

Patient Collections and A/R Management

Keep your dollars flowing in
the right direction.



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of medicine since 1983

If your office is experiencing a decreased reimbursement cycle, it is time for an A/R management intervention!

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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.

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.

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 how to overcome obstacles and meet your goals
- Value of timely billing and the impact on your revenue 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

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

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