

Medical Billing and Accounts Receivable Management Services

For Emergency Medicine Practices

The growing ranks of the uninsured, hospital closures, staff shortages and reduced federal funding have combined to severely stress emergency care capabilities. Combined with declining reimbursements and overcrowding, emergency departments (EDs) are more compelled than ever to fully capture appropriate reimbursements for services.

A Full-Service Solution

For more than 30 years, Change Healthcare has been an industry leader in medical billing and accounts receivable management services for emergency physicians.

We will take responsibility for CPT/ICD-9/ICD-10 coding, electronic claims processing, accounts receivable management, patient customer service (via phone or Internet), and financial and clinical reporting. We'll also oversee the physician enrollment process with payers for both full-time and part-time providers.

Coding Know-how

Our certified coders are experts in emergency medicine; they receive ongoing training and testing to help ensure they stay abreast of changing regulations. They also have experience with multiple chart systems as well as extensive knowledge of local, regional and national payers' requirements.

Automated Chart Reconciliation

We will create electronic interfaces with your hospital to streamline access to patient demographic information. This action helps to accelerate claim filing and improve data accuracy. Electronic connectivity to the hospital's ED logs allows us to automatically reconcile patient encounters against billable charts. As a result, billable events no longer fall through the cracks if a chart is missing or temporarily unavailable.

Benefits

- Help reduce float time on receivables
- Track and report all elements of PQRS reporting measures
- Improve practice performance based on benchmark comparisons drawn from our emergency medicine clients
- Optimize reimbursement and improve data accuracy via an electronic interface with your hospital



Documentation Feedback

We provide powerful documentation feedback reports on all physicians and patient encounters flags documentation deficiencies each month. The responsible physician is notified and educated about how to provide appropriate documentation for future encounters. We'll also provide ongoing physician education seminars designed to address common documentation problems and new reimbursement strategies and opportunities.

In-Depth Reporting

Our user-friendly reports provide timely, actionable information about both financial and staff management issues. The documentation feedback report is just one of many management and efficiency reports that collectively help you convert information into income.

Client Management

Every client is assigned a dedicated account manager who is an emergency medicine expert. Your account manager will meet with you monthly, review reports, assess performance, and discuss regulatory changes and compliance issues.

This emergency medicine expert will help establish action plans for optimizing collections. With our account view capabilities, resolving account issues will be collaborative. Together we can look into patient account records to research questions, facilitate requests for additional information, collaborate on recovering denials, reconcile cash drawer, post transactions and more.

Your account manager can also serve as your guide to our wide range of value-added services, including hospital and managed care contracting assistance, fee schedule optimization, physician enrollment, practitioner education, strategic planning, and the identification of new revenue opportunities.

Compliance Expertise

The Office of Inspector General (OIG) and state Medicaid programs are aggressively enforcing rules designed to help reduce instances of false claims, overpayments and medical billing errors. To combat the complexity of the rules, our robust compliance department has a long standing program that is designed around the Office of Inspector General's Model Guidance for Third-Party Medical Billing Companies, which was issued in 1998.

The interlocking components of our healthcare regulatory compliance program create a comprehensive ethical, regulatory and philosophical framework. The end result is a corporate commitment to the highest standards of conduct, behavior and performance that is uniquely positioned to help improve our internal coding processes while helping to reduce the risk of scrutiny for our clients.

Call: 866.817.3813

Visit: changehealthcare.com/solutions/emergency-medicine-practices



About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions and technology-enabled services to help them improve efficiency, reduce costs, increase cash flow, and more effectively manage complex workflows. Together, we are accelerating the journey toward improved lives and healthier communities.

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