



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

**Keys to Optimizing Peak  
Financial Performance**

**Nancy Babbitt, FACMPE**

*Best Practice Management for Better Healthcare and Financial Success*

## Objectives

Prevent no shows  
Ensure clean claims  
Coding at the right level  
Avoid missing charges



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## Evaluate Current Processes

- No Show rate
  - Physician/Provider
  - Patient Name
  - Insurance Type
  - Appointment Time
  - Appointment Date (day of the week)
  
- Staff / Provider input and involvement



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## **No Show Policies**

- Reminders calls
  - Automated or Personal contact
  - How far in advance
- Message/Script
- Access reasonable for specialty
  - Triage at scheduling
  - Mid-level cost effective for access



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

## **No Show Policies**

- Definition of no show and consequences
- Tracking system for contact rate
- Tracking system for no shows



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

## No Show Codes

Code	Description
NC	No show, confirmed, spoke with patient
NU	No show, unconfirmed, left message
PS	Patient cancelled, same day
P1	Patient cancelled, 24 hours notice or less
P2	Patient cancelled, 48 hours notice or less
RS	Patient rescheduled, same day
R1	Patient rescheduled, 24 hours notice
OG	Office cancelled
OR	Office rescheduled
DC	Doctor/Provider cancelled
EX	Patient deceased



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

*MGMA Connexion, January 2013, page 48*

## Checklist to AVOID No Show's

- Preferred communication method
  - Email, text, phone (all numbers)
  - Confirm information @ time of scheduling
  - Patients repeat back appointment specifics
- Written posted policy, new patients signature
- Postcards/mailers few weeks in advance



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## Checklist to AVOID No Show's

- Print future appointments –eliminate legibility issues
- Post future appointments online patient portal
- Schedule accurately – value patients time



BABBITT & ASSOCIATES  
Medical Practice Management Consultants



## **Checklist to AVOID No Show's**

- Repeat offenders
  - Schedule time slot that has less effect
  - Limit appointments
- Considering over or double booking
- Consider open or advanced access scheduling
- Develop personal relationships



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

## Checklist to AVOID No Show's

- Thank patients who cancel reschedule in advance of your no show policy
- Call “no show” patients to reschedule
- Send missed appointment letters
- Call list “short notice” patients



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## ***Before No Show Fee / Incentives / Disincentives***

- Check managed care contracts and government plans to see if prohibited
- Clearly defined written policy
- Comprehensive patient communication plan
- Protocol on how to handle challenges



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## ***Before No Show Fee / Incentives / Disincentives***

- Assess clinical risks of all policies
- Internal policies to collect fees or give incentives
- Can you use current software to track
- Create communication protocol for discharged patients with referring physicians, if clinically appropriate



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## **Disincentives / Incentives for No Shows**

- Pre-payment of next visit
- “On time” or 15 minutes before appointment
  - Discount on bill
  - Reward / Gift card drawing
- Charge and send bill for no show
- Discharge excessive no show patients



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

## **Disincentives / Incentives for No Shows**

- At scheduling, charge a nominal amount on their credit card to be used if they no show
- Miss future appointments, double nominal amount
- Report repeat offenders to insurance carrier



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

## Clean Claims – Scheduling

- Insurance card/s available during scheduling
  - Copy emailed/faxed prior to appointment
- Repeat information back to patient
- No insurance policy
- Required fields for pertinent demographics
- Patients verify coverage prior to scheduling



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## Clean Claims – Scheduling

- Staff verify coverage prior to scheduling
- Scheduler knows participating plans
- Scheduler knows policy for non-participating
- Referral/Authorization process



BABBITT & ASSOCIATES  
Medical Practice Management Consultants



## Clean Claims – Check In

- Update Insurance Card and Drivers License
  - Copy/scan at every visit
  - Compare insurance card to data in Practice Management System (PM)
  - Enter changes and document action
  - Compare license photo to patient in front of you



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## Clean Claims – Check In

- Eligibility check ALL visit types
- Verify primary and secondary coverage
- Updated or new patient information in PM



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## **Clean Claims – Billing and Collections**

- Contact patients prior to appointments to educate them on their portion of bill
- Prior authorization process
- Work internal edits before claim filed
- Work denials within 24 hours



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

## Clean Claims – Billing and Collections

- Use template letters for appeals
- Track denial types and denial rate
  - Medical necessity, diagnosis and coding
  - Timely filing
  - Duplicates
  - Additional information requested



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## **Coding at the right level**

- Use EHR functionality thoughtfully
  - Meet patient needs
  - Document services
  - Bill for what is documented
- Template set up and design



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

## **Coding at the right level**

- Educate and involve Physicians/Providers
  - Base on audit and trend findings
  - Understand field definitions
  - Payer and Billing requirements
  - Correct data entry



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

## **Coding at the right level**

- Common Errors – watch shortcuts
  - Charting by exception without asking all questions
  - Obvious abuse or overuse of templates
  - Conflicting information
- Over documenting to get to a higher code is considered fraud



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

## **Coding at the right level**

The coders adage....

“If it wasn’t documented, it wasn’t done!”

Has evolved into a different warning:

“If it wasn’t done, don’t document it.”

*MGMA Connexion September 2012; Code of Conduct*

  
**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants





## HIMSS Davies EHR Award Winning Case Studies

### 23 Provider Primary Care Group

E&M coding improvements = \$150,000 in  
additional billed charges annually

### 1 Provider OB-Gyn

99212 to 99213 increase 17%

New patient 10% increase

[www.himss.org/davies](http://www.himss.org/davies)



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## **Avoid Missing Charges**

- Education
- Communication
- Accountability



**BABBITT & ASSOCIATES**  
Medical Practice Management Consultants

## Avoid Missing Charges

- Technology
  - Consistency
  - Accuracy
  - Functionality – CPOE, linked codes, “e” superbill
- Benchmark CPT utilization
- Add to new employee orientation



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## Avoid Missing Charges

- Most Common – Ancillaries

### Sample Ancillaries Commonly Missed

Vaccines/Injections Codes

Injection Administration Codes

Tests/Procedures – electrocardiogram, pulmonary function

Labs/X-rays – Strep tests, throat cultures, urinalysis

Supplies



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## Avoid Missing Charges

- Routine Audits
  - Audit open encounters, procedures, tests
  - Use errors/trends for education topics
  - Track \$\$\$ and educate staff on losses
  - Educate on costs



BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## HIMSS Davies EHR Award Winning Case Study

Prior to EHR, **18% of charges** were lost due to errors associated with paper.

14 % of the procedures performed at the point of care escaped documentation on the paper

2 % of encounters were never submitted

2 % data entry errors

[www.himss.org/davies](http://www.himss.org/davies)

  
BABBITT & ASSOCIATES  
Medical Practice Management Consultants

## Action Steps

- Use and optimize
  - Business partners expertise
  - Technology functionality
- Train and Educate
  - Get ALL involved
  - Close communication, bi-directional
- Share data and results
- Celebrate Successes



BABBITT & ASSOCIATES  
Medical Practice Management Consultants



Thanks for attending!

---

**Nancy Babbitt, FACMPE**

Babbitt & Associates

[www.BabbittandAssociates.com](http://www.BabbittandAssociates.com)



BABBITT & ASSOCIATES  
Medical Practice Management Consultants