

Supervision of Dental Billing & Accounting



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10 Supervision Tips of Dental Billing & Accounting

Consider other businesses; there is a managerial structure in place that demands reporting, accountability, and results. Just the opposite exists in a dental office. Most Dentists lack managerial knowledge of their practice management system, reporting, and the financial baseline expectations for a dental practice in the area of accounts receivable, claims processing, and insurance receivables. The lack of knowledge in this area results in Dentists being at the mercy of their team and their skills. The dental billing is an on-the-job trained position and knowledge, as well as, lack of it, is passed on. Since most Dentists also lack the dental billing knowledge, it is the blind leading the blind. Dentists cannot leave their entire financial structure to unsupervised productivity. The dental billing and accounting impacts cash flow and the health and wealth of the practice.

Here are the basic rules for the Dental Office Billing, Accounting, and Supervision.

1. Dental Accounting (claims submission, claims follow-up, patient statements) is a job that needs to be performed every day.
2. Reports need to be run weekly: Industry standard is no more than \$5,000 in over 30 days total unresolved claims and \$3,000 in unpaid patient balances over 30 days for every 80,000 of monthly production. Carve out 1 hour per week to meet with the person doing your dental billing. They should have reports for you: status on ALL unresolved claims over 30days, amount of unresolved claims over 30 days, amount of unpaid patient balances over 30 days. Keep the reports from week to week. Expect insurance payments in 3 weeks. Expect patient payments in 1 month.
3. Patient co-pays MUST be collected at time of service or NO service is performed
4. Diagnosis documented and supporting documentation must be collected prior to indirect procedures, perio, or surgical procedures or you DO NOT proceed with the procedure.
5. Claims submission is performed daily. Batch claims, attach supporting documentation, and submit daily or you are delaying the insurance processing process. Use electronic claims service and attachment service to speed up processing and payment. Track how many claims never make it to the insurance company

because they were mailed by the electronic claims service or your office. Then call the insurance company to complain if you notice a trend.

6. Insurance verification is done 3 days prior for ALL hygiene patients. All new patients and emergency patients are verified and setup as they make the appointments. Use a benefits verification sheet to obtain plan specific clauses that match your frequent procedures. Correct plan setup is a must and team must be trained in this area. Use a verification service that with a click of a button verifies patients from the schedule. It will not necessarily tell you plan breakdown but it will tell you they have active coverage. It stinks when you make agreements with the patient for treatment, counting on insurance portion that they do not have.

7. If insurance check goes to the patient, and you want to wait for the patient to bring it in, give the patient 30 days to provide the check. If the account is unpaid at 30 days send them a statement with balance due in 10 days. Create a column in your schedule for office messages. This is where you can put patients to be called for various reasons like collections and scheduling. It's a reminder of a "call appointment". We call this a to-be-called column.

8. When EOBs are entered and there is a remaining balance, call the patient after you enter the insurance check payment, and ask to resolve the balance over the phone with a credit card. If you do not reach the patient send a statement. Statements should be going out daily.

9. Sound financial agreements must be drafted, signed by patients, and retained so that clear patient responsibility exactly what was discussed prior to procedure is documented.

10. Write-offs of patient balances after insurance payment resolves are illegal and must be collected by the office from patients

If you feel that you do not have the manpower, team skill, or ability to supervise the dental billing and accounting, your dental billing an accounting should be outsourced. Please call us at [\(800\) 652-3431](tel:8006523431) or visit our website for more information www.dentalclaimscleanup.com

Hope This Helps!
Dr. Dorothy Kassab

Reasons Why Outsourcing Dental Billing Makes Sense

Expertise & COMPLETE dental billing service

Our account specialists are highly qualified individuals that have been strategically hired for their skill to ensure results, efficiency, and productivity. They come with years of experience. We only hire account specialists with at least 5 years of experience. We provide you with a dedicated account specialist to your office who has highest expertise in the dental billing field and works with the support of many other account specialists at Dental Claims Cleanup. We are unlike other services that use entry level data entry technicians may not understand dental terminology, coding, or insurance plan clauses. We have 3 full time Dentist on staff that provide clinical advise, coding suggestions, claim examination, and supporting documentation support. The accounts specialists often work together on strategies to improve client's accounts and it is this effort that produces optimal results. We provide a complete line of services in the dental billing field and are not limited only to benefits verification or EOB breakdown like other services. Our services are designed to provide your office with a virtual Dental Team that handles ALL of your dental billing needs or you can hire us to do something specific but you will still benefit from the support in all other areas as needed.

Employees not Independent Contractors

Our account specialists are employees of Dental Claims Cleanup that perform with highest competency. We do not hire independent contractors that make independent decisions. We do not outsource or subcontract oversees. Our account specialists all follow the highest standards and protocols set forth by Dental Claims Cleanup. These systems were carefully established based on years of experience running several successful dental offices, various dental consulting systems implementations, and methods proven to produce results in keeping cash flow HIGH & accounts receivable LOW. Strategies are in place to ensure

insurance claims approval and fast payments to our clients.

Productivity reporting and Supervision

Internally, our account specialists have goals set forth based on years of statistics benchmarks. All statistics are reviewed internally weekly and with the clients to demonstrate success and productivity. We compare statistics across similar office operations to make sure that there is constant progress and goals are met. We guarantee results to bring your unresolved dental claims & patient balances down to \$5,000 range for every \$80,000 of monthly production. We strive to do this in no more than 6 months to bring your accounts down to a manageable level and put the money you earned in your bank account.

Dr. Dorothy Kassab

President

Dental Claims Cleanup

3649 Erie Blvd East, Unit 10

Dewitt, NY 13214

(800) 652-3431

contact@dentalclaimscleanup.com

www.dentalclaimscleanup.com