

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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NOTES FROM PATIENTS

Forward to Plexus ASAP!

If a patient writes a letter or makes a note on their statement stub questioning ***anything*** about their statement, please forward this notation to Plexus immediately. As part of the Fair Credit Billing Act ***you*** must acknowledge any written communication from a patient within 30 days of the date on the notice. Within 90 days of the date of this written communication you must respond to the patient with the answer(s) to their concerns.

If you forward the documentation to Plexus we will research and correspond with the patient in writing for you. You will be sent a copy of the letter and a notation will be made in our system of this communication with a copy in our files. There is no extra cost for Plexus to perform this service for you –it's what we do!

http://www.law.cornell.edu/uscode/html/uscode15/usc_sec_15_00001681---i000-.html

ABRI HEALTH PLAN *Title XIX Managed Care Plan In WI*

On May 26, 2006, Kenosha County medical professionals should have received from Kenosha Health Services Corp. an application packet to sign up to be a provider with this Title XIX managed care plan.

It is a referral driven system. Referrals can be from PCP to Specialist, Specialist to Specialist or self referral. These referrals can be completed online via the link listed below.

Please let Plexus know if you sign up with this plan so we can update your data within our computer system and make sure you are being reimbursed correctly.

www.abrihealthplan.com

You can contact us at:

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Kenosha, WI 53141-0655

262-654-5555 (voice)

800-982-3804 (toll free)

262-654-9333 (fax)

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ICD-10 IS IN THE WORKS

Big Changes Are Coming!

There is not an exact time as to when this will become effective, but the changes are going to be very significant.

ICD-9 is limited in its' scope of description and ICD-10 is expected to report diagnosis data more completely, specifically, accurately and with finer distinctions. It will provide a suitable system to complement the required EMR environment. It will capture procedures involving new technologies that aren't available with ICD-9. The new method will use alphanumeric codes, requiring the field size to be increased.

Currently, ICD-9 has 5,000 categories, ICD-10 will have 8,000. The number of codes needed to describe a medical condition will be reduced.

There will be significant costs for Plexus to implement this new system into our server and education to become familiar with the coding system and its' proper use.

You will realize costs to update your encounter form and medical professional education.

CREDIT CARD ACCEPTANCE

Difference Between Cardholder & Card User

If you, or you have Plexus, accept credit cards for payments of medical fees for your facility, there are some things you should realize. You might be surprised at the Wisconsin laws pertaining to this.

First, let's get our vocabulary straight; a cardholder is the person responsible for payment of the credit card bill. The credit card account is in their name and their name appears on the card.

A card user is not responsible for payment of the purchases on a card and the card is not usually in their name. They can be deleted as a user on the account by the cardholder at any time.

When accepting a credit card you cannot ask any personal information to verify the use of the card, for instance; you cannot ask for a phone number, address or zip code in the State of Wisconsin. You can, however, request a written authorization from the cardholder naming the card user as an authorized user of the presented card. This will serve as a waiver of the Truth In Lending Act and protects you from claims of unauthorized charges.

You cannot pass on bank or processing fees to the cardholder. You cannot restrict charges to a minimum dollar amount. You cannot hold the cardholder liable for unauthorized use of the card.

www.legis.state.wi.us/rsb/stats.html (See § 423.401 and § 423.402)