

accounts receivable and collection for the medical practice

Accounts Receivable and Collection for the Medical Practice: A Comprehensive Guide

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The Healthcare Financial Management Association (HFMA) is a leading authority on healthcare finance and management. For decades, HFMA has provided resources, education, and networking opportunities to healthcare finance professionals, making them a trusted source of information on accounts receivable and collection for the medical practice. Their publications are rigorously reviewed and contribute significantly to the field's best practices.

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Mark Johnson is a Fellow of the HFMA and holds a Master of Health Administration (MHA). His extensive experience in healthcare leadership and finance adds significant credibility to this article, ensuring the accuracy and relevance of the information presented.

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1. Historical Context of Accounts Receivable and Collection in Medical Practices

Historically, accounts receivable and collection for the medical practice were far less complex than they are today. In the past, most patients paid directly out-of-pocket or through simpler insurance arrangements. The advent of third-party payers, complex insurance regulations, and electronic health records (EHRs) significantly increased the complexity of accounts receivable management. The shift from paper-based systems to electronic billing introduced new challenges, including data integrity, security, and the need for specialized software. The growth of managed care and the increasing prevalence of high-deductible health plans further complicated the process, leading to a greater need for efficient and effective accounts receivable and collection strategies within medical practices.

2. Current Relevance of Accounts Receivable and Collection for the Medical Practice

Effective accounts receivable and collection for the medical practice is now more crucial than ever for the financial health of any medical facility, from solo practices to large hospital systems. High accounts receivable balances directly impact profitability and cash flow. Delayed payments can lead to financial instability, hindering a practice's ability to invest in new equipment, hire staff, or expand services. Furthermore, efficient accounts receivable and collection processes are essential for maintaining positive patient relationships. Frustration over billing issues can negatively impact patient satisfaction

and loyalty.

3. Key Components of Effective Accounts Receivable and Collection Strategies

Several key components contribute to an effective accounts receivable and collection system in medical practices. These include:

Clean Claims Submission: Submitting accurate and complete claims on the first attempt is paramount. This requires thorough patient demographic and insurance information collection, accurate coding, and proper documentation within the patient's medical record.

Prompt Claim Follow-up: Regular monitoring of claims status is vital. Delays in processing must be addressed promptly through communication with insurance payers.

Denial Management: A robust denial management system is critical for identifying and resolving denied claims quickly and efficiently. This often involves analyzing denial reasons and implementing corrective actions to prevent future denials.

Patient Communication: Clear and proactive communication with patients about their bills is crucial. This helps manage expectations and minimizes payment disputes.

Collection Strategies: Implementing a well-defined collection policy, including strategies for managing past-due accounts, is essential for recovering outstanding payments.

Technology Utilization: Employing appropriate billing software, practice management systems, and claims processing tools improves efficiency and accuracy.

4. The Impact of Technology on Accounts Receivable and Collection

Technology has revolutionized accounts receivable and collection for the medical practice. Automated billing systems, electronic claims submission, and online payment portals streamline the process, reducing manual effort and improving accuracy. Data analytics tools provide insights into claim trends, enabling proactive identification of potential problems. However, effectively leveraging technology requires ongoing investment in training, software updates, and staff development.

5. Compliance and Regulatory Considerations

Medical practices must adhere to strict regulations regarding patient privacy (HIPAA), coding practices (CPT, ICD), and billing procedures. Non-compliance can result in penalties and legal repercussions. Staying updated on regulatory changes is crucial for maintaining compliance and minimizing risks associated with accounts receivable and collection.

6. Strategies for Improving Accounts Receivable and Collection

Improving accounts receivable and collection requires a multifaceted approach:

Regular Training: Invest in regular training for staff on billing processes, coding, and insurance regulations.

Process Optimization: Streamline workflows to minimize errors and delays in claim processing.

Data Analysis: Analyze billing data to identify areas for improvement.

Performance Metrics: Establish key performance indicators (KPIs) to monitor the effectiveness of collection efforts.

Outsourcing: Consider outsourcing some billing or collection functions to specialized vendors.

7. The Role of Patient Financial Responsibility

Clearly communicating patient financial responsibility upfront is crucial. Providing detailed estimates of costs, explaining insurance coverage, and offering payment plans can help manage expectations and minimize payment disputes.

Conclusion

Effective accounts receivable and collection for the medical practice is an integral part of successful revenue cycle management. By implementing robust strategies, leveraging technology, and adhering to regulatory requirements, medical practices can significantly improve cash flow, enhance patient

satisfaction, and maintain financial stability. The ongoing evolution of healthcare necessitates a proactive and adaptable approach to managing accounts receivable, ensuring that practices remain financially viable in a dynamic environment.

FAQs:

1. What is the average days in accounts receivable (DAR) for a medical practice? The average DAR varies depending on the specialty, size, and efficiency of the practice, but a healthy DAR is generally considered to be under 45 days.
1. What are the most common reasons for denied claims? Common reasons include incorrect coding, missing information, invalid insurance information, and lack of medical necessity documentation.
1. How can I improve patient communication regarding billing? Implement clear and consistent communication strategies, offer multiple payment options, and proactively address any billing inquiries.
1. What are some effective strategies for collecting past-due accounts? Strategies include sending friendly reminders, offering payment plans, and engaging collection agencies as a last resort.

1. What technology solutions can help improve accounts receivable management? Practice management software, electronic health records (EHRs) with billing capabilities, and revenue cycle management (RCM) platforms are valuable tools.

1. How important is staff training in accounts receivable management? Properly trained staff are essential for minimizing errors, ensuring timely claim submission, and effectively managing patient communication.

1. What are the legal and ethical considerations related to medical billing and collections? Strict adherence to HIPAA regulations and fair debt collection practices is crucial to avoid legal and ethical issues.

1. How can I measure the effectiveness of my accounts receivable management system? Key performance indicators (KPIs) such as DAR, collection rate, and denial rate can help monitor effectiveness.

1. What are the benefits of outsourcing medical billing and collections? Outsourcing can provide access to specialized expertise, reduce administrative burden, and improve efficiency.

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accounts receivable and collection for the medical practice: The Business Basics of Building and Managing a Healthcare Practice Neil Baum, Marc J. Kahn, 2019-11-20 This book is intended to be a roadmap towards a successful practice for medical students, residents, fellows, and doctors. This roadmap focuses on how to build and manage a medical practice, and can be applied regardless if the reader is employed, joins a small group, or if they are a doctor who decides to start their own practice. Part I covers the basic business concepts that every physician needs to know. Chapters emphasize the benefits that accrue to a physician who understands the basics of business. Part II provides a guide for doctors who are beginning a medical practice. The chapters define the various options for doctors' employment such as solo practice, group practice, and academic medicine. The section also includes the process of negotiating contracts, identifying the advisers who help physicians become successful, and secure within their field and practice. The final part emphasizes strategies on how to build and grow a successful practice by covering topics such as hiring staff, employee motivation, creating a brand, gaining recognition, online reputation and presence, crisis management, integrating new technology, and work/life balance. The Business Basics of Building and Managing a Healthcare Practice serves as a valuable resource that helps doctors make a difference in the lives of their patients, as well as help them make good financial decisions.

accounts receivable and collection for the medical practice: Starting and Maintaining a Successful Dermatology Practice, An Issue of Dermatologic Clinics, E-Book Brett Coldiron, 2023-09-22 In this issue of Dermatologic Clinics, guest editor Dr. Brett Coldiron brings his

considerable expertise to the topic of Starting and Maintaining a Successful Dermatology Practice. Top experts in the field discuss key topics such as going solo in a small town; basic legal considerations; economics of a dermatology practice; private equity: the good, the bad, and the ugly; retirement planning; and more. - Contains 17 relevant, practice-oriented topics including asset protection; the road from private practice to academics; political activism and the dermatologist; being a successful businesswoman in dermatology; building a successful solo general and cosmetic dermatology practice; group negotiations when entering a group practice; and more. - Provides in-depth clinical reviews on starting and maintaining a successful dermatology practice, offering actionable insights for clinical practice. - Presents the latest information on this timely, focused topic under the leadership of experienced editors in the field. Authors synthesize and distill the latest research and practice guidelines to create clinically significant, topic-based reviews.

accounts receivable and collection for the medical practice: Performing an Operational and Strategic Assessment for a Medical Practice Reed Tinsley, Joey Havens, Joe D. Havens, 1999-03-02 This exhaustive resource provides expert guidance on how to perform a comprehensive medical practice assessment. Written by leading authorities in the field, Performing an Operational and Strategic Assessment for a Medical Practice takes you through the essentials of reviewing a practice from top to bottom, covering such areas as chart documentation, accounts receivable management, insurance claims filing, and physician compensation. With clear explanations on how to diagnose potential problems, it offers proven guidelines on how to correct them so that you can enhance your medical office revenue stream, maintain and increase income, and position your practice for future success.

accounts receivable and collection for the medical practice: The Family Practitioner's Survival Guide to the Business of Medicine Robert W. Katz, 1998 This guidebook addresses the three major financial centers in every physician's life--the medical practice, the pension plan, and personal finances. Listing cases and examples, the author addresses these three interrelated financial centers in a two-phase process: how to conduct practice management review and then how to use this process to establish an ongoing system for successful total financial management. Plus, the second edition has new material on capitation, integrated delivery systems, mergers & acquisitions and practice valuation, pensions, and dealing with managed care companies.

accounts receivable and collection for the medical practice: Oral and Maxillofacial Surgery - Inkling Enhanced E-Book Raymond J Fonseca, DMD, 2017-04-26 NEW! Full color design provides a more vivid depiction of pathologies, concepts, and procedures. NEW! Expert Consult website includes all of the chapters from the print text plus classic online-only chapters and an expanded image collection, references linked to PubMed, and periodic content updates. NEW! Thoroughly revised and reorganized content reflects current information and advances in OMS. NEW! New chapters on implants and orthognathic surgery cover the two areas where oral and maxillofacial surgeons have been expanding their practice. NEW! Digital formats are offered in addition to the traditional print text and provide on-the-go access via mobile tablets and smart phones.

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Management for the Medical Practice Dennis J. Mock, 2002

accounts receivable and collection for the medical practice: Medical Practice Management Handbook Reed Tinsley, 1995

accounts receivable and collection for the medical practice: *Financial Management Strategies for Hospitals and Healthcare Organizations* David Edward Marcinko, Hope Rachel Hertico, 2013-09-05 In this book, a world-class editorial advisory board and an independent team of contributors draw on their experience in operations, leadership, and Lean managerial decision making to share helpful insights on the valuation of hospitals in today's changing reimbursement and regulatory environments. Using language that is easy to understand, Financia

accounts receivable and collection for the medical practice: *Health Care Administration* Lawrence F. Wolper, 2004 Health Care Administration continues to be the definitive guide to contemporary health administration and is a must-have reference for students and professionals. This classic text provides comprehensive coverage of detailed functional, technical, and organizational matters.

Additional Resources

Use Gmail to access your Google Account

Go to the sign in page of the product (for Google Accounts it is myaccount.google.com). Enter your Gmail username (everything that appears before '@gmail.com'). Enter your password. ...

[Google Account Help](#)

Official Google Account Help Center where you can find tips and tutorials on using Google Account and other answers to frequently asked questions.

Create a Google Account - Computer - Google Account Help

Your Gmail and Google Accounts are separate. A Gmail account is one of several Google services you can use and save data with if you have a Google Account. Other services you ...

Tips to complete account recovery steps - Google Account Help

Only enter your password or verification codes at accounts.google.com. If you expected an email from our team but can't find it, check your spam or junk folder for an email titled "Your Google ...

[Manage your Google Settings - Google Account Help](#)

Tap your Profile picture or Initial Manage your Google Account.; Scroll to the tab you want. Tap a tab: Home

Change or reset your password – Computer – Google Account Help

How do I change my Google Account password? Open your Google Account. You might need to sign in. At the top left, click Security.

How to recover your Google Account or Gmail

To find your username, follow these steps. You need to know: A phone number or the recovery email address for the account.

Ayuda de Cuenta de Google

Ayuda de Cuenta de Google en donde podrás aprender cómo recuperar tu Cuenta, mantenerla segura y saber sobre cómo administrarla.

Make your account more secure – Google Account Help

Tip: To find out if any passwords saved in your Google Account may be exposed, are weak, or are reused for multiple accounts, you can use Password Checkup. Help protect your password ...

Sign in to Gmail – Computer – Gmail Help – Google Help

To open Gmail, you can sign in from a computer or add your account to the Gmail app on your phone or tablet. Once you're signed in, open your inbox to check your ma

Tips for OBGYN to Improve Days in Accounts Receivable

For example, if the total amount of accounts receivable (AR) at the OBGYN medical facility is \$200,000 and its daily average revenue is \$20,000, then: $\$20,000 \text{ divided by } \$200,000 = 20 \dots$

Medical Assisting Foundations for Clinical Practice – Goodwin ...

c. accounts receivable d. accounts payable e. adjustments f. end of day reconciliation 2. Identify precautions for accepting the following types of payments: a. cash b. check c. credit card d. ...

Accounts Receivable And Collection For The Medical ...

Accounts Receivable And Collection For The Medical Practice Eventually, you will unconditionally discover a supplementary experience and success by spending more cash. nevertheless ...

Accounts Receivable And Collection For The Medical ...

How about Read Your Medical Practice's Accounts Receivable Aging Report or Why are's Important of You. Generating a letter resubmitting a garment or creating a collection incident ...

Days in AR - RMP

your medical collection agency for an overall view of the effectiveness of your revenue cycle processes. For best results, Days in AR should be below 50 days at minimum, but best ...

Best Practices for Resolution of Medical Accounts

Examples include, but are not limited to, accounts receivable management companies, collection agencies, and debt buyers. About This Report The appropriate resolution of the patient portion ...

Financial Transactions and Remittance Advice - IN.gov

Medical Education Cost Expenditures and Medical Education Cost Adjustments and Figure 24 – RA Summary Page (Part 1 of 2) • Updated the Accounts Receivable and Other Provider-Level ...

Managing Delinquent Accounts in Healthcare

About Medical Billers and Coders (MBC) Medical Billers and Coders (MBC) has skilled professionals who specialize in managing the revenue cycle of healthcare practices. As part of ...

Memorial Hospital Administrative Policy TITLE: Accounts ...

TITLE: Accounts Receivable Billing and Collections PURPOSE: The following policy and procedure is to be followed for billing and collecting of patient ... Accounts are listed for ...

BILLING SERVICES AGREEMENT

RSA is an experienced manager of billing and administrative services for medical practices; ... rendered by Company to patients; (ii) collect all accounts receivable resulting from such billing; ...

The ultimate guide to accounts receivable

accounts receivable is classically a non-urgent task (until it's too late), meaning it will easily fall by the wayside of other tasks. Alternatively, save time every week by using an automated ...

Six Tips for Collecting Past-due Patient Balances – CBONES

Every medical practice will have patients with unpaid balances, but those that have smart collection strategies in place will be better off. Source: Physicians Practice It's inevitable. Every ...

Medical Billing Lead Revenue Cycle Manager (RCM) - Packard ...

medical coding, charge entry, claims submissions, payment posting, accounts receivable follow-up, and reimbursement management • Serves as the practice expert and go to person for ...

Operating Costs for Physician Owned Practices - American ...

include days in accounts receivable and the percentage of claims that go through on the first pass. These measures are especially valuable in assessing the efficiency of billing and ...

Billing Manager Job Description - sichc.org

Aug 8, 2024 · 9. Analyzes trends impacting charges, coding, collection and accounts receivable and take appropriate action to realign staff and revise policies and procedures. 10. Keep up to ...

Revenue Cycle - CHA

used to identify and report medical services and procedures. • Days in accounts receivable (A/R Days): A formula that indicates how long it takes to receive payment and clear accounts ...

OFFICE OF THE AUDITOR-CONTROLLER

Jun 15, 2004 · 4) All accounts receivable activities will be monitored using an accounts receivable aging report. At the end of each month, the department must run the aging report. This report ...

Surviving Medical Practice Audits - American Academy of ...

Surviving Medical Practice Audits Mohamed S. Yassin, MD, FAAAAI Shannon L. Ficker, Manager ...

•Review accounts receivable procedures and related approval of ... billing, collection, and ...

Ophthalmology Practice Value and Goodwill

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11:28:54 AM

CRITICAL ACCESS HOSPITAL

• Provider Practice Operations Improvement • Revenue Cycle Solutions ... Accounts Receivable (AR)
>90 days as a % of Total AR 14% 13% 1 7% Days in Total Discharged not Submitted to ...

Billing, coding, and practice management: a primer for ...

rary medical insurance-driven paymentsystem. Arevenuecycle starts with the scheduling of an appointment and ends when the balance on the ac-count is zero. Through this cycle, the billing ...

Medical Billing Training CPB - AAPC

2023 Official Study Guide Certified Professional Biller (CPB)® Certification www.aapc.com iii

Reviewers: Katherine Abel, CPC, CPB, CPMA, CPPM, AAPC Approved Instructor, CMRS

Uniformed Business Office User Guide - Health.mil

Sep 27, 2018 · Third Party Collection Program (DD Form 2570) 1.2 10 July 2009 Updated sections
Accounts Receivable Dental Services Durable Medical Equipment and Supplies Pre ...

Maximizing Patient Collections after the Time of Service

o reduce accounts receivable, ... improve your practice's collection communications and success rate.
... Downloaded from edhub.ama-assn.org by American Medical Association, Jenna ...

Streamlining Dental Billing & Collection Processes

The Dental Billing And Collection Processes: A Critical Balancing Act Increased Accounts Receivable
(A/R): The outstand-ing patient balance will quickly stack up, leaving a dent in the ...

Key Components of eClinicalWorks - BillingParadise

and reduce their accounts receivable. All appointments and schedules can be managed quick ...
statements, collection letters, visit summaries and reports can all be easily generated. TOLL ...

VSG Chart of Accounts

Like a detailed and accurate medical record, well-prepared accounting information tells a story. The
record is perpetual: it spans the practice's full life, from the day its founders' birthed it to ...

SAMPLE JOB DESCRIPTION - The Doctors Clinic

Patient Accounts Representative I Page Two Experience: 1. Minimum 1 year experience in Accounts Receivable required. 2. Experience in health care environment preferred. Skills: 1. ...

JOB DESCRIPTION JOB TITLE: DEPARTMENT: LOCATION: ...

1. Monitor the Accounts Receivable, which includes collecting any patient balances and assigning any accounts to the collection agency as needed. 9. Review patient accounts for accuracy and ...

TITLE: Patient Billing and Collection – Madison Health

Apr 19, 2010 · “Bad Address Accounts” and flagged in the EMR- electronic medical record - to alert staff ... remain in strict compliance with the requirements of the Fair Debt Collection ...

<https://xlitemprod.pearsoncmg.com/api/v1/print/accounting>

A. Accounts Receivable B. Service Revenue C. Unearned Revenue ... Pixel Copies recorded a cash collection on account by debiting Cash and crediting Accounts Payable. What will the trial ...

Proactive Financial Management Best Practices for a More ...

- Average monthly production in accounts receivable. MGMA Data 4 Performance Areas: Profitability & Cost Management. Productivity, Capacity, & ... • Organizations with Medical ...

2017 AAO-HNS Socioeconomic Survey and AOA Practice ...

Accounts receivable, payer mix, and collection percentages; Productivity; and Provider and staff benefits. ... The average respondent was 53 years of age, had 20 years of medical practice, ...

Factoring of Receivables ATG Final – Internal Revenue Service

1. A description of how the accounts receivable were securitized, including the flow of funds; 7. Whether the sale of the receivables to the factor was recourse or non-recourse; 8. Whether the ...

Accounts Receivable and Days Sales Outstanding Industry ...

Specific (simple, sensible, significant) – Benchmarking specific industry segments by SIC (Standard Industry Classification) code is commonly applied by finance teams to measure ...

Practice Management – Journal of Urgent Care Medicine

• Front-desk collection average • Days in accounts receivable • Percentage of accounts receivable over 90 days • Average days to bill • Average days to pay • Visits per clinic per day • Visits per ...

BILLING SERVICES AGREEMENT – knoxvilleia.gov

Jun 6, 2024 · Page 2 1. \$650.00 per each bank change required to change the direction of payments from a current bank account to a new bank account 2. \$650.00 per each new, ...

Glossary of Frequently Used Billing and Coding Terms

contractual amount a practice is paid by each insurance company for the service or supply that is charged on a bill. Also called a "contractual allowance", the practice of applying allowances to ...

Core Curriculum for Medical Assistants Medical Assisting ...

accounts 12. Describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections 13. Discuss types of adjustments that may be ...

GFEBs Overview – LEARNING RESOURCE CENTER

1310.0100 Accounts Receivable D 1310.0200 Accounts Receivable - Adjustments D 1310.0300 Accounts Receivable - Delinquent Debt D 1310.0400 A/R - Refunds Receivable D 1310.0500 ...

FROM PATIENT TO PAYMENT: UNDERSTANDING MEDICAL 1...

monies flow into the practice from patients and insurance companies paying for medical services, referred to as accounts receivable (AR), to pay the practice's op-erating expenses, such as for ...

STRUCTURING PHYSICIAN SEVERANCE BUY-OUTS - Wiggins

the payment of any salary to the departing physician, the collection and payment of any bills that

remain outstanding at the time of termination, termination pay, and transfer of any assets or ...

Virtual Mentor - AMA Journal of Ethics

The case that tested this section of the Medical Practice Act was Center for Athletic Medicine, Ltd., v. Independent Medical Billers ... (Center) had an agreement with Independent Medical ...

BILLING Outsourcing Day-One and Day-60 Early-Out ...

6Practice Options/September 2011 BILLING Outsourcing Day-One and Day-60 Early-Out Programs for Health Care Accounts Receivable By Scott G. Koenig, president, KeyBridge ...

Revenue Cycle Metrics - ncsddc.org

Accounts Receivables (A/R) Accounts receivable (A/R) is a term used to denote money owed to your practice for services you have rendered and billed. Managing the A/R ensures that ...

PATIENT FINANCIAL AND BILLING GUIDELINES POLICY

Aug 15, 2021 · reducing Accounts Receivable and maintaining good public relations. LEVEL: Independent SUPPORTIVE DATA: This facility follows credit and collection procedures in ...

ICS_Detailed_Test_Plan_2024 - ncctinc.com

A6 Recognize and respond to violations of medical law Essential Knowledge Base: Apply a working understanding of these integrated concepts: 1 Medical terminology 2 Anatomy and ...

PODIATRIC PRACTICE MANAGEMENT 2019

Accounts Receivable Metrics and Report. The efficiency with which a practice collects its accounts receivable is a prime benchmark for the general efficiency of its management and ...

Billing & Accounts Receivable Specialist Position Description

1. Maintain, compile, and verify the accuracy and completeness of accounts receivable data. 6. Create and maintain financial files and data for current and former residents. 7. Compile and ...

Accounts Receivable And Collection For The Medical ...

Accounts Receivable Management for the Medical Practice J. Dennis Mock,1995-01-01 Accounts
Receivable Management for the Medical Practice Dennis J. Mock,2002 The A/R Advantage ...

Accounts Receivable And Collection For The Medical Practice

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