



11.01.2015

ARE YOU SETTLING?

KNOWING WHEN TO FIGHT FOR MORE



Brian Choate



Asbel Montes

★★★★★



Capture More Of The Available Dollar



Managing Unmet
Deductibles

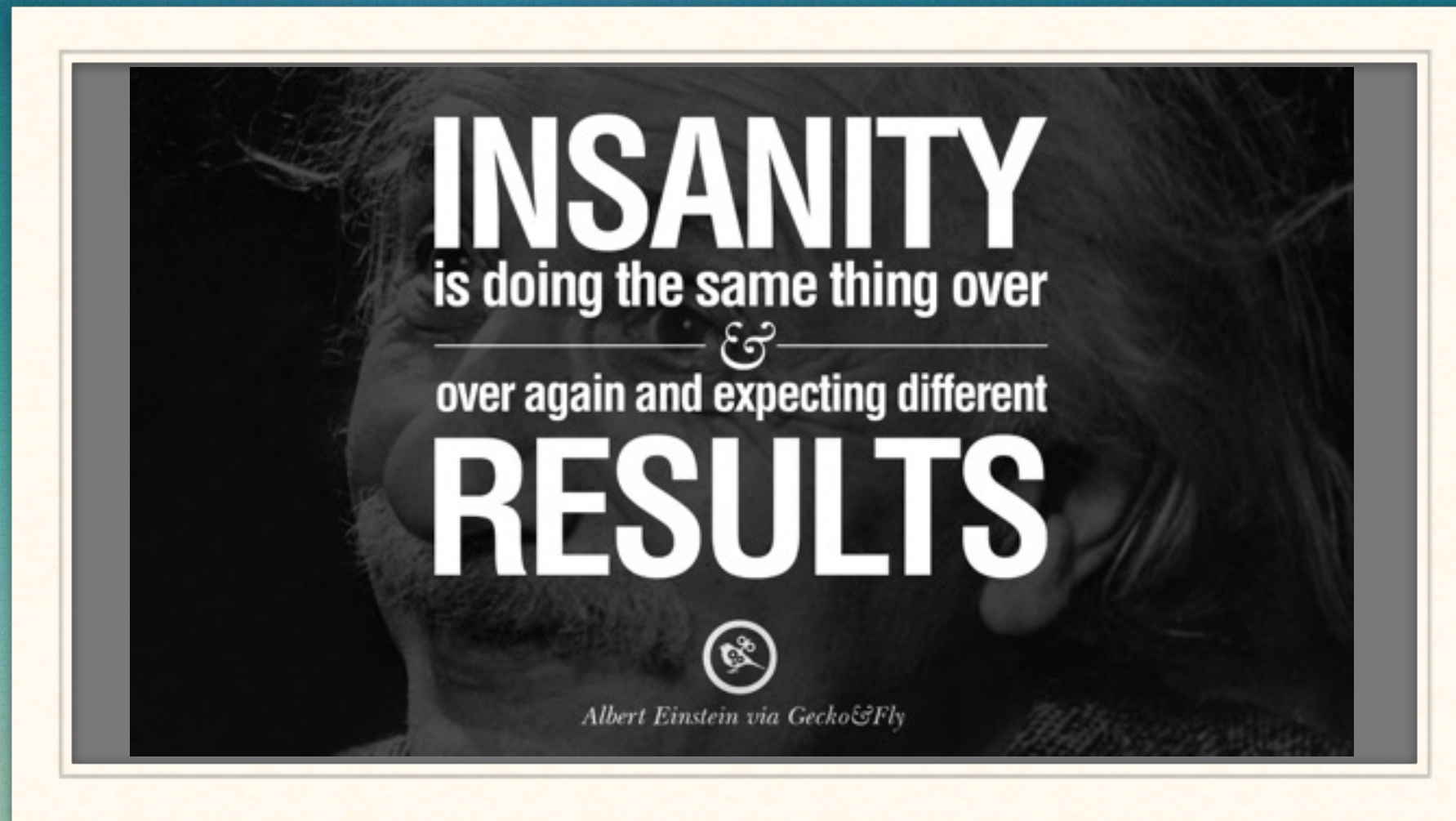
Denials
Management

True Self-Pay
Management

Measuring Insurance
Allowables

Outsourcing

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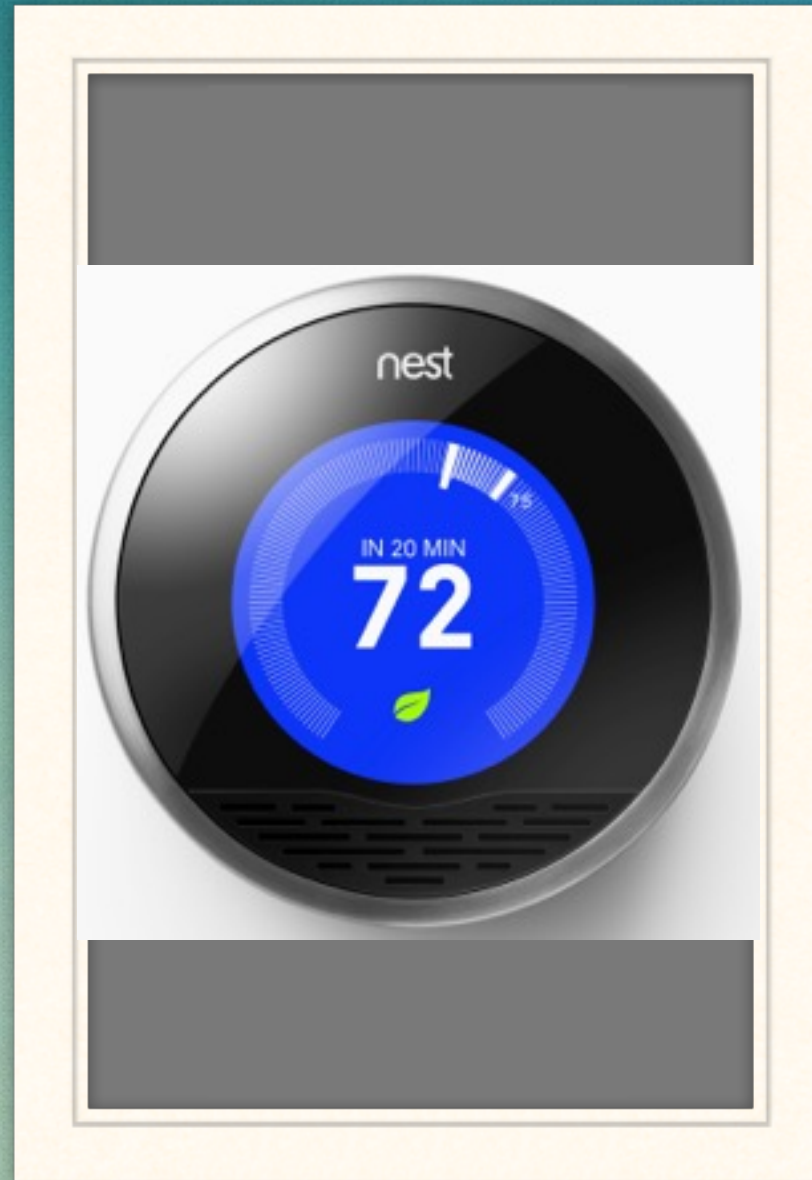


THERE'S MORE AVAILABLE

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What's the difference?



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**“It’s not the size of the dog in the fight,
it’s the size of the fight in the dog.”**

—Mark Twain



GET YOUR FIGHT BACK

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1 HOLDING PAYERS ACCOUNTABLE

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A PARTNERSHIP IS TWO WAYS





“ ACCOUNTABILITY
BREEDS
RESPONSE – ABILITY ”

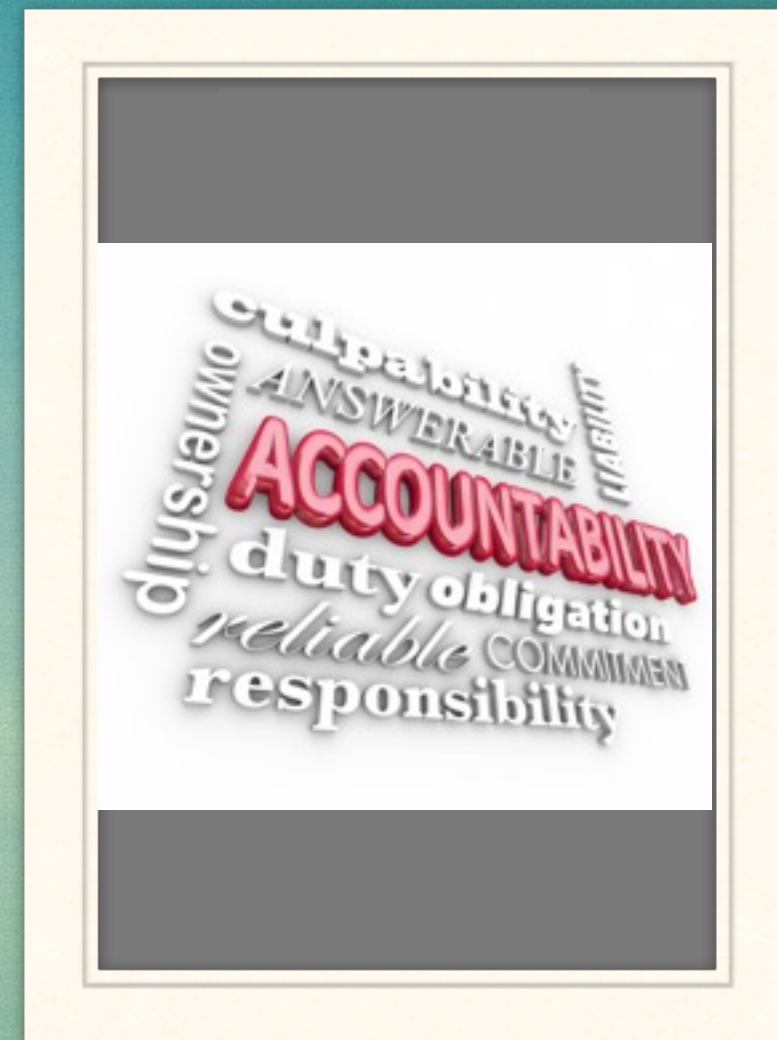
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– STEVEN COVEY



HOLDING PAYERS ACCOUNTABLE

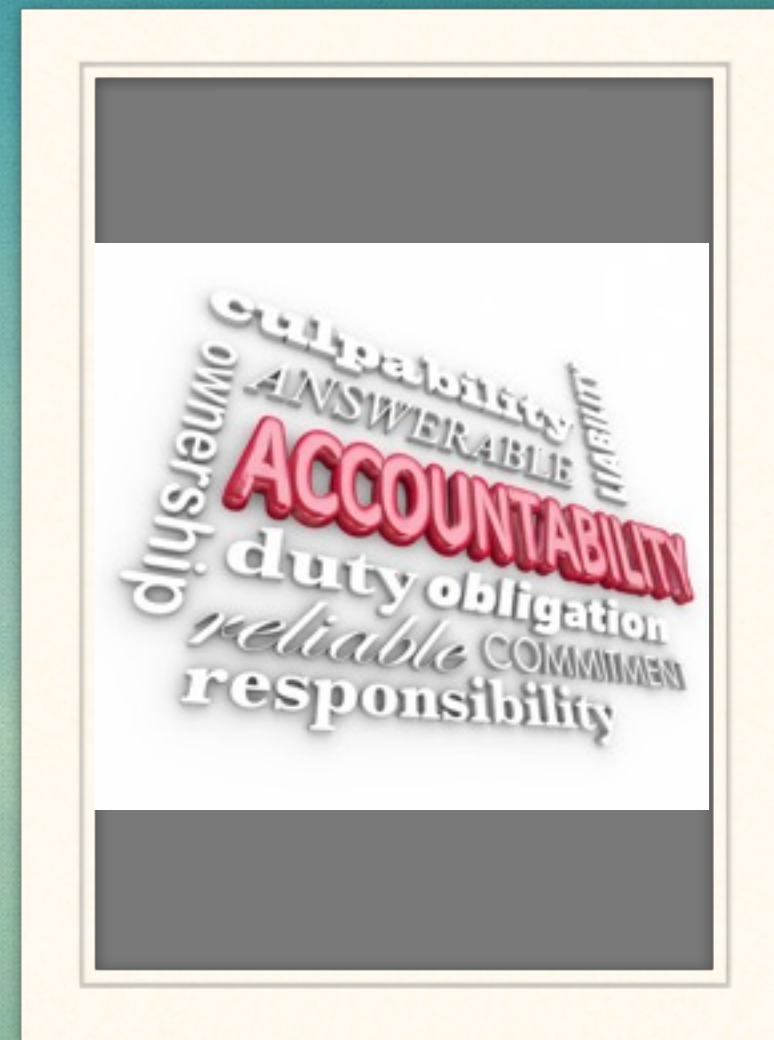
- Clean Claim Processing
- Inappropriate Denials





HOLDING PAYERS ACCOUNTABLE

- Emergency Claims Being Paid Out-of-Network
- Bill Charges vs. Allowables





EMERGENCY CLAIMS

Set rates are a
basis for an appeal

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Medicare Provider Utilization and Payment Data

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Medicare Provider Utilization and Payment Data

Medicare Provider Utilization and Payment Data: Physician and Other Supplier

As part of the Obama Administration's efforts to make our healthcare system more transparent, affordable, and accountable, the Centers for Medicare & Medicaid Services (CMS) has prepared a public data set, the Medicare Provider Utilization and Payment Data: Physician and Other Supplier Public Use File (Physician and Other Supplier PUF), with information on services and procedures provided to Medicare beneficiaries by physicians and other healthcare professionals. The Physician and Other Supplier PUF contains information on utilization, payment (allowed amount and Medicare payment), and submitted charges organized by National Provider Identifier (NPI), Healthcare Common Procedure Coding System (HCPCS) code, and place of service. This PUF is based on information from CMS's National Claims History Standard Analytic Files. The data in the Physician and Other Supplier PUF covers calendar year 2012 and contains 100% final-action physician/supplier Part B non-institutional fee items for the Medicare fee-for-service population.

[Public Comment on the Release of Medicare Physician Data](#)

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http://www.infoseg.com/mi_01_en.shtml

NON-EMERGENCY CLAIMS

Look at CMS Data for basis of appeals

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Louisiana

	ACADIAN AMBULANCE SERVICE	MED EXPRESS AMBULANCE SERVICE	CITY OF BATON ROUGE	NORTHSHORE EMS	ST LANDRY EMS	LAFOURCHE AMBULANCE DISTRICT NO. 1	CAMERON PARISH AMBULANCE DISTRICT 2	LOWER CAMERON AMBULANCE DISTRICT
Ground Mileage	\$ 19.60	\$ 13.96	\$ 6.55	\$ 15.00	\$ 9.00	\$ 17.99	\$ 11.26	\$ 17.00
ALS - Non Emergency	\$ 1,210.24				\$ 650.00	\$ 788.16	\$ 727.96	\$ 450.00
ALS - Emergency	\$ 1,282.66	\$ 675.27	\$ 740.00	\$ 750.00	\$ 650.00	\$ 824.87	\$ 801.35	\$ 550.00
BLS - Non Emergency	\$ 726.62			\$ 750.00		\$ 574.61	\$ 266.43	\$ 400.00
BLS - Emergency	\$ 1,041.54	\$ 581.62	\$ 740.00	\$ 750.00		\$ 760.87	\$ 466.07	
Rotary Wing Transport	\$ 9,527.72							
ALS - Level 2	\$ 1,849.43	\$ 748.44				\$ 858.26	\$ 1,063.66	
Specialty Care Transport	\$ 2,386.60					\$ 1,129.00		
Rotary Wing Mileage	\$ 111.41							

New Orleans

	ACADIAN AMBULANCE SERVICE OF NEW ORLEANS	A MMED AMBULANCE	CARE AMBULANCE SERVICE	CITY OF GRETNA	CITY OF NEW ORLEANS	CITY OF WESTWEGO	ST TAMMANY FIRE DISTRICT 3	ST. TAMMANY PARISH FIRE PROTECTION DISTRICT 4
Ground Mileage	\$ 13.72	\$ 19.47	\$ 15.01	\$ 20.00	\$ 20.52	\$ 19.98	\$ 19.42	\$ 20.00
ALS - Non Emergency	\$ 704.45	\$ 1,246.02	\$ 870.36					
ALS - Emergency	\$ 843.78	\$ 1,301.64	\$ 883.98	\$ 1,000.00	\$ 1,195.34	\$ 1,000.00	\$ 521.45	\$ 800.75
BLS - Non Emergency	\$ 628.27	\$ 689.77	\$ 432.17		\$ 328.06		\$ 301.65	
BLS - Emergency	\$ 718.31	\$ 1,041.64	\$ 454.55	\$ 773.00	\$ 695.39	\$ 630.00	\$ 423.13	\$ 557.03
ALS - Level 2	\$ 911.50	\$ 1,888.03			\$ 1,669.39			\$ 1,413.55
Specialty Care Transport	\$ 899.27	\$ 2,157.05	\$ 1,195.15					

Mississippi

	AAA AMBULANCE SERVICE	LAUDERDALE COUNTY EMS DISTRICT	MOBILE MEDIC AMBULANCE SERVICE	NORTH MISSISSIPPI AMBULANCE SERVICE	MEDSTAT EMS	MISS-LOU AMBULANCE SERVICE	PAFFORD MEDICAL SERVICES OF MS	TRANSCARE TRANSPORTATION
Ground Mileage	\$ 14.00	\$ 15.00	\$ 16.42	\$ 21.58	\$ 14.00	\$ 10.00	\$ 14.00	\$ 12.00
ALS - Non Emergency	\$ 487.98	\$ 497.80	\$ 968.09	\$ 623.72	\$ 515.00	\$ 650.00	\$ 721.52	\$ 400.00
ALS - Emergency	\$ 771.82	\$ 783.62	\$ 1,153.13	\$ 792.31	\$ 625.00	\$ 650.00	\$ 716.13	\$ 600.00
BLS - Non Emergency	\$ 406.00	\$ 380.77	\$ 906.23	\$ 432.07	\$ 454.83	\$ 649.89	\$ 627.59	\$ 299.96
BLS - Emergency	\$ 649.02	\$ 603.58	\$ 954.35	\$ 700.45	\$ 495.00	\$ 650.00	\$ 627.57	\$ 500.00
Rotary Wing Transport					\$ 9,200.00			
ALS - Level 2	\$ 1,144.29	\$ 1,125.47	\$ 1,604.62	\$ 1,082.17	\$ 875.00	\$ 750.00	\$ 826.92	\$ 700.00
Specialty Care Transport	\$ 1,319.00		\$ 1,617.26	\$ 1,000.61	\$ 1,050.00	\$ 750.00	\$ 825.26	
Rotary Wing Mileage					\$ 75.00			



Enough is Enough.

WHERE YOU SHOULD START



Payer Allowed/Paid Amounts by
Procedure Codes
DOS 7/1/2013-current as of 10/28/2013



		Data					
Insurance	Proc Code	Count of Invoice	Average of Billed Amt	Average of Allowed Amt	Average of % Allowed	Average of Paid Amt	Average of % Paid/Billed
United Health Care - Atlanta Ga	A0427-ALS E1	16	\$988.75	\$988.75	100%	\$544.87	55%
	A0429-BLS E	1	\$711.00	\$711.00	100%	\$639.90	90%
	A0428-BLS NE	1	\$626.00	\$626.00	100%	\$626.00	100%
	A0425-Mileage	18	\$274.56	\$274.56	100%	\$216.46	63%
	93005-EKG 12 Lead	7	\$140.00	\$92.86	66%	\$84.86	61%
	93041-EKG Monitor	7	\$140.00	\$112.29	80%	\$87.14	62%
	A0422-O2 Mask	7	\$136.00	\$115.57	85%	\$66.06	49%
	A0398-Disposables	19	\$126.89	\$115.89	89%	\$74.62	49%
	A0394-IV Set Up	10	\$87.40	\$86.60	99%	\$49.43	60%
	A0382-Disposables	2	\$74.00	\$74.00	100%	\$70.30	95%
	J2405-Ondansetron	1	\$41.00	\$41.00	100%	\$36.90	90%
	J3010-Fentanyl	1	\$41.00	\$41.00	100%	\$36.90	90%
Cigna Ppo - Chat, Tn	A0427-ALS E1	13	\$990.38	\$990.38	100%	\$860.87	87%
	A0429-BLS E	1	\$925.00	\$925.00	100%	\$740.00	80%
	A0428-BLS NE	1	\$626.00	\$606.00	97%	\$606.00	97%
	E0601-CPAP	1	\$227.00	\$0.00	0%	\$0.00	0%
	A0425-Mileage	15	\$157.17	\$157.17	100%	\$148.45	91%
	93005-EKG 12 Lead	6	\$140.00	\$7.50	5%	\$7.50	5%
	93041-EKG Monitor	5	\$140.00	\$0.00	0%	\$0.00	0%
	A0422-O2 Mask	5	\$136.00	\$53.00	39%	\$53.00	39%
	A0398-Disposables	14	\$125.71	\$50.07	36%	\$44.56	31%
	A0382-Disposables	2	\$74.00	\$0.00	0%	\$0.00	0%
	A0394-IV Set Up	6	\$74.00	\$11.67	16%	\$11.67	16%
United Health Care -- Salt Lake City	A0426-ALS NE	1	\$1,010.00	\$1,010.00	100%	\$909.00	90%
	A0427-ALS E1	8	\$978.13	\$978.13	100%	\$753.00	78%
	A0425-Mileage	9	\$327.89	\$327.89	100%	\$290.32	79%
	E0601-CPAP	1	\$227.00	\$0.00	0%	\$0.00	0%
	93041-EKG Monitor	4	\$140.00	\$47.50	34%	\$43.75	31%
	93005-EKG 12 Lead	3	\$140.00	\$93.33	67%	\$88.67	63%
	A0422-O2 Mask	5	\$136.00	\$80.20	59%	\$42.26	31%
	A0398-Disposables	12	\$108.08	\$71.75	73%	\$55.15	57%
	A0394-IV Set Up	9	\$85.67	\$69.22	78%	\$53.08	59%



ENFORCEMENT COMES FROM THE PROVIDER





INSTANT
GRATIFICATION IS NOT
AN OPTION...

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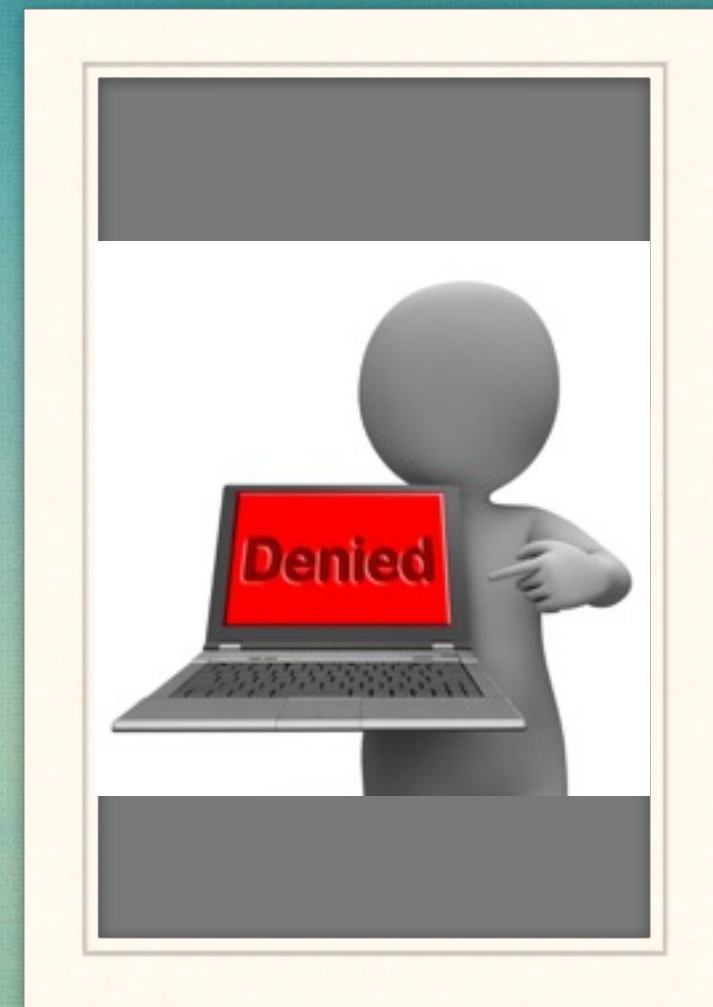
2 EFFECTIVE DENIALS MANAGEMENT

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DENIALS MANAGEMENT

- Associating a dollar value to DSO on Clean Claim VS Non-Clean Claim
- Goal: Reduce Admin Hours





BENCHMARKING IS ONLY THE STARTING PLACE

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**“In God we trust.
All others must
bring data”.**

W. Edwards Deming



DRILL INTO YOUR DATA

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LET'S TAKE A 10-MIN. BREAK





For more tips, visit *reimbursement answers .com*



ReimbursementAnswers.com
Strategic Ideas. Proven Results.

with Asbel Montes

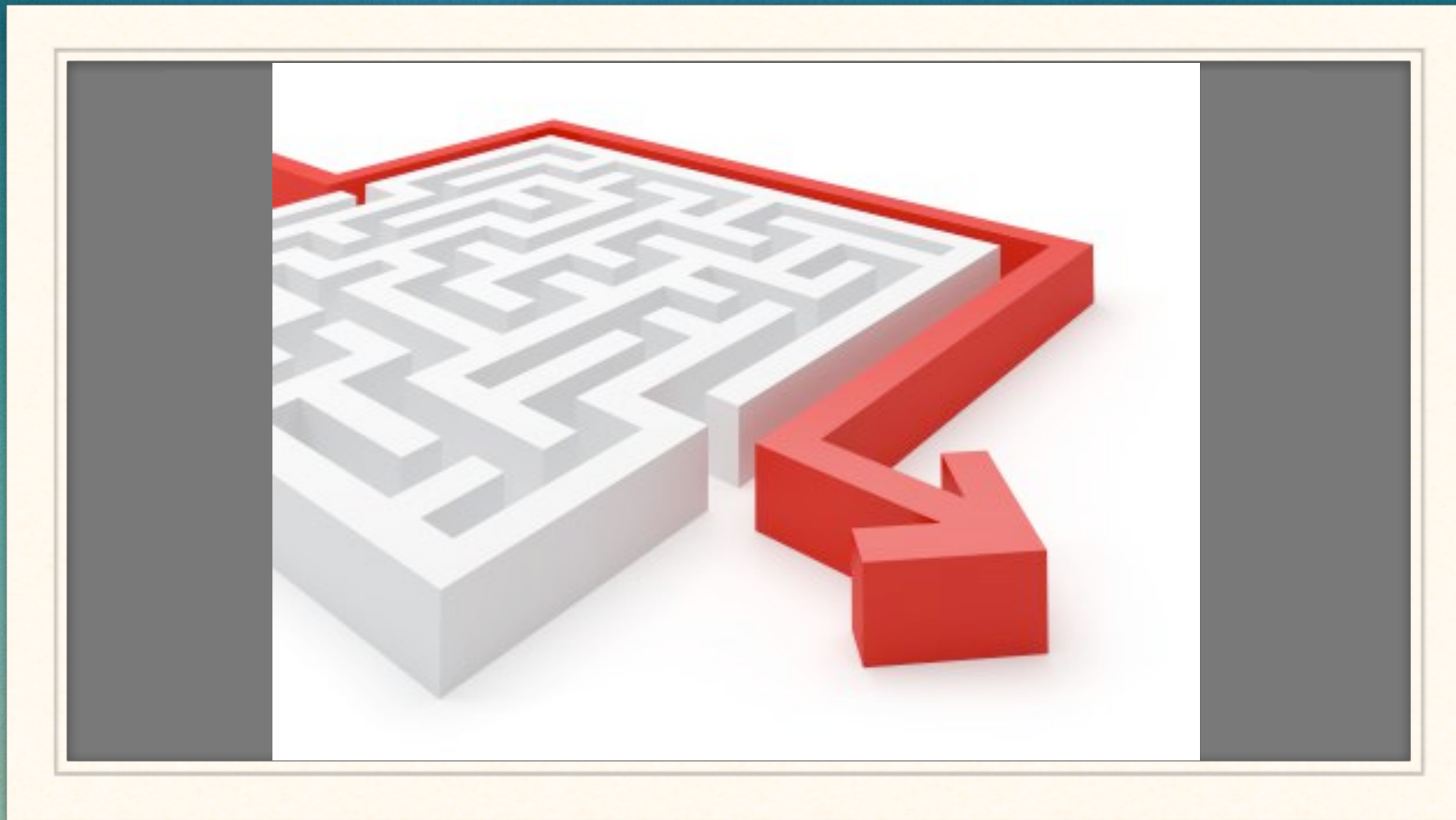


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3 IMPROVED SELF-PAY STRATEGIES

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BALANCE-BILLING: THE PATH OF LEAST RESISTANCE





IS SELF-PAY ON THE RISE?

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**Emergency Total**

	# of Self Pay Invoices	Sum of Charges	Sum of SP Pmts	% SP Pmts	Sum of CA/EO Pmts	% CA/EO Pmts	TOTAL SP Pmts	TOTAL % of SP Pmts	# of Total Invoices	% of Self Pay Invoices
LA	164,717	\$ 237,535,489.04	\$ 3,898,667.57	1.6%	\$ 4,010,939.30	1.7%	\$ 7,909,606.87	3.3%		
2009	25,267	\$ 29,749,549.11	\$ 605,058.83	2.0%	\$ 713,737.68	2.4%	\$ 1,318,796.51	4.4%	182,998	13.8%
2010	25,535	\$ 32,546,803.79	\$ 723,511.10	2.2%	\$ 760,718.31	2.3%	\$ 1,484,229.41	4.6%	190,193	13.4%
2011	25,943	\$ 36,948,052.04	\$ 637,502.09	1.7%	\$ 881,186.05	2.4%	\$ 1,518,688.14	4.1%	200,036	13.0%
2012	27,419	\$ 40,779,682.77	\$ 668,536.61	1.6%	\$ 778,635.39	1.9%	\$ 1,447,172.00	3.5%	211,337	13.0%
2013	28,247	\$ 43,815,702.10	\$ 649,456.44	1.5%	\$ 559,248.52	1.3%	\$ 1,208,704.96	2.8%	211,576	13.4%
2014	32,306	\$ 53,695,699.23	\$ 614,602.50	1.1%	\$ 317,413.35	0.6%	\$ 932,015.85	1.7%	223,913	14.4%
TX	49,600	\$ 73,650,301.83	\$ 1,032,679.01	1.4%	\$ 978,195.51	1.3%	\$ 2,010,874.52	2.7%		
2009	4,744	\$ 5,894,837.06	\$ 87,722.44	1.5%	\$ 101,669.00	1.7%	\$ 189,391.44	3.2%	25,444	18.6%
2010	7,375	\$ 9,957,580.06	\$ 164,175.45	1.6%	\$ 139,122.62	1.4%	\$ 303,298.07	3.0%	40,940	18.0%
2011	8,399	\$ 12,047,883.58	\$ 180,243.61	1.5%	\$ 212,553.20	1.8%	\$ 392,796.81	3.3%	50,429	16.7%
2012	8,846	\$ 13,491,817.51	\$ 199,789.36	1.5%	\$ 222,250.00	1.6%	\$ 422,039.36	3.1%	62,048	14.3%
2013	9,216	\$ 14,523,896.36	\$ 201,029.87	1.4%	\$ 180,199.96	1.2%	\$ 381,229.83	2.6%	68,142	13.5%
2014	11,020	\$ 17,734,287.26	\$ 199,718.28	1.1%	\$ 122,400.73	0.7%	\$ 322,119.01	1.8%	78,186	14.1%
MS	12,401	\$ 16,262,558.98	\$ 206,120.75	1.3%	\$ 192,348.74	1.2%	\$ 398,469.49	2.5%		
2009	1,849	\$ 2,098,086.38	\$ 19,423.42	0.9%	\$ 37,091.00	1.8%	\$ 56,514.42	2.7%	9,136	20.2%
2010	1,989	\$ 2,491,660.52	\$ 28,504.84	1.1%	\$ 34,176.27	1.4%	\$ 62,681.11	2.5%	10,040	19.8%
2011	1,926	\$ 2,517,276.26	\$ 56,422.09	2.2%	\$ 41,073.99	1.6%	\$ 97,496.08	3.9%	10,024	19.2%
2012	1,957	\$ 2,658,353.75	\$ 31,599.91	1.2%	\$ 28,127.24	1.1%	\$ 59,727.15	2.2%	10,373	18.9%
2013	2,395	\$ 3,280,315.62	\$ 38,257.63	1.2%	\$ 31,615.58	1.0%	\$ 69,873.21	2.1%	10,771	22.2%
2014	2,285	\$ 3,216,866.45	\$ 31,912.86	1.0%	\$ 20,264.66	0.6%	\$ 52,177.52	1.6%	11,001	20.8%
Grand Total	226,718	\$ 327,448,349.85	\$ 5,137,467.33	1.6%	\$ 5,181,483.55	1.6%	\$ 10,318,950.88	3.2%	1,606,587	14.1%



CONTROL SELF-PAY
SO IT DOESN'T
CONTROL YOU

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ADVANCED SELF-PAY STRATEGIES

- Not every bill is the same.
- Targeted membership programs
- Early-out Vendors



ADVANCED SELF-PAY STRATEGIES

- First Placement Collections - Score Card
- Partner with agencies already in your hospital and local utility companies



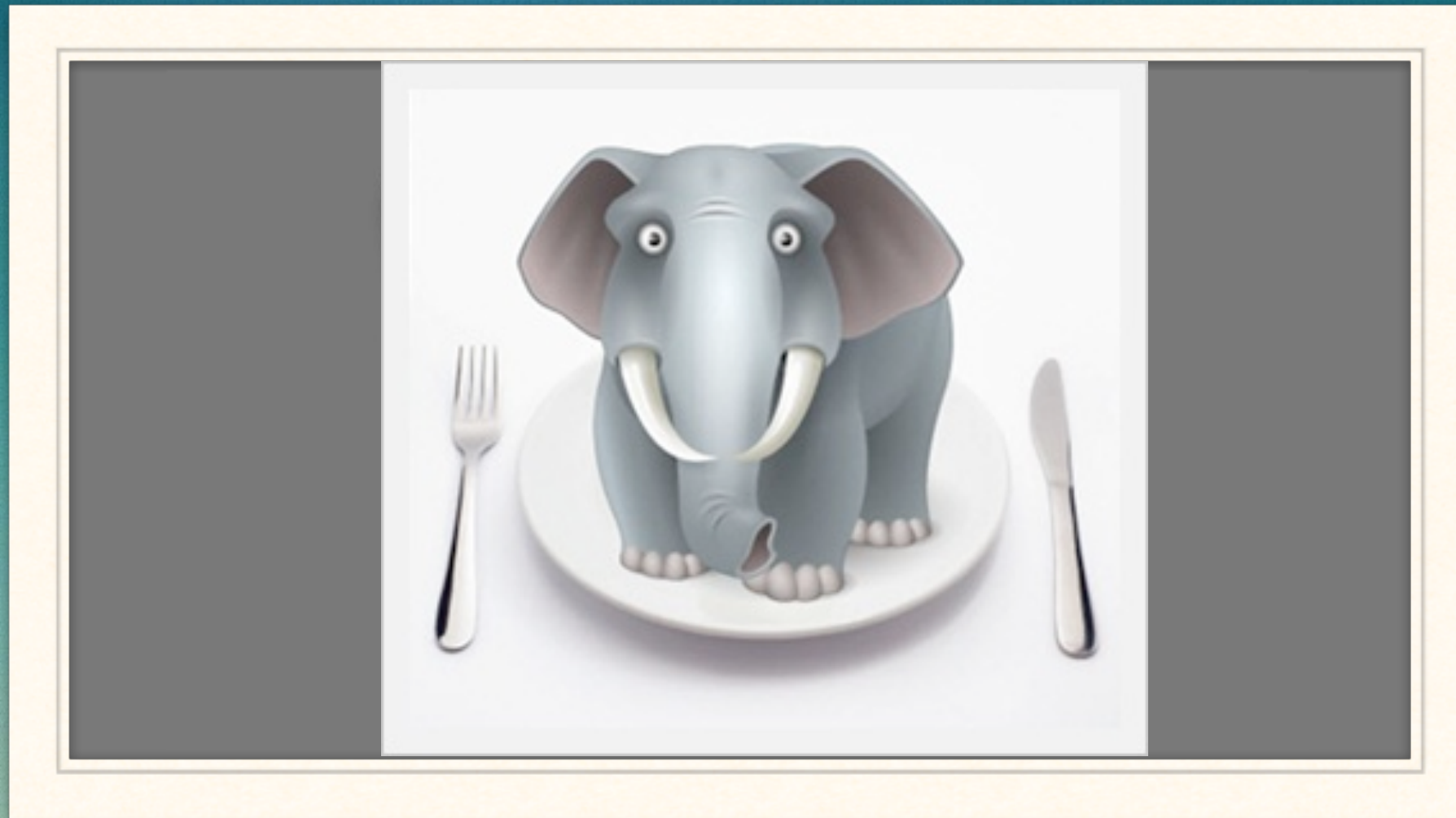
ADVANCED SELF-PAY STRATEGIES

- Upfront Demographic Scrubbing
- Retro-Active Scrubbing
- Deductible Management



ADVANCED SELF-PAY STRATEGIES

- Screening Non-Emergency Calls
- Insurance Paying The Patient



SO... WHAT NOW?

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staff@reimbursementanswers.com

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ARE YOU SETTLING?

KNOWING WHEN TO FIGHT FOR MORE



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