

OUTPATIENT HOSPITAL SERVICES

All aspects of the Outpatient billing process are the same as the Inpatient services offered to the client, except that due to the increase in volume we are not afforded the luxury of obtaining the complete hard copy patient record/file. Therefore it becomes necessary to maintain a highly trained field force that is able to act as an extension of the clients business office in order to provide us with necessary information and documentation, such as emergency room records, original signed insurance claim forms, etc. In addition, our staff will be responsible to obtain and copy all remittance statements provided by all Insurance Companies.

In the event that there is a necessity for a large project where accounts need to be resubmitted to various insurance companies, the Patient's files can be downloaded from any Hospital patient accounting system to our billing system, via tape/disk. For this process to occur it is necessary to have communication with the Hospital's computer department for file specifications.

Because of the HMO population and growing problems with the number of claims submitted and not resolved, we have spent and are still spending time obtaining contacts with various Insurance Companies. This gives us the ability to have unresolved claims adjudicated in a faster time frame than normal.