

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.**

HARD TIMES

Collect Copays

With the economy the way it is, patients are trying to avoid paying copays at the time of service to give them more time to pay. I think it's a well-known fact that physicians expect patients to pay copays and deductibles at the time of service, but they are unwilling to offer to pay.

Be sure to ask for the money, in cash, check or credit card form.

The chances of them paying once they leave the office is quite slim these days and as the economy spirals so does our ability to collect via a statement.

EDS CHANGING POLICY #s

As of 1-1-09

New cards will be issued to all Title XIX recipients that will eliminate the use of their SS# as the policy number. Please be sure to continue your policy of making a copy of all cards as of the first of the year.

MUE'S

Since April 2008

Medically Unnecessary Edits (MUE) are edits implemented by Medicare. If you bill more than an approved number of tests or services, MUE's will disallow the entire claim. Private carriers have a version of this called Clinically Unnecessary Edits (CUE).

Medicare will not share the limitations on tests with any outside entity.

Many medical affiliate societies have protested this rule, but it doesn't look like Medicare will rescind it anytime soon.

CHANGE TO NEWBORN REPORTING FOR T-19

Effective 11-1-08

Begin to use the F-1165 Newborn Report as of November 1, 2008.

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You can view past issues of this newsletter on our website.

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BIG UPDATE
First Quarter of 2009

The Plexus software vendor will have a data base change sometime during the first quarter of 2009. We do not anticipate anything to change as far as the look of the screens, but there will be changes, additions and modifications to reports. We will keep you apprised of the changes as we run across them and notify you via the Summary page of your month end booklet.

DECREASE NO-SHOWS
Let the Phone Do the Work

Plexus can offer you a web-based patient messaging system. You can monitor your calls through the Internet. Based upon your schedule, this system will automatically call pts with a pre-recorded message and remind them of their appointments. Call Jean for more details.

PHYSICIAN IDENTITY THEFT
A More Frequent Occurrence

Medicare wants you to be aware that this problem is rapidly growing. If you receive a phone call or fax with a seemingly genuine Medicare logo and "CMS File Update" on it, report the incident to Medicare Provider Enrollment.

People use this information to create bogus offices and fraudulently bill Medicare for non-existent claims.

We need to work together to protect the Medicare Trust Fund.

COPAY/DEDUCTIBLE WAIVING
Not Acceptable

When you forgive a copay or deductible the insurance company doesn't think this is an innocent oversight they think its' fraud. You may think you are doing your patients a favor, but the insurance company won't.

Refrain from this practice as it is hard to manage and if you do it for one, you'll be asked to do it for more and more. Your cash flow will suffer and income will drop.

THE COLLECTION PROCESS
In Difficult Times

In order for Plexus to effectively perform soft collection tasks for you, you need to bring in your payment and deposit information on a very regular basis. Sending a Final Notice to a patient whose check you still haven't cashed is bordering on irresponsible.

Each month Plexus reports to you those who have not paid in the prescribed time limits your Collection Policy provides. If you do not respond within the time period requested by us, the procedures will be put in the next months' business.

If you fail to respond to our collection efforts for two consecutive months, we will discontinue performing these valuable services for you.

MEDICARE PREMIUMS
First Time Since 2000

For the first time since 2000 the premium for Medicare Part B will remain the same as the year before, \$96.40 each month.