

# BILLING FOR SNFs

experience **insight** // Skilled nursing facilities (SNFs) face a variety of regulatory and economic challenges. BKD has the expertise to help. SNFs turn to BKD National Health Care Group for accounts receivable recovery services and electronic billing services. Our team of health care consultants can help you get back on track and begin receiving a steady flow of cash for services delivered.



## ACCOUNTS RECEIVABLE RECOVERY

Turnover in your business office, lack of proper training and failure of business office personnel to follow through on unpaid claims can quickly result in a backlog of outstanding Medicare and coinsurance claims.

Even the Medicaid billing process can turn into a cash flow problem for your SNF if Medicaid-pending patients and potential third-party liability issues are not addressed and resolved.

Too often, SNF billing personnel do not have the time or the expertise to research and resolve claim problems. Coinsurance claims may not be filed because billing personnel have trouble identifying the proper party to bill. Timely filing limitations can turn your unresolved or unbilled claims into write-offs if not resolved within an appropriate period of time.

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

- Research your outstanding claims
- Identify problems resulting in nonpayment
- Make the appropriate corrections online with the Medicare Administrative Contractor (MAC)
- Identify the proper coinsurance payors and bill these claims for your SNF
- Resolve situations that have resulted in nonpayment of Medicare and Medicaid claims

## BILLING SOLUTIONS

Inexperienced or improperly trained billing personnel can unwittingly create cash flow difficulties for your SNF because of inappropriately suspended or denied Medicare claims. Your SNF also may face fraud and abuse issues if billing personnel do not understand the complexities of Medicare and its impact on the SNF 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 SNF 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 for the SNF.

BKD National Health Care Group consultants can bill your SNF's Medicare Part A and Part B services monthly to the appropriate MAC. We also can review your supporting documentation and recommend ways to improve your compliance with Medicare coverage issues.

## BILLING OUTSOURCING LEADER

Our expertise and use of batch billing processes allow us to complete the billing process for your SNF quickly after month's end, resulting in increased cash flow because of fewer suspended claims and faster turnaround.

590 ADVISORS 

Experience a clear point of view from approximately 590 professionals focused on the health care industry.

“BKD has provided professional services for our facility since 1980. Obviously we have been very satisfied over these years. Professionalism, vast knowledge in long-term care business, courtesy and friendship are the things that first come to mind when I am asked about BKD. To our facility, along with excellent auditing services, they have provided Medicare billing, including utilizing their nursing staff to help us realize full billing potential. Their staff have been quick to notice any abnormalities in our business practice and provide support to correct the issue. I feel very fortunate to have BKD as a resource.”

**Lorena Hill**

**Administrator**

*Lawrence County Manor*

We can maintain the accounts receivable detail for each Medicare resident and provide you with accurate and current Medicare logs. Our reports provide, at a glance, expected dollars and dollars received for the period to date. We also will bill third-party payers for Medicare coinsurance and deductible amounts and provide your SNF with information to bill private-pay residents.

**RELATED BILLING SOLUTIONS**

**MEDICARE BILLING TRAINING** // Tailored training for your billing personnel, focusing on basic and advanced billing issues.

**MEDICARE CLINICAL TRAINING** // In-depth training for your clinical staff on the Medicare payment system to help them understand and properly code and document.

**BUSINESS OFFICE REVIEWS** // Pinpoint areas of inefficiency and billing practices that may not comply with federal and state requirements.

**BILLING COMPLIANCE AUDITS** // Help identify areas of compliance risk in your billing office and clinical records and recommend improvements.



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 Brian Hickman // Partner // [bhickman@bkd.com](mailto:bhickman@bkd.com) // 417.865.8701  
 Jon Unroe // Partner // [junroe@bkd.com](mailto:junroe@bkd.com) // 713.499.4600  
 Chris Murphy // Partner // [cmurphy@bkd.com](mailto:cmurphy@bkd.com) // 918.584.2900

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**Experience insight** with a health care group that works with approximately 3,400 providers and has professionals trained in the industry.

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