Out-Source Billing Considerations

When weighting the advantages to the disadvantages of out-sourcing your billing consider these things:

- Typically a billing company will charge a percentage of collections.
 - Will that percentage include charges from the clearinghouse for claim submission, eligibility verification, electronic remittance advices, electronic patient statements, etc.?
 - How does the overall cost compare to keeping billing in-house
- Will you need to change your current billing system?
- Will the account data be real-time or will there be a lag?
- Will the clinic/practice be entering charges or will the billing company?
- Will all payments continue to come to the clinic/practice?
- How is data exchanged?
- What levels to billing services are offered and included with:
 - Claim management
 - Patient statements
 - o Insurance account receivable follow-up and appeals
 - Patient account receivable follow-up, e.g. letters, calls and collections
 - Charge entry
 - Payment posting, mail, ERA/EFT
 - o Patient calls
 - Payer contracts
 - Credentialing
 - Credit card reconciliation
- Is the company HIPAA compliant?
- What is the number of staff that will be assigned to your account?
- Is the staff appropriately trained to handle your accounts?
- Check references
 - Does the company have the expertise and experience
 - What is their client's average collection ratio
 - Check with the Better Business Bureau
 - Call at least three of their current clients with a similar size and type of practice/clinic as yours
 - Search the internet for negative feedback
- Review the contract:
 - Is there a no-risk trail period

- O How long is the contract commitment, renewal dates
- O What would it take to disengage from the contract
- What happens to the account data if you decide to disengage? Will there be charge to get your data if it is not stored in-house? In what format and what time-line can you expect to receive your data?
- O How is the old account receivables worked through?