



## Bring your billing into the 21<sup>st</sup> Century

- ✓ Billing all payers under Provider Complete (even paper!)
- ✓ Billing many secondaries electronically
- ✓ Running patient billing weekly (catch those high deductible plans!)

If any of those above are not happening in your office, review the following to help yourself save time and money today.

**PROVIDER COMPLETE:** STI's new contract with Change Healthcare (formally Emdeon / NEIC) includes free billing to Medicare, Blues, Railroad, Medicaid and more. Enroll here:

<http://sticomputer.com/enrollments> and also sign up for Electronic Patient Statements.

### INSURANCE SETUP:

#1. Many insurances now accept electronic secondary (saving you time and \$ -no copying EOBS and mailing HCFAs). Find the payer list on the NEIC website: <https://access.emdeon.com/PayerLists> - check box for "accepts secondary" then search.

#2. Paper claims can be billed through Change Healthcare with Provider Complete using payer id SPRNT (they will print and mail it for you for free, including a timely filing proof letter.)

**NOTE:** At this time only primary paper claims are handled using payer # SPRNT.

**PAPER BILLING:** Run all paper billing at least once a week. On the Manual Billing tab, use Advanced Selections button to separate Primary/Secondary claims. (To see history of past batches, click the Print/Send Batch button at bottom right of "Manual Billing" sub-tab of Insurance Billing tab.

**TIP:** Find charges not billed here: Reports > Financial > Charges not yet Billed > Summary

**PATIENT BILLING:** Best practice is running a batch once a week and setting cycle billing so that each patient only receives bill once a month. This spreads out the bills to have payments coming in faster plus spreading out phone calls. Check this under Patient Billing tab > Reprint Paper statement tab. Each "PSB" is a patient-statement-batch. "IS" is an instant-statement for one patient at a time. If your office is not or will not be running any batch billing here, you could be missing patients who owe money. Run a patient batch to print list for review, then unselect all to finish (and not print any). Or find new balances only by running the Charges Not Yet Billed Report located under Reports > Financial > Charges not Yet Billed > Summary. Remember to change "advanced config" to Patient Charges.

**PAYER INQUIRY:** Many insurances allow free checking of eligibility through Practice Manager. This can be setup at your request after enrolling in Provider Complete billing.