



SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

Priming Your Billing Operations

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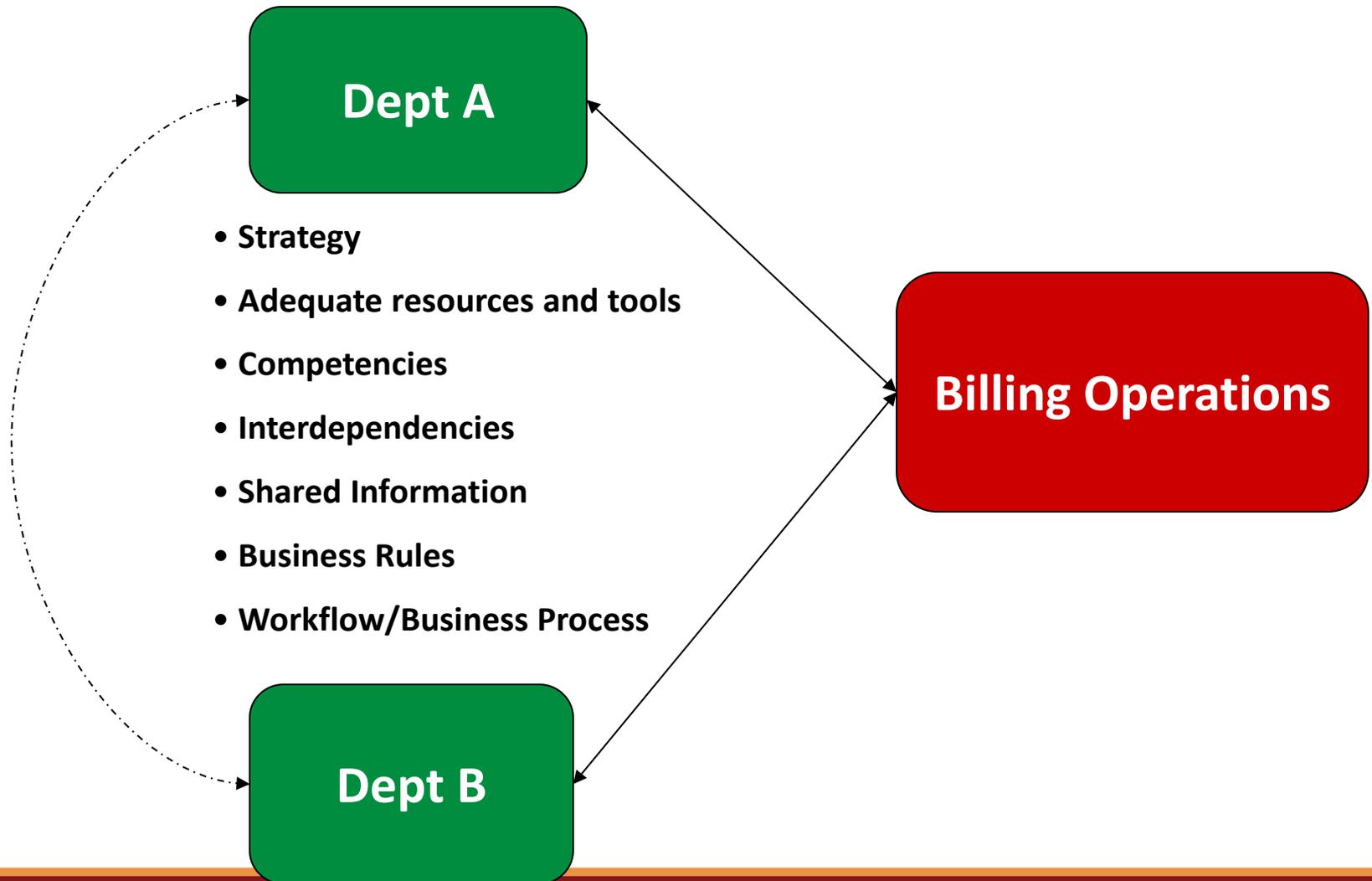
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Today's Purpose

- Welcome
- Organizational readiness for billing – key questions to consider
- Who should be involved in the preparations and readiness?
- Where can you turn for help and guidance as you begin to prepare?

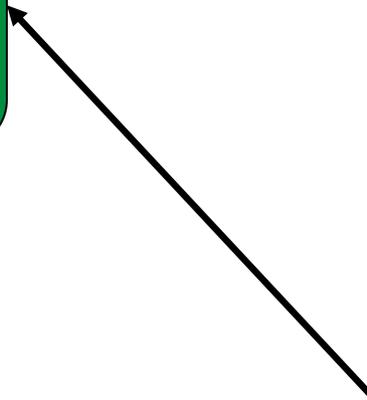
Building Organizational Billing Readiness

Impact Zones





- **Vision, Mission**
- **Business Plan**
- **Strategic Plan**
- **Executive Sponsor**
- **Project Mgmt Resource**
- **Resource Allocation
(financial, human,
technological, etc.)**
- **Performance Evaluation**





- Budget
- Performance Evaluation
- Cost Accounting
- Service Capture
- Super Bill
- Billing
- Denials Mgmt



Contracting & Legal

- Compliance
- Contracts and agreements
- Rules
- Regulations
- Policy

Billing Operations

Marketing & Sales

- Market Research
- Marketing Plan
- Products and Services
- Pricing & Costing
- Payer Relations
- Reimbursement Methods

Billing Operations



- Readiness Assessment and Current State Analysis
- IT Strategic Plan
- System Requirements
- Vendor Evaluation & Selection
- Implementation
- Training
- Outsourcing
- (Re)Configuration



- ICD-10 Ready by October 1, 2015
- Interoperability
- Electronic Data Interchange (EDI)
- Analysis and Reporting
- Meaningful Use

Partners & Payers

- Billing Outsource
- Clearinghouse
- Payer Relations

Billing Operations

Front Office

- Intake/Registration
- Eligibility Verification
- Benefits
- Pre-Authorization
- Scheduling
- Co-pay/Coinsurance/Deductible
Cash Collection

Billing Operations

Clinical Operations

- Screen, Assess, Diagnose
- Treatment Planning
- Clinical Documentation
- Service Capture
- Concurrent Review
- Appeals

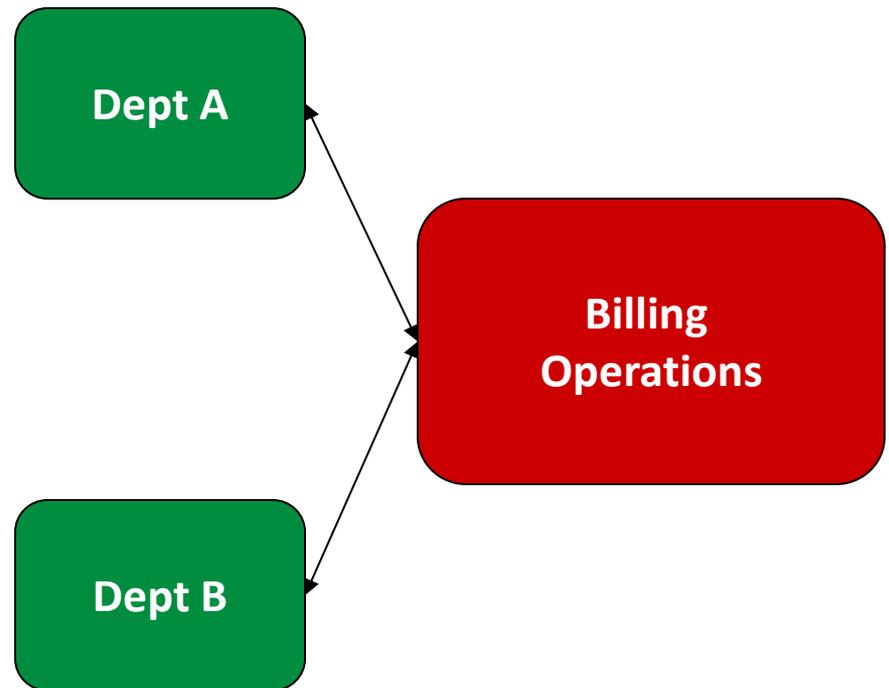
Billing Operations

Medical Records - Charts -

- Forms
- Templates
- Practice Management System/EMR/EHR
- Internal Audit/Pre-Audit
- Quality Assurance

Billing Operations

- **Inventory** (poor forecasting, batching build-up, “shelf life”, etc.)
- **Motion** (inefficiencies, wasted time and effort, lack of standardized processes, hand-offs, etc.)
- **Waiting** (poor workflow, bottlenecks, ineffective planning, etc.)
- **Under/Over-Processing** (outdated standards and rules, lack of SOP, increases production time, etc.)
- **Defects and Re-Work** (breakdown in process, rules or information mgmt, training issues, supervision, reduces confidence, adds costs, etc.)



Critical Success Inhibitors (Lean)

Group Assessment Exercise

- **Red Dots** = Known or Perceived Barriers and Obstacles related to competency, capability and readiness
- **Green Dots** = Known or Perceived Strengths and Core Competencies
- **Blue Dots** = Indicate a missing resource (human, technology, etc.) required to build capacity quickly

Building Your Billing Team

Team

- Executive Champion
- Finance
- Contracting/Legal
- Marketing/Payer Relations
- IT
- Front Office
- Clinical Operations
- Medical Records
- Payers
- Vendors

Where To Turn For More Information

- NIATx Billing Guide

<http://www.niatx.net/PDF/BillingGuide/2014NIATxThird-partyBGuide1-2014FINAL.pdf>

- Your State Medicaid Provider Billing Manual

- CMS Internet Manuals

<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs.html>

More Information

CMS ICD-10 Guidance

<https://www.cms.gov/Medicare/Coding/ICD10/Downloads/ICD10QuickStartGuide20150622.pdf>

BHBusiness Billing Start-Up Module

<http://bhbusiness.org/TOPICS/SETTING-UP-A-THIRD-PARTY-BILLING-SYSTEM.aspx>

BHBusiness Billing & Compliance

<http://bhbusiness.org/RESOURCES/Third-Party-Billing-and-Compliance.aspx>

Questions.....





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Thank you for joining us today!