

Billing Template for Success ~ *Team Work*

Collaboration, Accuracy, Timeliness

Provider Office Team

- Collect complete & accurate patient information
- Verify insurance eligibility & provider network status
- Educate patient what to expect, collect co-pays & deposits
- Pass all billing correspondence to RSA
- Refer all patient billing questions & telephone calls to RSA
- Providers chart complete encounter information and pass charges to RSA

RSABill Office Team

- Validate coding for maximum reimbursement
- Submit accurate claims timely
- Post payments recognizing if not processed correctly
- Correct errors and resubmit claims
- Appeal incorrectly processed claims
- Follow-up unpaid claims
- Send patient statements, followed by telephone contact if not paid
- Audit for missed billing and accurate billing
- Report trends and forecasts
- Courteous customer service representing your practice to valued patients
- Attentive service to practice staff
- Continuing education in coding & billing guidelines for all RSA staff
- Share billing & coding tips & changes with providers and office staff