

# DR. KNOW

We won't change the way you do billing...we'll change the way you do business!

An e-newsletter created by **PLEXUS HEALTH SOLUTIONS, INC.**

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## PQRI *It's Not Too Late*

It's not too late to participate in the Physician Quality Reporting Initiative (PQRI). It began July 1, 2007. If you are interested, please contact Jean at Plexus for more information.

It is a voluntary reporting system for Medicare that will give you an extra 1.5% in revenue.

[www.cms.hhs.gov/pqri](http://www.cms.hhs.gov/pqri)

## VACATION *July 16-July 24, 2007*

Diane will be on vacation on the above dates. Her voicemail message states this, but if we are not on another extension someone will pick up her line for you so you won't have to transfer to connect with someone else.

## INSURANCE REJECTION REPORT *Given To You Each Month*

In your month end booklet you receive a manual report with this heading.

Every time we post payments to your patient accounts we monitor the denials and record them.

Our follow up results in a phone or written appeal. Results are documented in our system as a note.

We do not appeal those claims that are denied as a duplicate, terminated policy or applied to annual deductibles.

If we encounter a duplicate claim when posting an EOB, and the claim is still open in our system, we call the carrier, usually the payment and this denial cross in the mail.

Our appeals are copied and kept in a "tickler" file for monthly follow up and review.

*You can contact us at:*

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### *Contents:*

PQRI.....	1
Vacation,.....	1
Insurance Rejection Rpt.....	1
WEA Trust Preferred.....	2
Let' Keep Costs Down.....	2
In The Slammer.....	2

## WEA TRUST PREFERRED

*New for the SE Wisconsin Area*

It has been brought to our attention that beginning July 1, 2007, WEA has a new plan in effect.

Plexus will be mailing you a contract to become a participant in this plan as soon as we get a copy.

We did not hear anything about this plan prior to its start date and we did some investigation when a client was being denied as not a participant, when, in fact, they were (but not for this plan).

This does require another contract as it is a managed care plan and will not be offered to a very large population.

Plexus will keep you posted on the progress of this issue.

## LET'S KEEP COSTS DOWN

*Easy To Do*

It is very expensive to send patient statements each month. And these costs raise at a higher rate than any other expense that Plexus has.

One way to cut this overhead or at least stabilize it is to collect as many copays and deductibles at the front office. This will immediately increase your cash flow and keep costs and overhead to a minimum.

If you would like your front office staff trained on how to ask for these funds or you think they may need just a general refresher course, give us a call, Plexus will be more than happy to perform this service for you at a reasonable hourly rate.

## IN THE SLAMMER

*Did You Know?*

When a patient is in the custody of the city, county or state detention or jail system, they are the medical responsibility of that entity.

If the prisoner has personal health care coverage through an employer or self paid policy, the benefits are suspended while the person is a guest of the penal system.

If you encounter this situation, please be sure to note this on the superbill. They are easy to identify, they are the ones in handcuffs, shackles, an orange jumpsuit and an armed guard escort.

## GENETIC DISCRIMINATION

*Improve Health Or Cancel Insurance*

Genetic testing was originally designed to determine ways to cure genetic diseases and prevent them from occurring and reoccurring.

But, Americans have become afraid that this information will be used against them when it comes time to apply for health insurance and employment. There is a fear that their insurance coverage will be denied based on genetic pre-disposed test results.

The mindset is that they will eventually have a chronic, incurable illness that will make them a coverage risk and raise premiums for their employer. This fear is resulting in "genetic discrimination".

There have been no genetic employment cases brought before any courts yet. There are 41 states that have genetic discrimination by insurance carriers laws. For more info go to:

[Genome.gov](http://Genome.gov)