discussions require tools and staff training so you can provide patients with:

- Real time benefits and pricing
- Estimate of patient responsibility
- Payment options from cash discounts to payment plans
- Offering various payment options; credit card, automatic withdrawals, and on-line payment portals.

No surprises leads to more money collected and to patient satisfaction.

This picture is from our company Christmas Party held in December.



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 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>



Download yours today

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

Upcoming IPA Seminar

Join us on Thursday, February 18th at 7:30 am for the Independent Physicians Advisors meeting. Topic is:

Taking on the New Year:

Top Physician Issues for 2016

Join us to address some of most pressing questions and concerns which independent physicians are facing (or continue to face) as we start the new year. This presentation will cover some legal and operational concerns for practices and help strategize regarding how independent practices can best tackle their current challenges. Attendees are also welcome to submit questions about their top legal concerns going into 2016, which will also be addressed during the presentation.

7:30am Hot Breakfast & Networking

8:00am Presentation By Ericka Adler

9:30am Q&A and open networking

Location:

[PNC Bank](#)

1 N Franklin Street

27th Floor

Chicago, IL 60606

(312) 384-6900

[directions](#)

The closest **Self-Park** is around the corner:

The Poetry Garage

[201 West Madison Street](#)

Chicago, IL 60606

Register Below Link:

<http://www.ipamd.com/events.php>

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 Cakes

- 1/2 cup mayo
- 1 Tablespoon hot sauce
- 1 LB shelled and deveined shrimp - chopped
- 3/4 cup panko
- 2 large eggs
- 3 Tablespoons finely chopped scallions
- 1 teaspoon finely grated lemon zest

- 3/4 teaspoon smoked paprika
- 1 teaspoon salt
- 1/2 teaspoon pepper
- 1/4 cup extra-virgin olive oil
- Lemon wedges for serving

In a small bowl, whisk the mayo with the hot sauce. In a large bowl, mix the chopped shrimp with the panko, eggs, scallions, lemon zest, smoked paprika, 1 teaspoon of salt and 1/2 teaspoon of pepper. Form the mixture in eight 3/4 inch thick cakes. In a large skillet, heat the olive oil. In batches, add the shrimp cakes and cook over moderately high heat, turning once, until brown and cooked through about 4 minutes total. Transfer to plates and serve with spicy mayo and lemon wedges.

All the best,

Tony Muscato, VP of Sales

www.CDAC.biz

