

THE DEBT COLLECTION MODULE: TRANSWORLD SYSTEMS INC. (TSI)

**EXERCISING THIS TOOL TO COMPLY WITH
AGED OPEN ITEMS ON THE ASM REPORT**

2009 Partnership Training Conference - Reno, Nevada

About the Speakers

Mike Buske

Transworld Systems District Manager

(281) 480-1977 work

(866) 480-2025 toll free

Mike.buske@transworldsystems.com

Loren Allison

Collections Department

Gallup Indian Medical Center

(505) 722-1463

Loren.allison@ihs.gov

Angela Pinto

Lead Billing Technician

Gallup Indian Medical Center

(505) 722-8878

Angela.pinto@ihs.gov

Overview of Discussion

- What is the debt collection module?
- How is the debt collection module operated?
- The reports generated from the debt collection module
- An overview of the whole debt collection process.
- Denial Management of aged open items on the ASM report
- Key Advantages and Learning
- Questions and Answers

What is the Debt Collection Module?

- The debt collection module is a software solution that improves the follow up of outstanding aged open items on the aging summary report.
 - **(i.e. Private insurance accounts, non beneficiary)**
- Due to the Unified Financial Management System (UFMS) implementation, all I.H.S. facilities are required to clean up the aging accounts in the aging summary from the current age range to the 120+ age range.
- UFMS implementation and ORAP require all accounts receivable posting to be posted within 72 hours of receipt.
- Transworld Systems (TSI) supports these requirements

What is the Debt Collection Module?

- Manages debt collection for one or multiple billing sites
- AR Processes 2 types of information:
 - **Start Records:** Claims that need to be sent to TSI for first time collection action to initiate the collection process.
 - **Stop Records:** Claims that have previously been sent to TSI for collection action, but have had a change in balance. These records either stop the collection actions because the balance has been paid in full or written off, or these records cause an update in information being sent to the payer.
- Electronic submission of the Start and Stop records to Transworld Systems Inc. (TSI)
- Ability to run the debt collection process both manually and automatically
- Creation of the debt collection payment report detailing debt collection actions

Transworld Systems Inc (TSI)

Provides insurance resolution and recovers patient responsibility

- Processes unpaid claims for a fixed fee (\$4.75 per claim for I.H.S.)
- HFMA PEER Review
- Offers closeout of a high percentage of your unresolved accounts
- Provides HIPAA compliant and ethical process
 - Dedicated to protecting the security and confidentiality of our client patient information.
 - Business Associate Agreement with each facility
 - Transworld Website
 - <https://service.transworldsystems.com>

How to run the Debt Collection Module

– RPMS Set Up

Select DEBT COLLECTION SITE PARAMETERS: **I.H.S. FACILITY NAME** NM

DEVICE: Right Margin: 80//

DEBT COLLECTION SITE PARAMETERS LIST PAGE 1

SITE: HOSPITAL

TSI INSURANCE CLIENT NUMBER: **12345**

EXTRACT DIRECTORY: /usr/spool/BBM/xmit/

MINIMUM PRINCIPLE AMOUNT: **50 and above**

REPORT DIRECTORY: /usr/spool/bbm/scripts/reports/

EARLIEST DOS ALLOWED: FEB 01, 2004

EARLIEST DATE TO SEARCH: FEB 01, 2004

MINIMUM BILL AGE DAYS: **90**

MAXIMUM INSURANCE TRANSACTIONS: 3000

OPERATING SYSTEM: UNIX

SCHEDULE FOR AUTO PROCESSING?: YES

SCHEDULING FREQUENCY: **WEEKLY**

AUTO PROCESS START DATE/TIME: NOV 18, 2002@19:45

RUN AUTO PROCESS: Y/ N

LAST FROM DATE: JUL 04, 2004@24:00

LAST END DATE: JUL 10, 2004@24:00

INSURANCE TX'S TO DATE: 2131

CURRENT SCHEDULED TASK: 5135602

Mike Buske

Restricted Payers

Option allows you to restrict certain A/R accounts from being sent to Transworld (TSI) for debt collection (i.e. Medicare and Medicaid's)

```
+++++
|   ACCOUNTS RECEIVABLE SYSTEM - VER 1.8   |
+       Debt Collection Menu                 +
|           IHS FACILITY NAME                 |
|   ** LOGGED INTO CASHIERING MODE **       |
+++++
User: DOE,JOHN      BUSINESS OFFICE      6-APR-2009 10:00 AM

DCP  Debt Collection Process
SPM  Debt Collection Site Parameters
RPM  Restricted Payers Maintenance
DCI  View Debt Collection Site Parameters
REP  Reports ...
```


Restricted Payers (cont'd)

```
+-----+
|   ACCOUNTS RECEIVABLE SYSTEM - VER 1.8   |
+   Restricted Payers Maintenance           +
|           GALLUP MED C                   |
|   ** LOGGED INTO CASHIERING MODE **      |
+-----+
User: DOE,JOHN      BUSINESS OFFICE    6-APR-2009 10:03 AM

Select A/R SITE PARAMETER/IHS RPMS SITE: (YOUR FACILITY NAME)
```

Restricted Payers (cont'd)

```
+++++
|   ACCOUNTS RECEIVABLE SYSTEM - VER 1.8   |
+   Restricted Payers Maintenance           +
|           GALLUP MED C                     |
|   ** LOGGED INTO CASHIERING MODE **       |
+++++
```

User: ALLISON,LOREN C BUSINESS OFFICE
6-APR-2009 10:05 AM

Select A/R SITE PARAMETER/IHS RPMS SITE:
IHS FACILITY NAME

Select A/R Account to Restrict Transmission: **(ENTER A/R ACCOUNT NAME)**

Restricted Payers (cont'd)

A/R Account: (A/R ACCOUNT NAME)

STATUS: RESTRICT TRANSMISSION TO TSI//

- Enter “1” to restrict payer (restrict transmission to TSI)
- Enter “0” to allow transmission to TSI

How to run the Debt Collection Module (cont'd)

```
+++++
|   ACCOUNTS RECEIVABLE SYSTEM - VER 1.8   |
+           Debt Collection Menu           +
|           IHS FACILITY NAME              |
|   ** LOGGED INTO CASHIERING MODE **      |
+++++
User: DOE,JOHN          BUSINESS OFFICE    30-MAR-2009 2:02 PM
```

DCP Debt Collection Process

SPM Debt Collection Site Parameters
RPM Restricted Payers Maintenance
DCI View Debt Collection Site Parameters
REP Reports ...

How to run the Debt Collection Module (cont'd)

```
+++++  
|   ACCOUNTS RECEIVABLE SYSTEM - VER 1.8   |  
+   Debt Collection Process                 +  
|   IHS FACILITY NAME                       |  
+++++
```

```
User: DOE,JOHN           BUSINESS OFFICE   30-MAR-2009 2:08  
PM
```

NOTE: You must be logged into the facility for which you wish to process
Debt Collection. You are logged into **IHS FACILITY NAME**

Continue? Y//

How to run the Debt Collection Module (cont'd)

```
+-----+
|   ACCOUNTS RECEIVABLE SYSTEM - VER 1.8   |
+   Debt Collection Process   +
|   IHS FACILITY NAME   |
+-----+
User: DOE,JOHN   BUSINESS OFFICE   30-MAR-2009 2:11
PM

The last chosen 3P Approval date range was...
Starting Date: XXX XX, XXXX
Ending Date: XXX XX,XXXX@XX:XX:XX

Select 3P Approval date range for this Debt Collection process...

Select Beginning Date:
Select Ending Date:
```

How to run the Debt Collection Module (cont'd)

```
+++++
|      ACCOUNTS RECEIVABLE SYSTEM - VER 1.8      |
+      Debt Collection Process                    +
|      IHS FACILITY NAME                        |
+++++
User: DOE,JOHN      BUSINESS OFFICE      30-MAR-2009 2:11 PM
Start Date: XX/XX/XXXX (Prior End Date)
End Date: XX/XX/XXXX (T-90 days)

$$ Limit: 50.00
Do you want to proceed? N//YES
...Pass 1-Finding bills on which to stop collections...'
XX bills FOUND on which to STOP collections!
...Pass 2-Finding bills on which to START collections!
XX bills FOUND on which to START collections!
Creating and sending files...
.....
File was sent successfully
File bar-stop-ins-12345-1234-12.dat sent.
```

How to run the Debt Collection Module (cont'd)

- When the debt collection process is complete a notification of the transmission is sent via email to Mike Buske and Michael Chadwick at OIT.
 - “Today the system extracted XX bill stopped records. There are XX bill start records to report. Please complete transmission. Thank you”
 - A return email is received from Mike Buske stating “confirmed received”
 - Michael Chadwick (OIT) manages the relay server.
 - Each facility has access to the relay server for file confirmation
 - <http://www.asdstgw.d1.na.ihs.gov>

Reports Generated from the Debt Collection Module

```
+++++
|   ACCOUNTS RECEIVABLE SYSTEM - VER 1.8   |
+       Debt Collection Menu       +
|       GALLUP MED C               |
|   ** LOGGED INTO CASHIERING MODE **   |
+++++
User: ALLISON,LOREN C      BUSINESS OFFICE  30-MAR-2009 2:29 PM

DCP  Debt Collection Process
SPM  Debt Collection Site Parameters
RPM  Restricted Payers Maintenance
DCI  View Debt Collection Site Parameters

REP  Reports ...

Select Debt Collection Menu Option:
```

Reports Generated from the Debt Collection Module (cont'd)

```
+++++  
|   ACCOUNTS RECEIVABLE SYSTEM - VER 1.8   |  
+           Reports                          +  
|           IHS FACILITY NAME                |  
+++++
```

```
User: DOE,JOHN      BUSINESS OFFICE      30-MAR-2009 2:44  
PM
```

LOG Debt Collection Log Report

DCPR Debt Collection Payment Report

BIR Bill Inquiry

Select Reports Option:

Reports Generated from the Debt Collection Module (cont'd)

```
+-----+
|   ACCOUNTS RECEIVABLE SYSTEM - VER 1.8   |
+   Debt Collection Log Report               +
|   IHS FACILITY NAME                       |
+-----+
User: DOE,JOHN      BUSINESS OFFICE    30-MAR-2009 2:46 PM
```

Enter Transmission Date Range...

Select Beginning Date: **XX/XX/XXXX (XXX XX, XXXX)**

Select Ending Date: **XX/XX/XXXX (XXX XX,XXXX)**

Output DEVICE: HOME//

Reports Generated from the Debt Collection Module (cont'd)

DEBT COLLECTION LOG

Run Date: XXX XX, XXXX@XX:XX **Date the DCP Was Run**

Page: 38

DATE SENT	AR BILL ACTION CODE	DOS	AR BALANCE
-----------	------------------------	-----	------------

A/R Account: ZENITH ADMINISTRATORS

03/27/2009	4428259A-GL-123456	10/04/2008	0.00	CANCEL
03/27/2009	4504545A-GL-654321	11/02/2008	124.00	STARTS
03/27/2009	4504545B-GL-123215	11/02/2008	177.69	STARTS
03/27/2009	4530171A-GL-01010	11/06/2008	97.00	STOP
03/27/2009	4527932A-GL-987654	11/06/2008	177.69	STARTS

576.38 (5) Total Amount (# of claims)

68588.44 (308) **Grand Total (# of all claims)**

Reports Generated from the Debt Collection Module (cont'd)

```
+++++  
|   ACCOUNTS RECEIVABLE SYSTEM - VER 1.8   |  
+           Reports           +  
|   IHS FACILITY NAME   |  
+++++
```

User: DOE,JOHN BUSINESS OFFICE 30-MAR-2009 2:44 PM

LOG Debt Collection Log Report

DCPR Debt Collection Payment Report


This option allows you to view payment information on transmitted claims from a specific date range-great for fiscal year comparisons

BIR Bill Inquiry


This option allows you to check the inquiry of a claim

Overview of the Whole Debt Collection Process

A file of START and STOP files are generated and that file is bundled and transmitted to the relay server.



That file is dropped into a unique account for your facility on the relay server and scanned for data files. The file is encrypted and relayed to Transworld Systems Inc. When the file has been relayed, a record of the transmission shows up on the IHS relay server website: <http://asdsgw.d1.na.ihs.gov>



TSI notified via electronic transaction to send payer 1st letter

Transworld Systems Inc.

Written Demand Letters (Non Bens)

TRANSWORLD SYSTEMS INC.
COLLECTION AGENCY
2374 POST ROAD
WARWICK, RI 02886

Transw

3882 Commerce Boulevard, L

TRA

GEORGE KIRBY
APT 202
290 EAST GREENWICH
WEST WARWICK RI 02815

COURTESY NOTICE -- Our c
your above-referenced accoun
on your part and not a willful di

TSI is a collection agency after
will be used for that purpose. (c
dispute this debt.

Please make continued collect
Send correspondence, other I
Commerce Blvd, Rohnert Park

SOUTHERN TRUST INSUR
P O BOX 250
ATTN COLLECTIONS DEPT
MACON GA 31202

Unless you, within 30 days after receipt of this r
assumed to be valid by TSI. If you notify TSI in
will obtain verification of the debt and have not
will provide you with the name and address of T
We are required under some states' laws to no
Consumers have rights under state and federal

SOUTHERN TI
P O BOX 250
ATTN COLLEC
MACON GA 31

MAKE CHEC
SOUTH

SOUTHERN TRUST INSU
P O BOX 250
ATTN COLLECTIONS DE
MACON GA 31202

Transworld Systems Inc. is a collect
collector.
We are required under some states
Federal law that are not described in

SAN FRANCISCO LOS ANGELES NEW HO
PROFESSIONAL DEBT
COLLECTORS VERIFICATION

00157 000107880A

TRANSWORLD SYSTEMS INC.
COLLECTION AGENCY
2374 POST ROAD
WARWICK, RI 02886

Transwo

3882 Commerce Boulevard, L, Bldg

TR

GEORGE KIRBY
APT 202
290 EAST GREENWICH AVE
WEST WARWICK RI 02815

Above claim still outstanding,
will assume your debt to be vi

There are a number of ways c
this matter. Please make o
as described in our first letter.

Send correspondence, other I
Commerce Blvd, Rohnert Par

Please send payment to --

SOUTHERN TRUST INSUR
P O BOX 250
ATTN COLLECTIONS DEPT
MACON GA 31202

Transworld Systems Inc. is a collection agenc
purpose. This communication is from a debt c
We are required under some states' laws to n
Consumers have rights under state and feder

SOUTHERN TRU
P O BOX 250
ATTN COLLECTI
MACON GA 3120

MAKE CHEI
SOUTH

SOUTHERN TRUST INSU
P O BOX 250
ATTN COLLECTIONS D
MACON GA 31202

Transworld Systems Inc. is a collectio
collector.
We are required under some states' law
Federal law that are not described in this

SAN FRANCISCO LOS ANGELES NEW HO
PROFESSIONAL DEBT
COLLECTORS VERIFICATION

00157 000107880A

TRANSWORLD SYSTEMS INC.
COLLECTION AGENCY
2374 POST ROAD
WARWICK, RI 02886

TransworldSystems™

3882 Commerce Boulevard, L, Rohnert Park, California 94928-1453 | Phone (209) 384-4325

REGIONAL OFFICE
2374 POST ROAD, WARWICK, RI 02886 TEL. 401-738-3030

MAY 18, 2004

SOUTHERN TRUST INSURANCE CO
ACCT NO.: 00157-000107880A
CLIENT REF.: 500307527

Amount Due \$1,939.96

Thank you.

We have been notified that your above-referenced account has been satisfied. Our client has requested that we extend their thanks for your cooperation in resolving this matter.

Your relationship is considered a valuable asset and should a future need arise, our client's services are at your disposal.

SOUTHERN TRUST INSURANCE CO
P O BOX 250
ATTN COLLECTIONS DEPT
MACON GA 31202

Our Client's Phone:
800-478-5566

Sincerely,
Transworld Systems Inc.

Transworld Systems Inc. is a collection agency attempting to collect a debt and any information obtained will be used for that purpose. This communication is from a debt collector.
We are required under some states' laws to notify consumers of certain rights as detailed in the list on the back of this notice. Consumers have rights under state and federal law that are not described in this letter or in the list on the back of this notice.

SAN FRANCISCO LOS ANGELES NEW YORK CHICAGO DALLAS PHILADELPHIA DENVER SEATTLE PHOENIX HONOLULU ATLANTA MIAMI AND OTHER MAJOR CITIES
PROFESSIONAL DEBT
COLLECTORS VERIFICATION

COLLECTION AGENCY

REAL CREDIT NIGHT
SERVICE SERVICES

00157 000107880

TRANSWORLD SYSTEMS INC.
COLLECTION AGENCY
2374 POST ROAD
WARWICK, RI 02886

Transwo

3882 Commerce Boulevard, L, Bldg

TR

GEORGE KIRBY
APT 202
290 EAST GREENWICH AVE
WEST WARWICK RI 02815

You have been advised of t
connected with non-payme

Unless timely payment is m
transferred to our Credit M
their staff of professional cc

Send correspondence, other
Commerce Blvd, Rohnert F

Transworld Systems believ
to --

SOUTHERN TRUST INSU
P O BOX 250
ATTN COLLECTIONS DE
MACON GA 31202

Transworld Systems Inc. is a collection ag
purpose. This communication is from a de
We are required under some states' laws to
Consumers have rights under state and fe

SOUTHERN TRU
P O BOX 250
ATTN COLLECTI
MACON GA 3120

MAKE CHE
SOUTH

SOUTHERN TRUST INSU
P O BOX 250
ATTN COLLECTIONS DE
MACON GA 31202

Transworld Systems Inc. is a collectio
collector.
We are required under some states' law
Federal law that are not described in this

SAN FRANCISCO LOS ANGELES NEW HO
PROFESSIONAL DEBT
COLLECTORS VERIFICATION

00157 000107880

Mike Buske

Transworld Systems Inc. Written Demand Letters (Third Party)

Transworld Systems
 5880 Commerce Boulevard | Rohmert Park, California 94928-1651 | Phone (707) 584-4225

DECEMBER 3, 2003

XYZ INSURANCE COMPANY
 123 MAIN STREET
 CITY, ST ZIP

GENERAL HOSPITAL
 ACCT NO. 01234567890123456789
 CODE 23456-000-000000711X

EXTENDED MEDICAL AMOUNT DUE \$439.71

URGENT - After filing this claim on an approved claim form and in accordance with the Provider Procedure Manual, our client has still not been paid. We have been asked to contact you on their behalf regarding the below referenced claim.

Policy No: N123456789 Claim No: CL1234567
 Insured Name: JOHN DOE SSN: 123-45-6789
 Patient Name: BABY DOE
 Date of Service 7/18/97 \$100.00 Date of Service 8/11/97 \$100.00
 Date of Service 8/15/97 \$239.71 Date of Service
 Date of Service

Please make further action on our part unnecessary by sending payment directly to our client listed below or providing them with an explanation if you are denying this claim.

GENERAL HOSPITAL TEL. 999/465-3252
 2500 HARBOR BOULEVARD
 CITY, ST ZIP 1

Transworld Systems Inc. is a licensed collection agency and any information obtained from you will be used for the purpose of collecting this debt. All portions of this claim shall be assumed valid unless disputed within thirty days of receiving this notice. If disputed in writing, verification of the debt will be provided to you. If the original creditor is different from the above named creditor, the name and address of the original creditor will also be provided. We are required under some states laws to notify consumers of certain rights as detailed in the list on the back of this notice. This list does not contain a complete list of the rights consumers have under state and federal law.

SAN FRANCISCO, LOS ANGELES, NEW YORK, CHICAGO, DALLAS, PHILADELPHIA, DENVER, SEATTLE, PHOENIX, HONOLULU, ATLANTA, BOSTON, MIAMI, AND OTHER MAJOR CITIES

PROFESSIONAL DEBT FULL CREDIT MGMT
 COLLECTORS VERIFICATION AGENCY SERVICE SERVICES

Transworld Systems
 5880 Commerce Boulevard | Rohmert Park, California 94928-1651 | Phone (707) 584-4225

DECEMBER 3, 2003

XYZ INSURANCE COMPANY
 123 MAIN STREET
 CITY, ST ZIP

GENERAL HOSPITAL
 ACCT NO. 01234567890123456789
 CODE 23456-000-000000711X

AMOUNT DUE \$439.71

NOTICE OF POSSIBLE STATUTE VIOLATION

This is our second communication to you on behalf of our client regarding the undernoted unresolved claim:

Policy No: N123456789 Claim No: CL1234567
 Insured Name: JOHN DOE SSN: 123-45-6789
 Patient Name: BABY DOE
 Date of Service 7/18/97 \$100.00 Date of Service 8/11/97 \$100.00
 Date of Service 8/15/97 \$239.71 Date of Service
 Date of Service

As you have not responded to a properly filed claim, or to our previous letter, we must assume that you are delaying payment without justification and in possible violation of state Statutes such as CA 790.03. Please contact our client promptly with an explanation. Otherwise, our client will expect your immediate payment of the full amount due sent to the address below.

GENERAL HOSPITAL TEL. 999/465-3252
 2500 HARBOR BOULEVARD
 CITY, ST ZIP 2

Transworld Systems Inc. is a collection agency attempting to collect a debt and any information obtained will be used for that purpose. This communication is from a debt collector. We are required under some states' laws to notify consumers of certain rights as detailed in the list on the back of this notice. Consumers have rights under state and federal law that are not described in this letter or in the list on the back of this notice.

SAN FRANCISCO, LOS ANGELES, NEW YORK, CHICAGO, DALLAS, PHILADELPHIA, DENVER, SEATTLE, PHOENIX, HONOLULU, ATLANTA, BOSTON, MIAMI, AND OTHER MAJOR CITIES

PROFESSIONAL DEBT FULL CREDIT MGMT
 COLLECTORS VERIFICATION AGENCY SERVICE SERVICES

Mike Buske

Overview of the Whole Debt Collection Process (cont'd)

response, TSI sends 2nd, 3rd, 4th, 5th letter until response is received. (Letters increasing in urgency)

```
graph TD; A[response, TSI sends 2nd, 3rd, 4th, 5th letter until response is received. (Letters increasing in urgency)] --> B[Service units post accounts in AR as payments and/or denials received]; B --> C[Service unit review reports in AR V1.8 and sent by TSI to verify accounts processed and collection rate];
```

Service units post accounts in AR as payments and/or denials received

Service unit review reports in AR V1.8 and sent by TSI to verify accounts processed and collection rate

What Happens Afterwards

- After the debt collection processed has been initiated prepare for inbound activity from third party payers.
 - (i.e. Written correspondence and telephone calls)
 - IHS claim number is the same for the Transworld account number, so the health record is easily identified in RPMS
 - Transworld will not use the same account number twice for debt collection process
 - Valid correspondence is received for follow up . A valid close out is a now a true contractual adjustment write off
 - Voucher Examiner has access to Transworld website to review claim transmissions and progress.
- If correspondence is sent prematurely, often times a payment is being batched pending posting.
- Top 5 Responses from third party payers:
 - Payment
 - Valid denial
 - Claim still in processing
 - No claim on file (please resubmit)
 - Claim incomplete (invalid coding/billing)

What Happens Afterwards

- Internal control policy-collection staff have to be up to date with the follow up of outstanding claims
 - If paid batches and zero paid batches are up to date, this will reflect a true and accurate status of outstanding accounts on the aging summary
- Monitoring the aging summary effectively decreases the 90-120, and 120+ account category
 - Cancelled Bills Report (CXL)-Claims with a cancelled status in third party with an open balance in A/R
 - POS accounts will show up on this report due to restock of medication
 - Aged Open Items Report (AOI)-lists all outstanding balances for all payers

What Happens Afterwards

- Collection Staff enter messages into AR referring to third party correspondence. This is very pertinent to the collection department.
 - The debt collection module will automatically post a message in A/R stating that claim has been sent to Transworld for collection.
- Internal Excel spreadsheet of manual tracking for Transworld claims utilized by the collection staff.

Tracking Spreadsheet - GIMC

09 MAR [Compatibility Mode] - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles Cells Editing

C20

	A	B	C	D	E	F	G	H	I
1	RESUBMISSIONS	#	Resubmissions	#	Adjustments	#	Pending	Total # of Claims	Amount
2	MEDICARE							0	\$ -
3	ARIZONA MEDICAID							0	\$ -
4	NEW MEXICO MEDICAID							0	\$ -
5	PRIVATE INSURANCE							0	\$ -
6	ASC							0	\$ -
7	DENTAL							0	\$ -
8	INPATIENT							0	\$ -
9	PROFESSIONAL COMPONENT							0	\$ -
10	TRANSWORLD CLAIMS	15	\$ 1,265.65	4	\$ 325.00			19	\$ 1,590.65
11	NON-BENEFICIARY							0	\$ -
12	TOTAL	15	\$ 1,265.65	4	\$ 325.00	0	\$ -	19	\$ 1,590.65
13	FOLLOW-UPS	#	Closed Out \$	#	Closed Unpaid \$	#	Closed Paid \$	Total # of Claims	Amount
14	MEDICARE							0	\$ -
15	ARIZONA MEDICAID							0	\$ -
16	NEW MEXICO MEDICAID							0	\$ -
17	PRIVATE INSURANCE							0	\$ -
18	ASC							0	\$ -
19	DENTAL							0	\$ -
20	PROFESSIONAL COMPONENT							0	\$ -
21	INPATIENT							0	\$ -
22	TRANSWORLD CLAIMS	9	\$ (625.70)					9	\$ (625.70)
23	NON-BENEFICIARY							0	\$ -
24	TOTAL	9	\$ (625.70)	0	\$ -	0	\$ -	9	\$ (625.70)

WEEK 01 WEEK 02 WEEK 03 WEEK 04 WEEK 05 MONTHLY REPORT

Ready

Start RPMS - CRT Apr 1-4 [Compatibility M... 09 MAR [Compatibilit... Inbox - Microsoft Outlook Microsoft PowerPoint - [... 3:35 PM

Loren Allison

Key Learning and Advantages

- Learning translates into opportunities for improvement
 - How to manage the volume of outstanding claims
 - Timing of written demands
 - Facility specific intervals
 - Collection staff have a good communication with the billing and A/R staff
- Initiate internal process to keep up with claim responses
- Streamlines the A/R posting for private insurance
- Follow up on zero paid batches results in a true projection of outstanding claims.
- UFMS Requirements
 - Money deposited but no EOB or remittance received (service unit cannot use any of the money until batched and posted)

Key Learning and Advantages (cont'd)

The debt collection process improves the daily process:

- Payments and benefits are received in a faster turnaround time which greatly reduces the ASM report.
- Indian Health Service facilities maximize their results before unpaid claims reach the 60-90 days in the aging summary (depending on the minimum age parameter)
- Third party insurance companies give a faster response from debt letter, they do not want to be sent to a collection agency.
- Follow up – When A/R receives responses from third party payers, claims are immediately adjudicated in A/R. If not, this could result in sending claims out again.
- Stay informed of what claims you are sending out, keep a log of the responses compared to outstanding claims.

Key Learning and Advantages (cont'd)

- Parameters – More time to focus on claims that are not being sent to Transworld. Everything must be worked, no matter the amount.
- Training – Collections, A/R, billing and coding
- The debt collection module helps:
 - Increase revenue which is our #1 goal
 - Eliminates and decreases the ASM
 - Creates a relationship with insurance companies, which helps break down barriers
 - To be compliant with the UFMS policy and third party internal controls policy
 - To be able to pull the smallest 120+ age summary report ever!

Questions and Answers