

# PMI Basics: Collections for Medical Office Professionals

Create a simple, effective collections system that gets results

Learn a systematic approach that will improve collections success.



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## Reasons to Attend

- 1 Adopt a manageable, trackable system that gets results without negatively affecting patient relations.
- 2 Learn new strategies for educating patients about their financial responsibility.
- 3 Understand prompt-pay laws to avoid problems and improve success.
- 4 Put a failsafe process in place to address payment before the patient arrives, when present in the office and after the patient has left.
- 5 Ensure that your collections are handled ethically and in the most efficient and legal manner.

# Get answers for how to handle some of your toughest collections issues.

Attend this class to improve collections knowledge. The instructor will share tips and resources designed to help patients understand and manage their financial responsibilities.

## Class Highlights:

- Dissect each stage of the collections process
- Overview of AR management and collections
- Steps for obtaining accurate patient information
- Explanation of pre-verification vs. pre-certification
- Steps to educate patients on payment policies
- Strategies to secure timely payment
- Develop patient responsibility statements
- Review options for payment plans and financial arrangements
- Implementing policies on payment options and collections
- Look at the true cost of statements to your operational budget
- Receive instruction on the legal do's and don'ts of telephone collections
- Set benchmarks and goals for collections
- Learn how to read an aging report
- Rules and guidelines for extending professional courtesies
- Strategies for handling difficult collections situations

## Who Should Attend

Newly placed reimbursement personnel and front desk staff will benefit from this course. Office managers and administrators charged with training reimbursement personnel are also encouraged to attend.

## Prerequisites

This is a basic-level course. No prior training is required.

## What to Bring

No supplementary materials are required for this course.

## Continuing Education



Continuing Education credits are awarded for attendance at this program. See PMI's web site for further details.

## Practice Management Institute

Practice Management Institute® (PMI) teaches physicians and their staff how to properly navigate complex healthcare issues and secure every dollar rightfully due. PMI programs focus on solutions for coding, reimbursement, compliance and practice productivity. These training programs have been hosted in leading hospitals, medical societies and colleges across the U.S. for more than 30 years.

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## PMI awards certification by exam in four administrative areas:



Certified Medical **Coder** (CMC)®



Certified Medical **Insurance Specialist** (CMIS)®



Certified Medical **Office Manager** (CMOM)®



Certified Medical **Compliance Officer** (CMCO)®