

Collection Module Activated for Overdue Patient Balances!

We are pleased to inform our valued clients the activation of this new feature.

- Patients with overdue balances will be followed up with the new workflow procedure to increase the collection.
- Patient's accounts with overdue balances will be marked as "Collection Module Accounts" to alert offices and A/R representatives of a high outstanding patient balance.
- "Final Notice" letters will be sent and recorded in a more efficient way to remind patients of their overdue balances.
- Detailed reporting will be available to office managers and providers for overdue patient balances for their review.

We are working hard to improve the collections for our clients. We strongly believe this great feature will increase the communication between all parties and the collection rate for patient balances.

We encourage you to contact your account representative directly to discuss this new feature and find out how this can increase the efficiency in your office!

Important note:

Collection terminology is used to identify and mark the patients with overdue balances only. It **does not** indicate that the patients are transferred to an outside collection agency.

Balances transferred to a collection agency are adjusted off the ledger with corresponding adjustment codes **only after the providers' or office managers' approval.**

MEDICARE ABN FORMS

The Centers for Medicare and Medicaid Services (CMS) is encouraging physicians to use a new Advanced Beneficiary Notice of Non-coverage (ABN) form now. **The new forms must be used beginning November 1, 2011.** The new form is available at www.cms.gov/BNI/02_ABN.asp.

BRAVO HEALTH REFERRAL REQUIREMENT

Effective January 1, 2012 Bravo Health will implement a referral process for most specialist visits. This will include the majority of members who seek specialty visits after January 1, 2012. Please see the attached PDF file for the details. Telephone number for referrals is 888-454-0013.

SOURCE: MSD, BRAVO HEALTH, CMS

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