



Collection Tip of the Month

At CDA, we work hard on developing then fine-tuning a process for every function of our business. We feel that writing down our process accomplishes a couple of things. For one, we utilize our employee's wealth of knowledge to develop the process. We have learned our lesson as owners/managers that developing a process in a "vacuum" without the end-users input can lead to an inefficient process. Our employees feel empowered that they helped craft the process. Secondly, having a written process is helpful when training a new employee or if an employee is on vacation or out for an extended period. We don't have to recreate the wheel every time we have a new employee. So I was intrigued when I read the following article and thought I would share it with you. The article is called "Lifecycle of a Single Claim" and it discusses how one office created a process by following a single claim from the time the patient made the appointment until the claim was paid in full. They wrote down each step every inch of the way and what has happened over the course of a few years is this document has become the center of their entire billing process, and has grown and morphed into a living document that changes frequently. They have found that this document serves multiple purposes. First, if you do not have a document like this, it's a really great idea to make one. It could look something like this:

1. Patient calls in to make appointment.
2. Front office takes down pertinent demographic information
 - First and last name
 - Date of birth
 - Insurance policy number, subscriber, and subscribers' date of birth
 - Telephone number
 - Fax, e-mail address, or mailing address to send new patient paperwork
3. Front office schedules patient
4. Front office explains cancellation policy
5. Front/back office verifies medical insurance
 - If incorrect policy number provided, front office calls patient back for updated information
6. Front/back office enters patient data into computer system
7. Patient arrives for appointment
8. Front office gives patient an explanation of insurance benefits as provided by the insurance company

Front office explains payment policy to patient, stressing that the insurance benefit information provided to them may change, and the patient is ultimately financially responsible for all charges.

You can see the detail necessary to make sure every area that could cause any type of delay or denial is covered. The document I use is 17 pages long, so the more detail



you include, the better your chances of claim payment success. Once you have a full document of steps that are needed to follow a claim through your billing cycle, this becomes your process. If you have an employee who goes out for a vacation, or is sick, and you have a fill-in, this process then becomes the backup for the staff member who will perform the tasks of the front/back office, data entry, insurance verification, the payment poster, and the claims follow up person. This is your golden ticket. I have always said that everyone should know everyone else's job from an administrative standpoint. This is so that no one, single employee can hold you hostage because they are the only one who knows how to do their job. I call this full transparency. Good employees who care about your company will fully support this process. If you end up with someone who disagrees with this transparency, you might want to review his or her motivations. This document also serves as a training source for new employees. If you choose to allow a new employee to shadow other staff members, she may become confused because each person who trained her has a different method and process for performing the necessary tasks. With a written document that spells out procedures, everyone performs the tasks the same way, and this cuts down the opportunity for a payment delay or claims denial. Overall, I continue to utilize this document and hone it on a weekly basis. Anytime we find there is an opportunity to update, modify, and create a better process, we do. It only makes the group stronger, smarter and always on the same page.

Reporting Payments to CDA

We recently had a very irate consumer call our office because we were calling them after they had made a payment in full to one of our clients. So I want to discuss why it is important to report payments to us in a timely matter after a consumer pays you.

First, once we are aware of a payment, we are required to update the credit bureaus. Now more than ever, consumers are monitoring their credit on a frequent basis as a good credit score effects their ability to get loans and better loan rates.

Secondly, continuing to call a consumer after they have paid their debt in full can lead to unhappy consumers. Unhappy consumers can lead to unwanted harassment lawsuits against us. That is an outcome we would like to avoid. Please report payments as soon as you

can. We have several ways for you to report a payment.

1. Go to our website (www.cdac.biz) and report via the client portal (you can get a user name and password if you do not have one by going to our Contact Us page and requesting one).
2. You can email Dawn Essman at dessman@cdac.biz.
3. You can call Dawn Essman at 815-672-3176 x213
4. You can fax CDA at 815-672-1914.

Independent Physicians Advisors Meeting

A few months ago, Dave and I made a presentation at the IPA meeting. We were really impressed by the group and I wanted to invite you to their next meeting. The IPA is a group of independent physicians that meet on a monthly basis to discuss various healthcare issues. It is a great way to network with your peers who are facing same issues as you.

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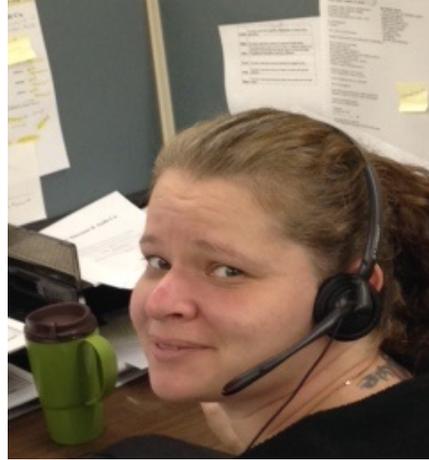
The goal of the IPA is to improve core business operations for independent healthcare providers through shared learning and support. Their members provide key strategy and operational services that foster sustainable growth and enable the physician and practice owners to focus on patient care. The next meeting will be held on Thursday, October 9th, starting at 7:30 a.m. Location is Ristorante Abruzzo in Deerfield, IL. You can sign up by clicking on the following link: <http://www.ipamd.com/seminars.php> . If you have any questions, please do not hesitate to call me.

Associate Spotlight

This month's associate spotlight is Jennifer Fonseca. Jennifer has been a collector with us for almost 1 year.

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 just conducted the seminar for the American Association of Professional Coders and they received 1.5 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

Roast Beef With Smashed Garlic Gravy

1 large (about 10 lbs) beef top round roast
3 heads of garlic
2 tablespoons Extra-Virgin Olive Oil
1 cup red wine
3 cups beef broth

1/4 cup Dijon mustard
1/2 lemon, juiced

1. Let the roast sit at room temperature for 1 hour before roasting.
2. Position a rack in the lower third of the oven and pre-heat at 500 degrees. Generously season the roast with salt and pepper, place on a rack in a roasting pan. Insert an ovenproof meat thermometer in the center of the roast.
3. Slice off the top half-inch of each garlic bulb to expose the cloves. Place the garlic on a large sheet of foil, drizzle with the EVOO and season. Wrap in foil.
4. Transfer the roast and garlic to the oven. Cook for 10 minutes. Lower the oven temperature to 350 degrees after 1 hour. Remove the garlic and let cool. Continue cooking the roast until the thermometer registers 125 degrees for medium-rare about 1 1/2 hours longer.
5. Transfer the roast to a large cutting board, tent with foil and let rest for 20 minutes. (Reserve the pan with the drippings.)
6. Unwrap the garlic. Squeeze the roasted garlic into a cup.
7. Place the roasting pan over medium heat. Add the wine and bring to a simmer. Cook, stirring occasionally until the liquid is reduced by half, 7 to 8 minutes. Transfer the juices to a medium saucepan, whisk in the broth, roasted garlic and mustard. Simmer the gravy until thickened slightly, 5 minutes. Whisk in the lemon juice, season.
8. Carve the roast at the table; serve with the gravy and potatoes.

All the best,

Tony Muscato, VP of Sales

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