

Home Care Billing



Potential Benefits to You:

- ▶ Improve cash flow
- ▶ Avoid lost payments due to billing errors
- ▶ Clean up backlog of unpaid claims
- ▶ Train billing staff to understand & comply with regulations
- ▶ Create more time to focus on delivering patient care

Solutions from BKD Health Care Group

Many home care agencies have turned to BKD Health Care Group for billing and accounts receivable recovery services. Our team of home care consultants can help you get back on track and improve your cash flow and billing operations.

Billing Outsourcing Services

Inexperienced or improperly trained billing personnel can unwittingly create cash-flow difficulties for your agency because of inappropriately suspended, paid or denied claims. Your agency also may face fraud and abuse issues if billing personnel do not understand the complexities of Medicare and its impact on the billing process. Too often, the mentality has been “as long as the claim was paid, I must have billed it okay.”

Today’s increased scrutiny of home care billing practices by federal agencies has made this behavior even more unwise. Ignorance of the law is no protection against civil, criminal and/or administrative penalties.

BKD Health Care Group consultants can bill your agency’s home health and hospice Medicare, Medicaid, commercial insurance and private-pay services to the appropriate payers, including insurance copay and deductible amounts and individual patients. We also can review your supporting documentation and recommend ways to improve your regulatory compliance.

Our expertise allows us to complete the billing process for your agency quickly, resulting in increased cash flow because of fewer suspended claims and faster claims payment.

We can maintain the accounts receivable data for each patient and provide you with accurate and current financial logs and agings. Our reports provide, at a glance, expected dollars and dollars received period to date.

Accounts Receivable Recovery

Turnover in your business office, lack of proper

training and failure of business office personnel to followup on unpaid claims can quickly result in a backlog of outstanding claims.

Too often, home care billing personnel do not have the time or the expertise to research and resolve claim problems. Timely filing limitations can turn your unpaid claims into write-offs.

BKD Health Care Group consultants can help your agency get back on track with these accounts receivable recovery services:

Your Questions...Our Expertise

- Are your days in accounts receivable consistently high?
- Do you have a backlog of unpaid claims to resolve?
- Is your staff trained to properly bill Medicare under PPS?
- Do billing functions take time that could be devoted to your agency’s patient care?
- Are your claims being paid correctly?
- Do your billing procedures comply with federal and state regulations?
- Does your software provide adequate reporting of accounts receivable and other critical billing information?
- Are these or other problems hindering your agency’s cash flow?

“ I had been doing our Medicare billing myself but now it is all handled by BKD. There are many technical issues with billing, and you have to be exactly right to get reimbursed. I've never had a problem getting reimbursed since BKD has taken over. Their professionals are very reliable and easy to work with. ”

—Jessie Banks, Administrator
Caring Hearts, Inc., Topeka, Kansas

- Identify your outstanding claims
- Resolve problems resulting in nonpayment
- Train billing staff to prevent future accounts receivable problems

Revenue Recovery

Since Medicare home health became subject to the prospective payment system, your agency may have unknowingly lost thousands in episode payments due to billing errors and inappropriate payment adjustments. Common errors include incorrect billing of significant change in condition payment adjustments and episodes inappropriately downcoded for low therapy utilization.

With many layers of complexity in the billing process, many agencies have found that even a small number of billing errors have resulted in significant payments losses. Here's how BKD Health Care Group can help your agency recover lost payments:

- Identify incorrectly paid episodes
- Assist your staff in correcting payment errors
- Train your billing and clinical staff to prevent future payment errors

Other Billing Services

Billing Operations Enhancement - Review of billing process to improve cash-flow efficiency and assess state and federal regulatory compliance.

Billing Compliance Audits - Identify areas of risk in your billing office and clinical records and recommend improvements.

Billing Training - Tailored training for your billing personnel on basic and advanced billing issues.

Independent Review Organization (IRO)

Designation - Home care organizations that enter into a corporate integrity agreement (CIA) with the Department of Justice typically must contract with an IRO, as stipulated in the CIA, to provide independent verification they are complying with the terms of the CIA.

Our approach to acting as an IRO and providing an independent verification, as required by the CIA, uses cost-effective techniques customized to your CIA. We apply our experience with coding and billing and auditing to perform the required testing of the CIA.



Beyond Your Numbers

BKD Health Care Group would like to take you beyond your numbers by applying our technical expertise, unmatched client service and disciplined delivery of solutions to your management and financial needs. We are committed to delivering results with integrity: solutions that are ethical, timely and affordable. Let us take you beyond your numbers.

About BKD Health Care Group

BKD Health Care Group is a division of **BKD, LLP**, one of the top 10 CPA and advisory firms in the U.S. and the choice for thousands of health care providers nationwide.

Our team of approximately 200 consultants includes accountants, reimbursement consultants, professionals with intermediary or clinical experience, nursing home and hospital administrators, strategic planners, systems managers, employee benefits consultants, operations managers and tax advisors.

We help providers go beyond their numbers with solutions to improve financial



and operational performance, comply with government regulations and streamline business processes. Among the providers we work with are hospitals and health systems (both urban and rural), integrated delivery systems, nursing and assisted living facilities, home health and hospice agencies, rehab organizations, community health centers, rural health clinics, physicians and groups and primary care networks.

We are committed to representing our clients' interests and to keeping them informed through our **Health Care News** newsletter, seminars, special **Alerts** and face-to-face presentations.



For a complete list of our offices and subsidiaries and their contacts, visit:

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