

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.**

HOLIDAY HOURS *Christmas & New Years*

Plexus will be closed for the upcoming Holidays as follows:

Friday, Dec. 18 – 11:30-2:00
Christmas Eve - All Day
Christmas Day - All Day
New Years Eve -11:30 a.m.
New Years Day - All Day

Plexus will also have our phone and Internet connections down on Friday, December 18 from 8 a.m. to noon to upgrade to a different provider. We are sorry for any inconvenience this may cause.

Our email addresses will not change.

TEMPORARY EXTENSION *The House & Senate Agreed*

There is a proposed temporary (two month) extension of the current Medicare payment formula. This means that the 21% reduction in physician payments scheduled for 1-1-10 may be put off until 3-1-10. We'll keep you updated on this issue.

ARE YOU A LIABILITY SELF-INSURANCE?

As defined in Appendix G of the CMS User Guide

The Medical industry must be aware that if they refund on a paid medical bill (when there is no credit), forgive outstanding balances or provide free services you are legally "making a payment" for a patient.

If you do this for a Medicare beneficiary you must report this "payment" to CMS.

For more details see *The Medical Protective* an article titled Beware! by Louise Hensleigh, Esq.

It is recommended that you consult an attorney familiar with Medicare related matters to see if what you want to do is appropriate.

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

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CREDIT CARD PROCESSING

New Method as of 1-1-10

Beginning January 1, 2010 all clients will be responsible for the processing of patient credit card payments.

It's easy, go to our website and click on the pictures of the Visa and MasterCard. Fill in the blanks and you are done. Print a copy for the patient to sign (for your file) and one for them to take with them.

Plexus receives an email when this portal is used to generate credit card payments so you won't have to make a copy or send anything to us.

The Plexus fee will be reduced by \$1 for every transaction you process.

If you process your credit cards in-house, this does not apply to you.

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e-Rx Incentives

Plexus has offered this high-powered tool all year to our clients and their staff. It is cost effective and will be a HIPAA requirement in the coming years. Why wait? Let's get on board now. All pertinent information about any Rx you write will be automatically added to the EMR product.

There is a monetary Medicare incentive for using an electronic prescription module now.

It takes 6-8 weeks for this system to integrate and be set up in our billing software.

Also included, for a slight additional charge, is a lab network. Send in your samples to the lab of your choice and the results come back to you in a very timely email. They will also be downloaded into the Plexus EMR product.

Plexus is offering incentives to sign up for these two products in 2009. Give Jean a call and find out how economical and time saving this is.

W/C FEES

*An Article in THE WISCONSIN CHIROPRACTOR
December 2009*

The Worker's Compensation Advisory Council (WCAC) has proposed the enactment of a fee schedule for all W/C claims. This would significantly impact the reimbursement rates to all healthcare providers.

If enacted, this would set fees for providers at the 65th percentile of a database for services rendered in 2007 & 2008. Initially, there would be a single database in the entire state.

It is thought that this action would be a step backwards for providers in Wisconsin.

The WCAC has rejected a cost containment proposal that would not injure the entire payment system.

The WCAC is planning on 1-1-11 as an effective date for these fees.

MEDICAL SERVICES TO EMPLOYEES

What to do with the Chart & How to Bill

Do you provide medical services for your employees? If you do, you must password access to their charts so that only M.D. staff can access them (if you use an EMR) or the paper chart must be locked in a place other than where the general patient population charts are stored.

Also, if you do not charge your staff copays or deductibles for medical services you cannot bill their health carriers. If you do require payment from them of any copay or deductible, you must send a claim to their health insurance carrier(s).

** Don't forget that you have contracts with all of the insurance companies you receive in-network payments from and those contracts provide that you collect all contracted copays and deductibles. Hardship is the only method of legally writing off any patient balances. **

It's deductible time again --- collect them!