



Top Ten Reasons to Love Your Billing Department

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This is a well deserved tribute to the hardworking women and men in your billing office, who...

- 10 ...analyze CPT and ICD every year—without falling asleep(!)—to make sure that your coding is accurate and up-to-date.
- 9 ...slog through NaviNet, CMS and other equally stimulating websites to obtain reimbursements by CPT—without making errors (!)—to make sure that your fees are appropriate and that the practice is getting paid exactly what it deserves.
- 8 ...train, train and re-train employees—without getting impatient (!)—about how to best obtain eligibility and benefits for each and every one of your patients to make sure that every claim is submitted correctly the first time.
- 7 ...interpret the daily deluge of insurance company bulletins—without mixing them up (!)—to make sure that the PM system is appropriately programmed for the constantly changing billing guidelines.
- 6 ...enter charges and payments—without missing a keystroke (!)—day after day after day after day...well, you get the idea.

- 5 ...sit “on hold” for minutes and hours—without losing their cool (!)—for the pleasure of speaking with a friendly insurance representative to present a convincing appeal for those unpaid and underpaid claims.
- 4 ...field inquiries from patients—without any sarcasm (!)—to aid understanding of how their insurance policy covers (or not) medical services.
- 3 ...instruct physicians about how to best document a progress note—without buckling under the belly-aching (!)—that protects the practice from compliance audits.
- 2 ...run the numbers each month—“neither snow nor rain nor heat nor gloom of night” stays these *billers* from the swift completion of their appointed *reports*—with all due respect to the U. S. Post Office, so that the practice knows who’s doing what, how often, where, and how much was collected (or not).

1 ...keep the practice in the money!!!
And who doesn't love THAT?



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