Patient Collections and A/R Management

Keep your dollars flowing in the right direction.

Practice Management Institute
8242 Vicar Dr.
San Antonio, TX  78218

Improving the business of medicine through education
Who Should Attend
Anyone involved in the reimbursement process will benefit from this course. Office managers and administrators charged with training personnel and monitoring A/R are encouraged to attend.

Prerequisites
The content covered in this course assumes a basic to intermediate understanding of collections and billing principles.

What to Bring
No supplementary materials are required for this course. Bring questions and get answers on how to handle some of your toughest collections issues.

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 staffs how to properly navigate complex health care 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.

Class Highlights:
• Review each stage of the revenue cycle and the unique staff roles and processes
• Develop financial policies that provide clear, consistent direction for patients and staff
• Discover obstacles to meeting your goals and how to overcome
• Value of timely invoicing and the impact on your billing cycle
• Dissect each stage of the collections process
• Overview of A/R management and collections
• Steps for obtaining accurate patient information
• Steps to educate patients on payment policies
• Strategies to secure timely payment
• 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

Billing staff walk a fine line between promoting patient satisfaction and enforcing accurate, timely payment policies.

Reinforce your bottom line with this comprehensive review of effective A/R policies and procedures.

Reasons to Attend

1. Adopt a process that measures and monitors collections efforts while remaining patient-centered.
2. Understand your state’s prompt-pay laws to avoid problems and improve success.
3. Implement a fail-safe process to address payment before the patient arrives, when present in the office and post visit.
4. Ensure that your collections are handled ethically, efficiently and legally.
5. Learn to detect and prevent embezzlement and fraudulent activities with end-of-month reports.

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)®

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