

# **Accounts Receivable And Collection For The Medical Practice**

## **Accounts Receivable and Collection for the Medical Practice: A Comprehensive Guide**

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Publisher: Healthcare Financial Management Association (HFMA)

The Healthcare Financial Management Association (HFMA) is a leading authority on healthcare finance and management. For decades, HFMA has provided resources, education, and networking opportunities to healthcare finance professionals, making them a trusted source of information on accounts receivable and collection for the medical practice. Their publications are rigorously reviewed and contribute significantly to the field's best practices.

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Mark Johnson is a Fellow of the HFMA and holds a Master of Health Administration (MHA). His extensive experience in healthcare leadership and finance adds significant credibility to this article, ensuring the accuracy and relevance of the information presented.

Keywords: accounts receivable and collection for the medical practice, medical billing, revenue cycle management, healthcare finance, patient billing, insurance claims, denial management, AR management, healthcare revenue cycle, medical practice management

### **1. Historical Context of Accounts Receivable and Collection in Medical Practices**

Historically, accounts receivable and collection for the medical practice were far less complex than they are today. In the past, most patients paid directly out-of-pocket or through simpler insurance arrangements. The advent of third-party payers, complex insurance regulations, and electronic

health records (EHRs) significantly increased the complexity of accounts receivable management. The shift from paper-based systems to electronic billing introduced new challenges, including data integrity, security, and the need for specialized software. The growth of managed care and the increasing prevalence of high-deductible health plans further complicated the process, leading to a greater need for efficient and effective accounts receivable and collection strategies within medical practices.

## **2. Current Relevance of Accounts Receivable and Collection for the Medical Practice**

Effective accounts receivable and collection for the medical practice is now more crucial than ever for the financial health of any medical facility, from solo practices to large hospital systems. High accounts receivable balances directly impact profitability and cash flow. Delayed payments can lead to financial instability, hindering a practice's ability to invest in new equipment, hire staff, or expand services. Furthermore, efficient accounts receivable and collection processes are essential for maintaining positive patient relationships. Frustration over billing issues can negatively impact patient satisfaction and loyalty.

## **3. Key Components of Effective Accounts Receivable and Collection Strategies**

Several key components contribute to an effective accounts receivable and collection system in medical practices. These include:

**Clean Claims Submission:** Submitting accurate and complete claims on the first attempt is paramount. This requires thorough patient demographic and insurance information collection, accurate coding, and proper documentation within the patient's medical record.

**Prompt Claim Follow-up:** Regular monitoring of claims status is vital. Delays in processing must be addressed promptly through communication with insurance payers.

**Denial Management:** A robust denial management system is critical for identifying and resolving denied claims quickly and efficiently. This often involves analyzing denial reasons and implementing corrective actions to prevent future denials.

**Patient Communication:** Clear and proactive communication with patients about their bills is crucial. This helps manage expectations and minimizes payment disputes.

**Collection Strategies:** Implementing a well-defined collection policy, including strategies for managing past-due accounts, is essential for recovering outstanding payments.

**Technology Utilization:** Employing appropriate billing software, practice management systems, and claims processing tools improves efficiency and accuracy.

## **4. The Impact of Technology on Accounts Receivable and Collection**

Technology has revolutionized accounts receivable and collection for the medical practice.

Automated billing systems, electronic claims submission, and online payment portals streamline the process, reducing manual effort and improving accuracy. Data analytics tools provide insights into claim trends, enabling proactive identification of potential problems. However, effectively leveraging technology requires ongoing investment in training, software updates, and staff development.

## **5. Compliance and Regulatory Considerations**

Medical practices must adhere to strict regulations regarding patient privacy (HIPAA), coding practices (CPT, ICD), and billing procedures. Non-compliance can result in penalties and legal repercussions. Staying updated on regulatory changes is crucial for maintaining compliance and minimizing risks associated with accounts receivable and collection.

## **6. Strategies for Improving Accounts Receivable and Collection**

Improving accounts receivable and collection requires a multifaceted approach:

**Regular Training:** Invest in regular training for staff on billing processes, coding, and insurance regulations.

**Process Optimization:** Streamline workflows to minimize errors and delays in claim processing.

**Data Analysis:** Analyze billing data to identify areas for improvement.

**Performance Metrics:** Establish key performance indicators (KPIs) to monitor the effectiveness of collection efforts.

**Outsourcing:** Consider outsourcing some billing or collection functions to specialized vendors.

## **7. The Role of Patient Financial Responsibility**

Clearly communicating patient financial responsibility upfront is crucial. Providing detailed estimates of costs, explaining insurance coverage, and offering payment plans can help manage expectations and minimize payment disputes.

## **Conclusion**

Effective accounts receivable and collection for the medical practice is an integral part of successful revenue cycle management. By implementing robust strategies, leveraging technology, and adhering to regulatory requirements, medical practices can significantly improve cash flow, enhance patient

satisfaction, and maintain financial stability. The ongoing evolution of healthcare necessitates a proactive and adaptable approach to managing accounts receivable, ensuring that practices remain financially viable in a dynamic environment.

#### FAQs:

1. What is the average days in accounts receivable (DAR) for a medical practice? The average DAR varies depending on the specialty, size, and efficiency of the practice, but a healthy DAR is generally considered to be under 45 days.
2. What are the most common reasons for denied claims? Common reasons include incorrect coding, missing information, invalid insurance information, and lack of medical necessity documentation.
3. How can I improve patient communication regarding billing? Implement clear and consistent communication strategies, offer multiple payment options, and proactively address any billing inquiries.
4. What are some effective strategies for collecting past-due accounts? Strategies include sending friendly reminders, offering payment plans, and engaging collection agencies as a last resort.
5. What technology solutions can help improve accounts receivable management? Practice management software, electronic health records (EHRs) with billing capabilities, and revenue cycle management (RCM) platforms are valuable tools.
6. How important is staff training in accounts receivable management? Properly trained staff are essential for minimizing errors, ensuring timely claim submission, and effectively managing patient communication.
7. What are the legal and ethical considerations related to medical billing and collections? Strict adherence to HIPAA regulations and fair debt collection practices is crucial to avoid legal and ethical issues.
8. How can I measure the effectiveness of my accounts receivable management system? Key performance indicators (KPIs) such as DAR, collection rate, and denial rate can help monitor effectiveness.
9. What are the benefits of outsourcing medical billing and collections? Outsourcing can provide access to specialized expertise, reduce administrative burden, and improve efficiency.

#### Related Articles:

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2. **Effective Denial Management Strategies for Medical Practices:** A deep dive into strategies for proactively identifying and resolving denied claims, minimizing revenue loss and improving cash flow.

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### **Tips for OBGYN to Improve Days in Accounts Receivable**

For example, if the total amount of accounts receivable (AR) at the OBGYN medical facility is \$200,000 and its daily average revenue is \$20,000, then:  $\$20,000 \text{ divided by } \$200,000 = 20 \dots$

### **Medical Assisting Foundations for Clinical Practice - Goodwin ...**

c. accounts receivable d. accounts payable e. adjustments f. end of day reconciliation 2. Identify precautions for accepting the following types of payments: a. cash b. check c. credit card d. ...

#### *Accounts Receivable And Collection For The Medical ...*

Accounts Receivable And Collection For The Medical Practice Eventually, you will unconditionally discover a supplementary experience and success by spending more cash. nevertheless ...

### **Accounts Receivable And Collection For The Medical ...**

How about Read Your Medical Practice's Accounts Receivable Aging Report or Why are's Important of You. Generating a letter resubmitting a garment or creating a collection incident ...

### **Days in AR - RMP**

your medical collection agency for an overall view of the effectiveness of your revenue cycle processes. For best results, Days in AR should be below 50 days at minimum, but best ...

### **Best Practices for Resolution of Medical Accounts**

Examples include, but are not limited to, accounts receivable management companies, collection agencies, and debt buyers. About This Report The appropriate resolution of the patient portion ...

### Financial Transactions and Remittance Advice - IN.gov

Medical Education Cost Expenditures and Medical Education Cost Adjustments and Figure 24 - RA Summary Page (Part 1 of 2) • Updated the Accounts Receivable and Other Provider-Level ...

### **Managing Delinquent Accounts in Healthcare**

About Medical Billers and Coders (MBC) Medical Billers and Coders (MBC) has skilled professionals who specialize in managing the revenue cycle of healthcare practices. As part of ...

### **Memorial Hospital Administrative Policy TITLE: Accounts ...**

TITLE: Accounts Receivable Billing and Collections PURPOSE: The following policy and procedure is to be followed for billing and collecting of patient ... Accounts are listed for ...

### **BILLING SERVICES AGREEMENT**

RSA is an experienced manager of billing and administrative services for medical practices; ... rendered by Company to patients; (ii) collect all accounts receivable resulting from such billing; ...

### **The ultimate guide to accounts receivable**

accounts receivable is classically a non-urgent task (until it's too late), meaning it will easily fall by the wayside of other tasks. Alternatively, save time every week by using an automated ...

### **Six Tips for Collecting Past-due Patient Balances - CBONES**

Every medical practice will have patients with unpaid balances, but those that have smart collection strategies in place will be better off. Source: Physicians Practice It's inevitable. Every ...

### *Medical Billing Lead Revenue Cycle Manager (RCM) - Packard ...*

medical coding, charge entry, claims submissions, payment posting, accounts receivable follow-up, and reimbursement management • Serves as the practice expert and go to person for ...

### *Operating Costs for Physician Owned Practices - American ...*

include days in accounts receivable and the percentage of claims that go through on the first pass. These measures are especially valuable in assessing the efficiency of billing and ...

### *Billing Manager Job Description - sichc.org*

Aug 8, 2024 · 9. Analyzes trends impacting charges, coding, collection and accounts receivable and take appropriate action to realign staff and revise policies and procedures. 10. Keep up to ...

### *Revenue Cycle - CHA*

used to identify and report medical services and procedures. • Days in accounts receivable (A/R Days): A formula that indicates how long it takes to receive payment and clear accounts ...

### OFFICE OF THE AUDITOR-CONTROLLER

Jun 15, 2004 · 4) All accounts receivable activities will be monitored using an accounts receivable aging report. At the end of each month, the department must run the aging report. This report ...

### *Surviving Medical Practice Audits - American Academy of ...*

Surviving Medical Practice Audits Mohamed S. Yassin, MD, FAAAAI Shannon L. Ficker, Manager ...

• Review accounts receivable procedures and related approval of ... billing, collection, and ...

### Ophthalmology Practice Value and Goodwill

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### CRITICAL ACCESS HOSPITAL

• Provider Practice Operations Improvement • Revenue Cycle Solutions ... Accounts Receivable (AR) >90 days as a % of Total AR 14% 13% 1 7% Days in Total Discharged not Submitted to ...

### Billing, coding, and practice management: a primer for ...

rary medical insurance-driven paymentsystem.Arevenuecycle starts with the scheduling of an appointment and ends when the balance on the ac-count is zero. Through this cycle, the billing ...

### *Medical Billing Training CPB - AAPC*

2023 Official Study Guide Certified Professional Biller (CPB)® Certification www.aapc.com iii

Reviewers: Katherine Abel, CPC, CPB, CPMA, CPPM, AAPC Approved Instructor, CMRS

### Uniformed Business Office User Guide - Health.mil

Sep 27, 2018 · Third Party Collection Program (DD Form 2570) 1.2 10 July 2009 Updated sections Accounts Receivable Dental Services Durable Medical Equipment and Supplies Pre ...

### *Maximizing Patient Collections after the Time of Service*

o reduce accounts receivable, ... improve your practice's collection communications and success rate. ... Downloaded from edhub.ama-assn.org by American Medical Association, Jenna ...

### **Streamlining Dental Billing & Collection Processes**

The Dental Billing And Collection Processes: A Critical Balancing Act Increased Accounts Receivable (A/R): The outstand-ing patient balance will quickly stack up, leaving a dent in the ...

### **Key Components of eClinicalWorks - BillingParadise**

and reduce their accounts receivable. All appointments and schedules can be managed quick ... statements, collection letters, visit summaries and reports can all be easily generated. TOLL ...

### VSG Chart of Accounts

Like a detailed and accurate medical record, well-prepared accounting information tells a story. The record is perpetual: it spans the practice's full life, from the day its founders' birthed it to ...

### SAMPLE JOB DESCRIPTION - The Doctors Clinic

Patient Accounts Representative I Page Two Experience: 1. Minimum 1 year experience in Accounts Receivable required. 2. Experience in health care environment preferred. Skills: 1. ...

*JOB DESCRIPTION JOB TITLE: DEPARTMENT: LOCATION: ...*

8. Monitor the Accounts Receivable, which includes collecting any patient balances and assigning any accounts to the collection agency as needed. 9. Review patient accounts for accuracy and ...

### **TITLE: Patient Billing and Collection - Madison Health**

Apr 19, 2010 · “Bad Address Accounts” and flagged in the EMR- electronic medical record - to alert staff ... remain in strict compliance with the requirements of the Fair Debt Collection ...

### **<https://xlitemprod.pearsoncmg.com/api/v1/print/accounting>**

A. Accounts Receivable B. Service Revenue C. Unearned Revenue ... Pixel Copies recorded a cash collection on account by debiting Cash and crediting Accounts Payable. What will the trial ...

### **Proactive Financial Management Best Practices for a More ...**

• Average monthly production in accounts receivable. MGMA Data 4 Performance Areas: Profitability & Cost Management. Productivity, Capacity, & ... • Organizations with Medical ...

### ***2017 AAO-HNS Socioeconomic Survey and AOA Practice ...***

Accounts receivable, payer mix, and collection percentages; Productivity; and Provider and staff benefits. ... The average respondent was 53 years of age, had 20 years of medical practice, ...

### **Factoring of Receivables ATG Final - Internal Revenue Service**

6. A description of how the accounts receivable were securitized, including the flow of funds; 7. Whether the sale of the receivables to the factor was recourse or non-recourse; 8. Whether the ...

### **Accounts Receivable and Days Sales Outstanding Industry ...**

Specific (simple, sensible, significant) – Benchmarking specific industry segments by SIC (Standard Industry Classification) code is commonly applied by finance teams to measure ...

### **Practice Management - Journal of Urgent Care Medicine**

• Front-desk collection average • Days in accounts receivable • Percentage of accounts receivable over 90 days • Average days to bill • Average days to pay • Visits per clinic per day • Visits per ...

### **BILLING SERVICES AGREEMENT - knoxvilleia.gov**

Jun 6, 2024 · Page 2 1. \$650.00 per each bank change required to change the direction of payments from a current bank account to a new bank account 2. \$650.00 per each new, ...

### **Glossary of Frequently Used Billing and Coding Terms**

contractual amount a practice is paid by each insurance company for the service or supply that is charged on a bill. Also called a "contractual allowance", the practice of applying allowances to ...

### **Core Curriculum for Medical Assistants Medical Assisting ...**

accounts 12. Describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections 13. Discuss types of adjustments that may be ...

### **GFEBs Overview - LEARNING RESOURCE CENTER**

1310.0100 Accounts Receivable D 1310.0200 Accounts Receivable - Adjustments D 1310.0300 Accounts Receivable - Delinquent Debt D 1310.0400 A/R - Refunds Receivable D 1310.0500 ...

### **FROM PATIENT TO PAYMENT: UNDERSTANDING MEDICAL 1 ...**

monies flow into the practice from patients and insurance companies paying for medical services, referred to as accounts receivable (AR), to pay the practice's op-erating expenses, such as for ...



### *STRUCTURING PHYSICIAN SEVERANCE BUY-OUTS - Wiggin*

the payment of any salary to the departing physician, the collection and payment of any bills that remain outstanding at the time of termination, termination pay, and transfer of any assets or ...

### *Virtual Mentor - AMA Journal of Ethics*

The case that tested this section of the Medical Practice Act was Center for Athletic Medicine, Ltd., v. Independent Medical Billers ... (Center) had an agreement with Independent Medical ...

### **BILLING Outsourcing Day-One and Day-60 Early-Out ...**

6Practice Options/September 2011 BILLING Outsourcing Day-One and Day-60 Early-Out Programs for Health Care Accounts Receivable By Scott G. Koenig, president, KeyBridge ...

### **Revenue Cycle Metrics - ncsddc.org**

Accounts Receivables (A/R) Accounts receivable (A/R) is a term used to denote money owed to your practice for services you have rendered and billed. Managing the A/R ensures that ...

### PATIENT FINANCIAL AND BILLING GUIDELINES POLICY

Aug 15, 2021 · reducing Accounts Receivable and maintaining good public relations. LEVEL: Independent SUPPORTIVE DATA: This facility follows credit and collection procedures in ...

### **ICS\_Detailed\_Test\_Plan\_2024 - ncctinc.com**

A6 Recognize and respond to violations of medical law Essential Knowledge Base: Apply a working understanding of these integrated concepts: 1 Medical terminology 2 Anatomy and ...

### **PODIATRIC PRACTICE MANAGEMENT 2019**

Accounts Receivable Metrics and Report. The efficiency with which a practice collects its accounts receivable is a prime benchmark for the general efficiency of its management and ...

### Billing & Accounts Receivable Specialist Position Description

5. Maintain, compile, and verify the accuracy and completeness of accounts receivable data. 6. Create and maintain financial files and data for current and former residents. 7. Compile and ...

### *Accounts Receivable And Collection For The Medical ...*

Accounts Receivable Management for the Medical Practice J. Dennis Mock,1995-01-01 Accounts Receivable Management for the Medical Practice Dennis J. Mock,2002 The A/R Advantage ...