

# HOME CARE & HOSPICE BILLING

experience **expertise** // Frequent regulatory requirements make the home care and hospice billing process increasingly complex. Home care and hospice agencies routinely turn to BKD National Health Care Group for billing outsourcing, accounts receivable recovery and other billing services. Our dedicated team of home care and hospice billing consultants can work to help you **improve your cash flow and billing operations.**



## BILLING OUTSOURCING SERVICES

Our team of home care and hospice billing consultants can facilitate your agency's billing function by providing billing outsourcing services. Our processes are designed to allow our consultants to routinely and timely bill primary and secondary claims to all payers, including:

- Medicare and Medicare managed care plans
- Medicaid and Medicaid managed care plans
- Commercial insurance plans
- Private and self-pay responsible parties

Our expertise allows us to complete the billing process quickly and accurately, allowing the potential for improved cash flow and payment accuracy. Our solutions include:

- Short-term or long-term billing outsourcing
- Help in implementing enhanced billing workflow
- Submission of claims to all or selected payers
- Electronic billing to most payers
- Follow up on unpaid or incorrectly paid claims
- Payment posting and maintenance of accounts receivable
- Routine financial management reporting
- Billing performance dashboard monitoring and reporting

The following illustrates the typical billing process responsibilities shared between BKD consultants and agency personnel.

## ACCOUNTS RECEIVABLE RECOVERY

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

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

Our team of home care and hospice billing consultants can help your agency get back on track with the following accounts receivable recovery services:

- Identifying and monitoring unpaid claims
- Researching and resolving unpaid claims
- Researching and resolving incorrect patient accounts
- Identifying and assisting in resolving ineffective billing procedures and processes
- Training billing staff to prevent future accounts receivable problems
- Providing progress management reports

## OTHER BILLING CONSULTING SERVICES

In addition to billing outsourcing and accounts receivable recovery, we offer a full range of billing consulting services.

**BILLING OPERATIONS ENHANCEMENT** // Periodic evaluation of your agency's billing operations is essential to financial success. Our services are designed to systemati-

250 CLIENTS

**Experience guidance** from a firm that serves approximately 250 home care and hospice providers and has professionals trained in the industry.

“ I outsourced our Medicare billing to BKD, and within six months, I was able to eliminate a \$500,000 line of credit at the bank. The improvement in cash flow removed a source of constant worry for me and allowed me to focus on providing the highest level of care to our patients. Outsourcing the billing to BKD is one of the best business decisions I have made. ”

**Andy Beedle**

**President/Director**

*State Home Care Services, Inc.*

cally assess your agency's billing operations for opportunities to improve cash-flow and process effectiveness.

**BILLING COMPLIANCE AUDITS** // Billing regulatory requirements continue to evolve, making it critical to periodically evaluate your agency's billing operations and clinical records for potential compliance risks. Our services can be performed in collaboration with legal counsel, internal or external corporate compliance officials and agency leadership to assess, quantify and advise on potential risks. We are also experienced as independent review organizations for agencies subject to corporate integrity agreements with regulatory authorities.

**BILLING TRAINING** // Well-trained and skilled billing personnel are essential to agency success. Whether training needs are results of personnel turnover, new billing regulations or just a need to brush up on the basics, our training can be tailored to your agency's needs.

## POTENTIAL BENEFITS TO YOU

- Improved cash flow and payment accuracy
- Reduced billing errors and write-offs
- Cleaned up backlog of unpaid claims
- Optimized billing processes and reduced risks
- Improved personnel competency
- More time to focus on delivering patient care

	Typical BKD Responsibilities	Typical Agency Responsibilities
a.	Developing and facilitating routine billing workflow	Collaborating in development of routine billing workflow
b.	Using billing authorization for claims filing and payment resolution	Determining correct payer and obtaining payer authorizations
c.	Initiating, monitoring and reconciling all prebilling audit approvals	Conducting all prebilling audit activities
d.	Billing claims to all payers according to routine schedule	Conducting all medical record activities
e.	Following up on and resolving unpaid or incorrectly paid claims	If necessary, pursuing collections through legal action if necessary
f.	Posting and reconciling all payments to patient accounts	Depositing all payments received
g.	Notifying agency and tracking of payer medical review requests	Responding to payer medical review requests
h.	Reconciling routine billing activity and assisting in month-end financial reporting	Ensuring billing data is captured timely and accurately for month-end reporting
i.	Facilitating routine meetings with agency personnel to assess billing processes	Collaborating routinely with BKD consultants to assess billing processes
j.	Monitoring and tracking of reportable credit balances	If necessary, refunding credit balances
k.	Billing claims according to payer contractual arrangements	Negotiating contracts with payers
l.	Monitoring billing operations performance goals	Collaborating to achieve billing operations performance goals



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