CureMD UC'24

Raleigh, North Carolina

Connecting Cure Communities

Strategies for Improving your AR

Scan QR Code for Session Attendance

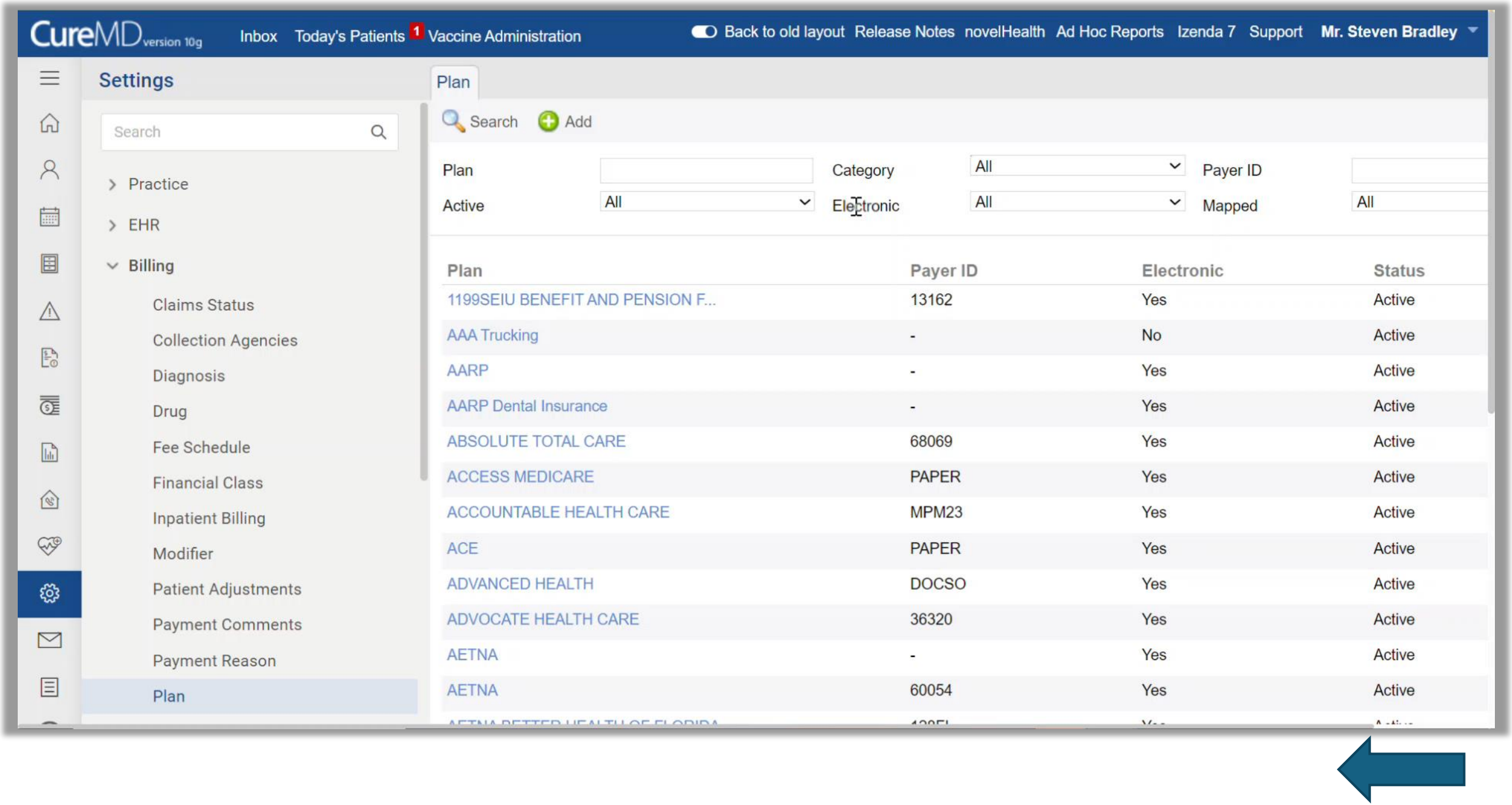
Managing Submissions

MAPPING PAYER ID

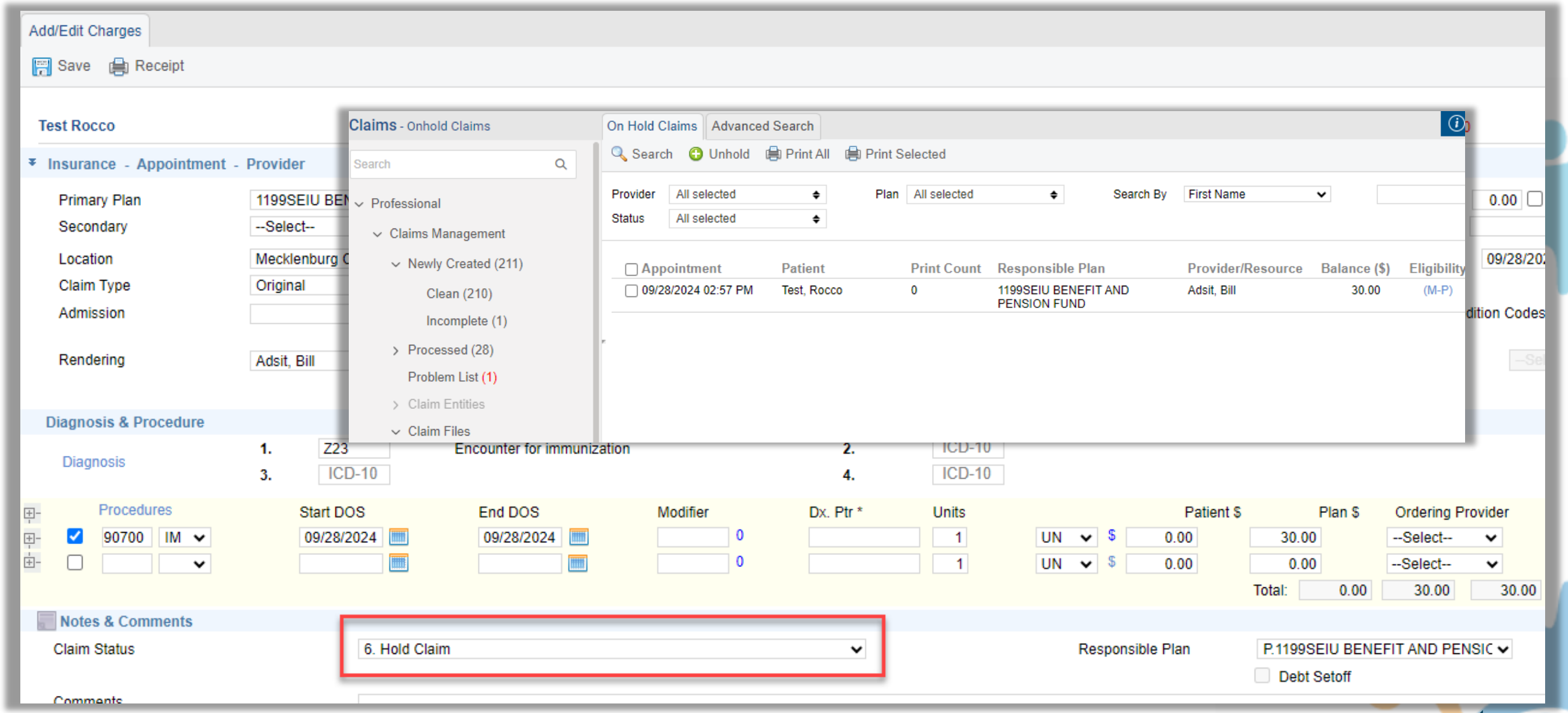
- Not seeing all your Claims? Or worried you are not?
  - Payer ID must be mapped to a Payer
    - Occupational Invoice
      - Reports -> Claims -> Occupational Invoice by Plan
  - Don’t forget the Paper Tab!
  - Run Billing Summary Report to check for Submission Dates
    - Reports -> Misc -> Billing Summary -> All Plans and Choose Date Rang
- Not Ready to Submit?

HOLD IT

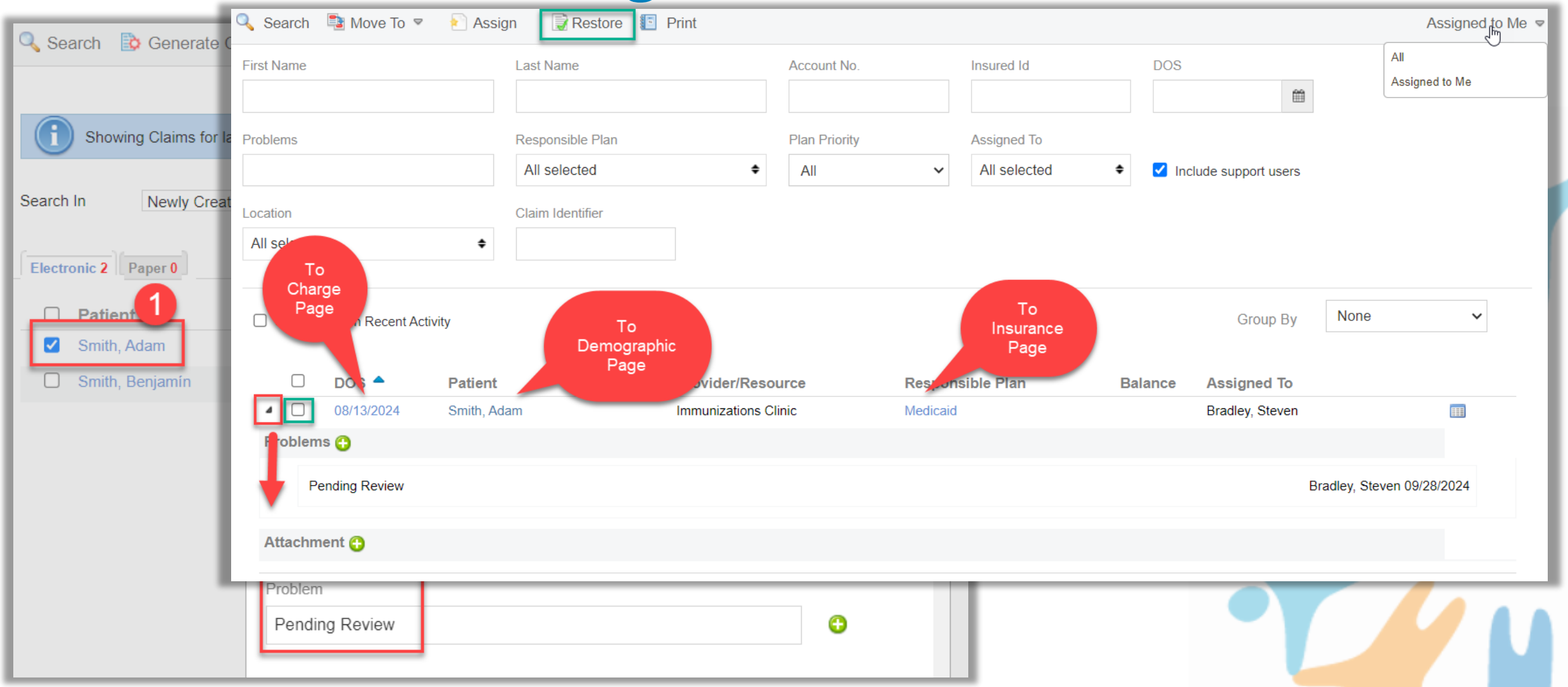
HOUSTON WE HAVE A PROBLEM (LIST)


CureMD version 10g
Inbox
Today's Patients 1
Vaccine Administration
Back to old layout
Release Notes
novelHealth
Ad Hoc Reports
Izenda 7
Support
Mr. Steven Bradley
Settings
Search
Practice
EHR
Billing
Claims Status
Collection Agencies
Diagnosis
Drug
Fee Schedule
Financial Class
Inpatient Billing
Modifier
Patient Adjustments
Payment Comments
Payment Reason
Plan
Plan
Search
Add
Plan
Category
All
Payer ID
Active
All
Electronic
All
Mapped
All
Plan
Payer ID
Electronic
Status
1199SEIU BENEFIT AND PENSION F... 13162 Yes Active
AAA Trucking - No Active
AARP - Yes Active
AARP Dental Insurance - Yes Active
ABSOLUTE TOTAL CARE 68069 Yes Active
ACCESS MEDICARE PAPER Yes Active
ACCOUNTABLE HEALTH CARE MPM23 Yes Active
ACE PAPER Yes Active
ADVANCED HEALTH DOCSO Yes Active
ADVOCATE HEALTH CARE 36320 Yes Active
AETNA - Yes Active
AETNA 60054 Yes Active

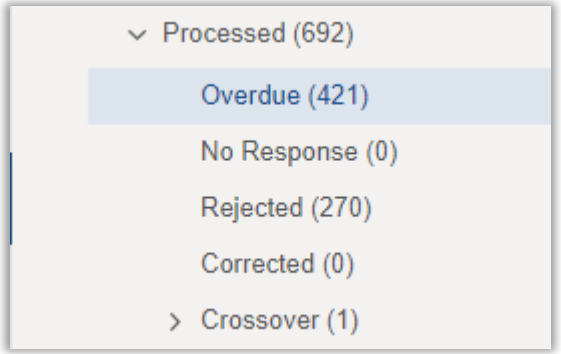
Holding Claims – Occurs During Charging

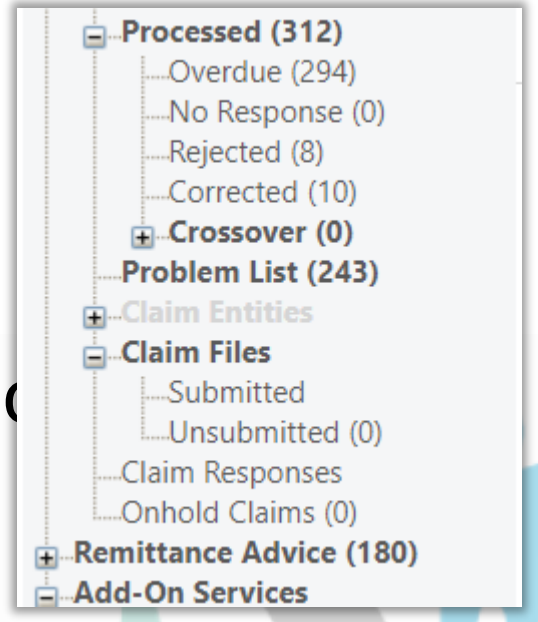


Problem List – Isolating Claims in the Claims Module



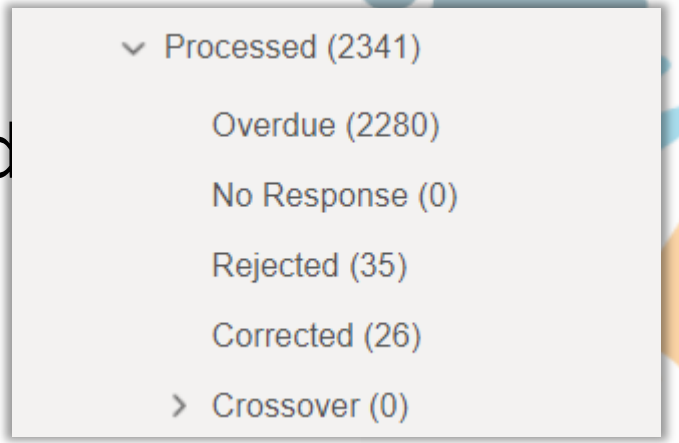
Overdue Bucket



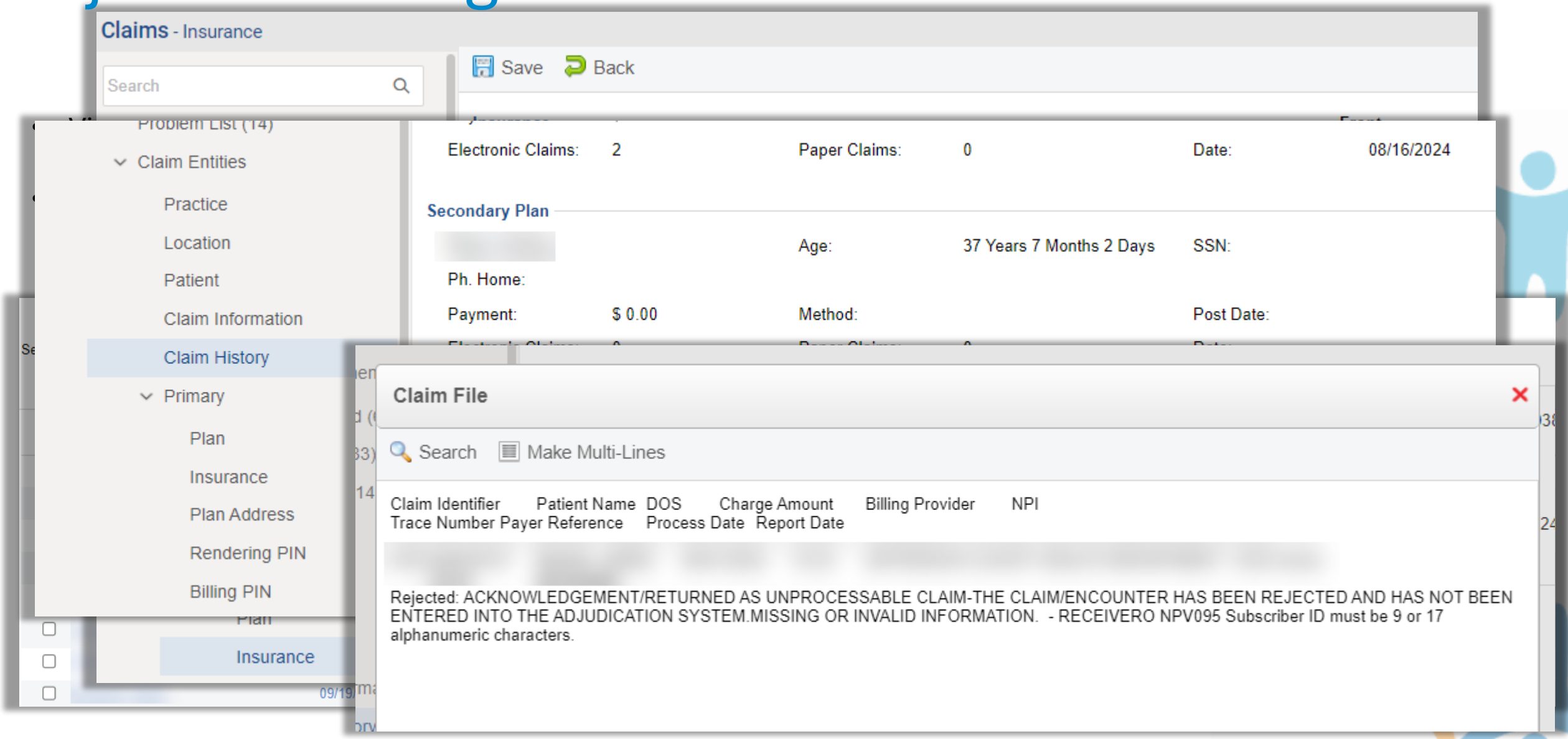


Submissions that have aged 30 days with no remittanc
posted

- 3 Main reasons for Overdue items
  - Sharing of Tax ID across multiple Entities at County
  - Enrollments not being completed for new Payers, Locations, or Providers
  - Remittance Bucket not being managed



Rejection Management



That’s no Rejection, it’s a Denial

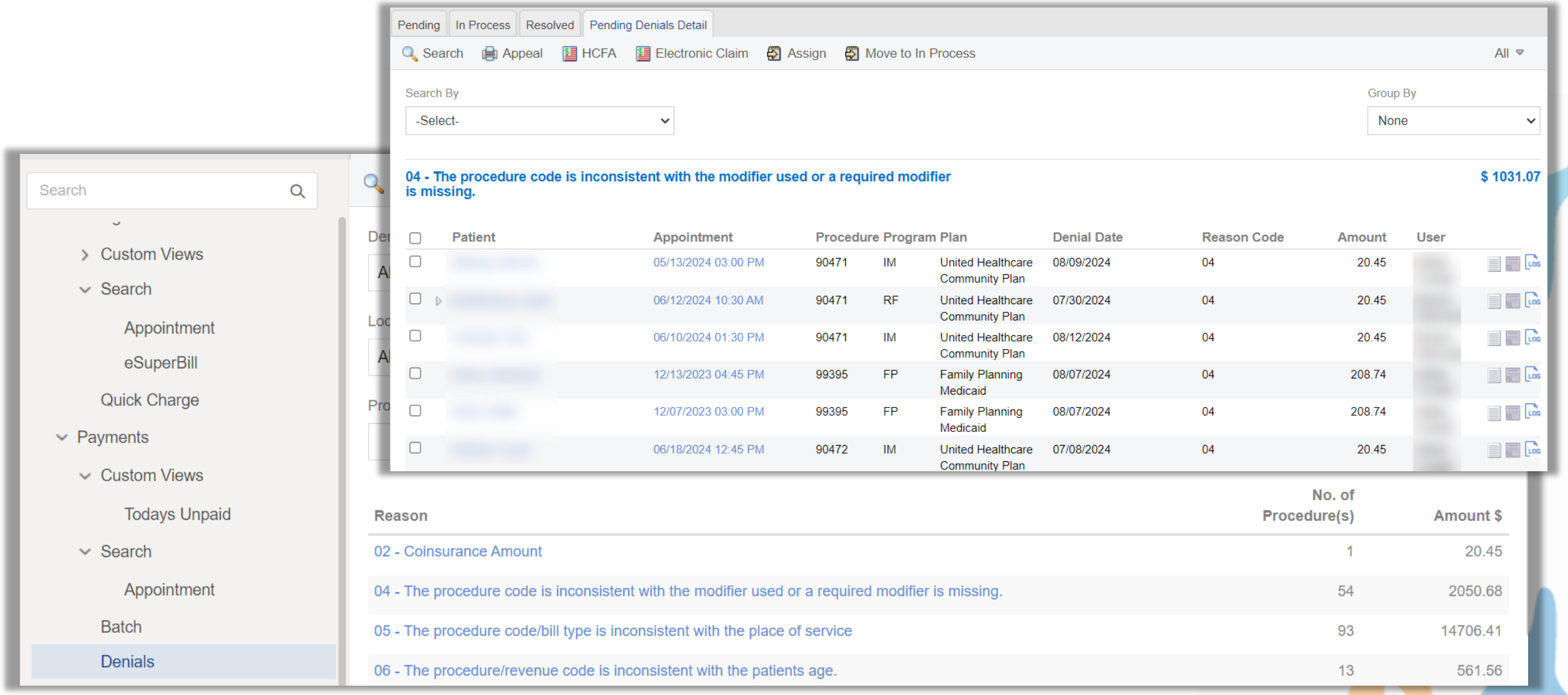
- All Denials should be posted and worked from the Denial Section of the Billing Module
  - Billing -> Payments -> Denials

- Organized by Denial Code

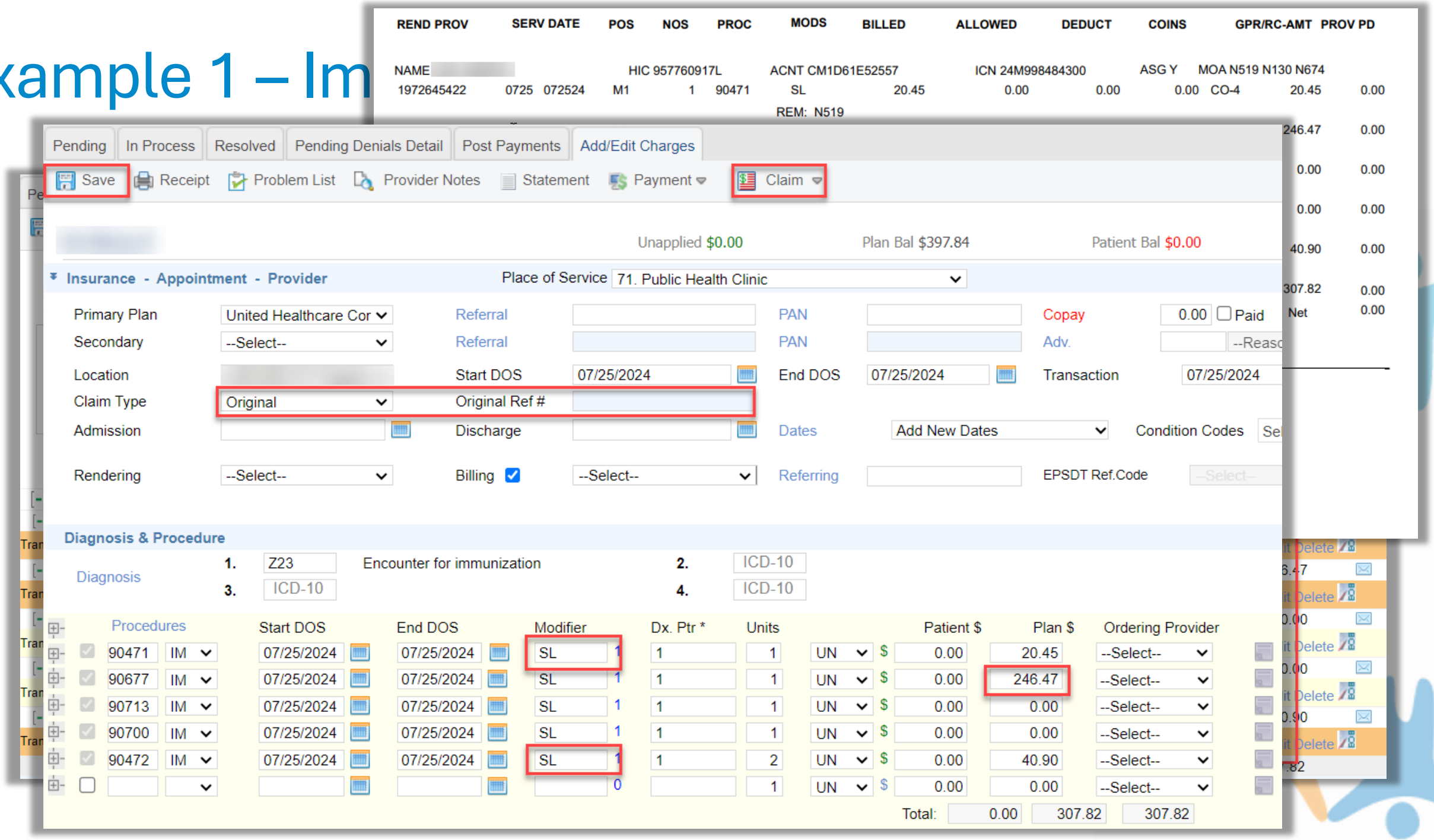
- Example 1 -> Reason 04 “The Procedure Code is Inconsistent with the Modifier used or Required Modifier is Missing”

- Example 2 -> Reason 05 “The Procedure Code is Inconsistent with Place of Service”

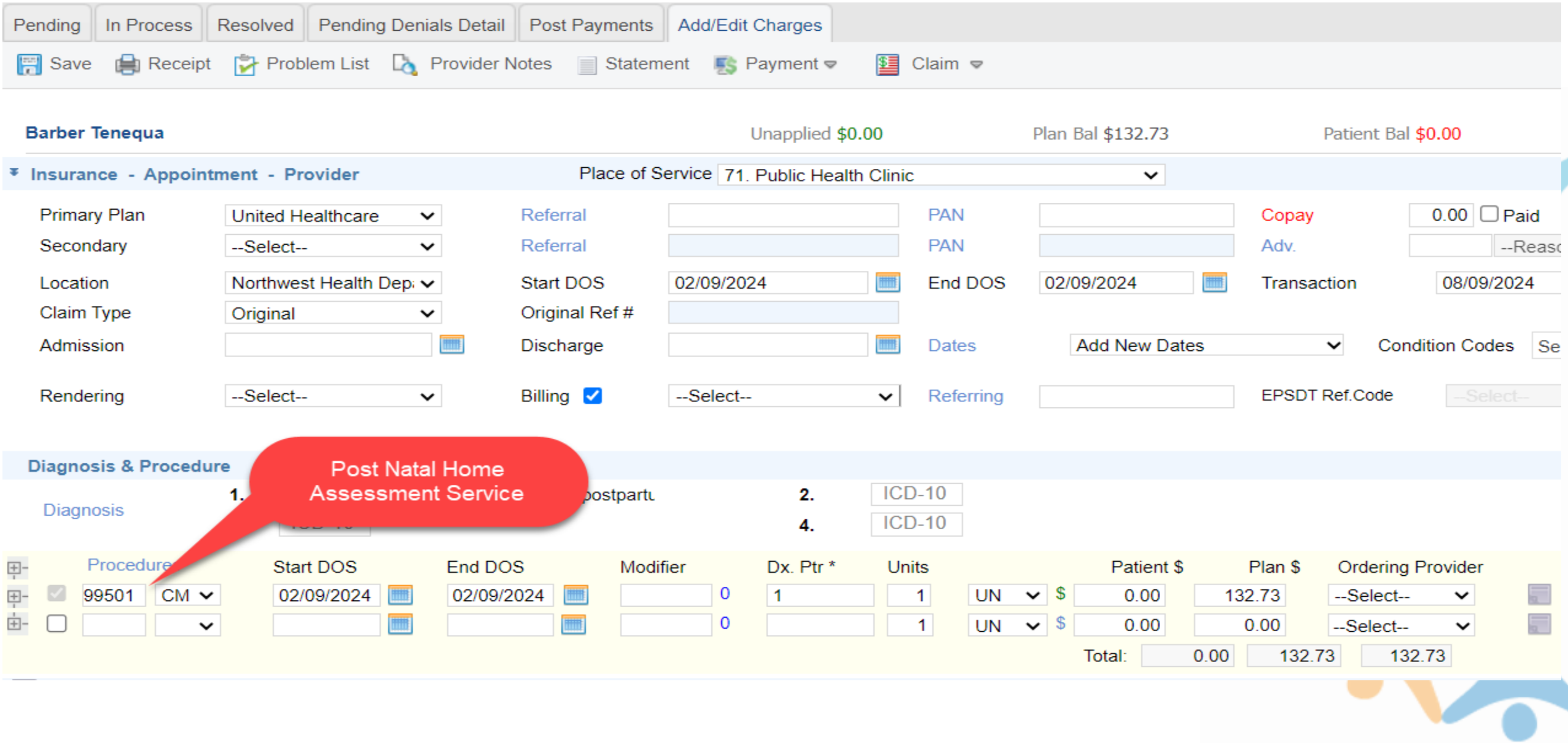
Denial Worklists



Example 1 – Im


REND PROV SERV DATE POS NOS PROC MODS BILLED ALLOWED DEDUCT COINS GPR/RC-AMT PROV PD
NAME HIC 957760917L ACNT CM1D61E52557 ICN 24M998484300 ASG Y MOA N519 N130 N674
1972645422 0725 072524 M1 1 90471 SL 20.45 0.00 0.00 0.00 CO-4 20.45 0.00
REM: N519
246.47 0.00
0.00 0.00
0.00 0.00
40.90 0.00
307.82 0.00
Net 0.00
Pending
In Process
Resolved
Pending Denials Detail
Post Payments
Add/Edit Charges
Save
Receipt
Problem List
Provider Notes
Statement
Payment
Claim
Unapplied $0.00
Plan Bal $397.84
Patient Bal $0.00
Insurance - Appointment - Provider
Place of Service 71. Public Health Clinic
Primary Plan United Healthcare Cor
Secondary --Select--
Location
Claim Type Original
Admission
Rendering --Select--
Referral
Referral
Start DOS 07/25/2024
Original Ref #
Discharge
Billing
--Select--
PAN
PAN
End DOS 07/25/2024
Dates Add New Dates
Referring
Copay 0.00 Paid
Adv.
Transaction 07/25/2024
Condition Codes
EPSDT Ref.Code
Diagnosis & Procedure
Diagnosis
1. Z23 Encounter for immunization
2. ICD-10
3. ICD-10
4. ICD-10
Procedures Start DOS End DOS Modifier Dx. Ptr * Units Patient $ Plan $ Ordering Provider
90471 IM 07/25/2024 07/25/2024 SL 1 1 1 UN $ 0.00 20.45 --Select--
90677 IM 07/25/2024 07/25/2024 SL 1 1 1 UN $ 0.00 246.47 --Select--
90713 IM 07/25/2024 07/25/2024 SL 1 1 1 UN $ 0.00 0.00 --Select--
90700 IM 07/25/2024 07/25/2024 SL 1 1 1 UN $ 0.00 0.00 --Select--
90472 IM 07/25/2024 07/25/2024 SL 1 1 2 UN $ 0.00 40.90 --Select--
0 1 UN $ 0.00 0.00 --Select--
Total: 0.00 307.82 307.82

Example 2 – Incorrect Place of Service



Helpful Reports/ Dashboards to Review

- First Pass Pay Rate: Great for evaluating how successful your Initial vs Follow Up submissions are
  - Reports -> Health Department -> First Pass Pay Rate

- Financial Overview: Comprehensive review of outstanding of financials for your practice
  - Billing -> Financial Overview

Thank you.