

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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DR. KNOW ON OUR WEB *Click On Our Link To Take A Look*

To view any of our newsletters you can go to our website. You will find it in the Physicians section under Newsletter Archives.

You will then see the dates of each release and a brief content of each newsletter. Just click on the date and you will see the publication in its' entirety.
www.plexushealthsolutions.com

CREDITS ON YOUR A/R *Start Writing Refunds*

In the State of Wisconsin you have five years to return money to a patient or insurance carrier. If the carrier is a governmental one, such as Medicare or Medicaid, you should refund the overpayment immediately.

Escheat (unclaimed property law) says you cannot keep any overpayments unless your

patient approves it. Most patients do not realize they have a credit on your books.

Each month Plexus includes in your month end reports a Credit Report. This shows any monies you may owe to a patient or carrier.

If you send refunds out and they are returned to you for any reason, you must submit these funds to the State. Let us know if this happens to you and we will get you the forwarding information.

Also, some States require you to send a 1099 if you refund money to a patient over a certain amount. Be sure to check with your accounting specialist on this.

If you do not regularly refund credits, Plexus suggests that you begin this practice. Start with the oldest ones and clean up that A/R.

www.naupa.org

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BANKRUPTCY

What You Should Know

There were 1,635,725 personal bankruptcies filed in 2004. What a statistic!

If a patient files bankruptcy and forgets to list you as a creditor, you must still honor the bankruptcy. Bankruptcy protects a patient from *all debts*. The fact that they may forget about you or consider your balance too small to list does not exclude you from these proceedings. Upon hearing of this action you must contact the court and add yourself to the action. Be sure to document this notification in the patients' chart. Do not accept any money from these patients once you know about this action.

If you receive bankruptcy papers, you are listed as a creditor. Usually, by this time you have given Plexus approval to forward the balance to the credit bureau or collection agency. Upon receipt of this paperwork Plexus notifies the bureau or agency of the bankruptcy filing.

AND in the future you cannot withhold services or products from a patient who has filed. You can and should request **cash** for any future services with **pre-payment** a requirement. The exception would be a Medicare or Medicaid recipient.

www.ftc.gov/os/statutes/031224fcra.pdf

WAUSAU DISCOVERS ERROR

Wausau Advises of Medicare Error

On June 5, 2006, Wausau notified its' contracted medical professionals that Medicare inadvertently removed 129,000 of Wausau enrollees from Medicare's computer system.

Usually, Medicare will medi-gap (crossover) Wausau claims for secondary payments. Because of this Medicare error, the crossover did not occur. Plexus will investigate and capture those claims not crossed over by Medicare from April 20 through May 24, 2006, and generate a paper submission for payment from Wausau.

There is no extra cost for this follow up action by Plexus.

PLEXUS SEMINAR ATTENDANCE

Office Will Be Closed

On Thursday, June 22, Plexus will be closed from 8 a.m. to 1 p.m. so that the entire staff can attend a Blue Cross/Blue Shield seminar.

We will not be here to exchange data envelopes with you during this time. Please be sure to mark your calendars. Thank you!