

The Residential Behavioral Health Facility's GUIDE TO BILLING

Managing a residential behavioral health facility is complicated enough. Add in the pressure of navigating authorizations, pursuing payment collections, and more, and it's definitely too much for one person to handle.

Don't let time constraints and a lack of bandwidth cause your business to leave money on the table. Consider outsourcing your revenue cycle management to a team of behavioral health billing experts.

What does a behavioral health facility need to make their billing and authorizations process easy, efficient, and accurate? With a professional and experienced team managing your revenue cycle and insurance authorizations, you can give your full attention to managing your treatment center. Billing Solutions, advocates for an average of 23 days of residential treatment for your patients, whereas others struggle to average 16 days of RTC. For more on what partnering with a team of revenue cycle experts might look like, check out this ultimate guide to behavioral healthcare billing.



Billing || Solutions
FOR BEHAVIORAL HEALTHCARE

What Does a Billing Company Do?

Working with a company like Billing Solutions can save you time, increase your revenue, and decrease errors. Here's how we can help.



VERIFICATION OF BENEFITS

At Billing Solutions, our specialists will help you standardize your admissions process and improve patient flow. With the behavioral healthcare field rapidly changing, insurance carriers are decreasing the number of claims they approve. Our verifications team not only will reduce errors and provide faster verifications; but also, we will provide reimbursement data for policies to help you make good admissions decisions. Everything starts with a good verification of benefits (VOB), with an accurate VOB and a great team behind you, we can help you extend the length of your patient's stay, so they can reap the benefits of your program.

UTILIZATION REVIEW

We know how frustrating it is to have a patient's program interrupted simply due to an insurance company dictating your clients' treatment. At Billing Solutions, we provide you with an expert team to review your clinical and advocate for your patients to continue to receive the level of care that is medically appropriate. Our team works directly with your clinicians to assure the patients you care for are able to get the treatment they deserve. We focus on training your clinical team to chart appropriately to meet medical necessity.

BILLING & COLLECTIONS

As a treatment facility, you understand that keeping your program's revenue cycle steady depends on staying current with your billing and collections. By using a billing company, you'll be able to collect more of the fees you deserve — efficiently and effectively. Our software NECTAR is designed to create transparency in your billing process, increase productivity, and predict your future revenue more accurately, so you can focus on your program's commitment to excellence in patient care.



REIMBURSEMENT NEGOTIATIONS

While your focus is on your core competency — treating your patients — reimbursements from the insurance companies can be overwhelming to manage and successfully negotiate. Billing Solutions' tenure in behavioral health billing, provides us with the data and ability to make recommendations on what negotiations are in your company's best interest to make. Not only do we have decades of combined experience; but also, we have over a billion dollars of reimbursement data from past negotiations. That knowledge is negotiating power.



CLAIM APPEALS

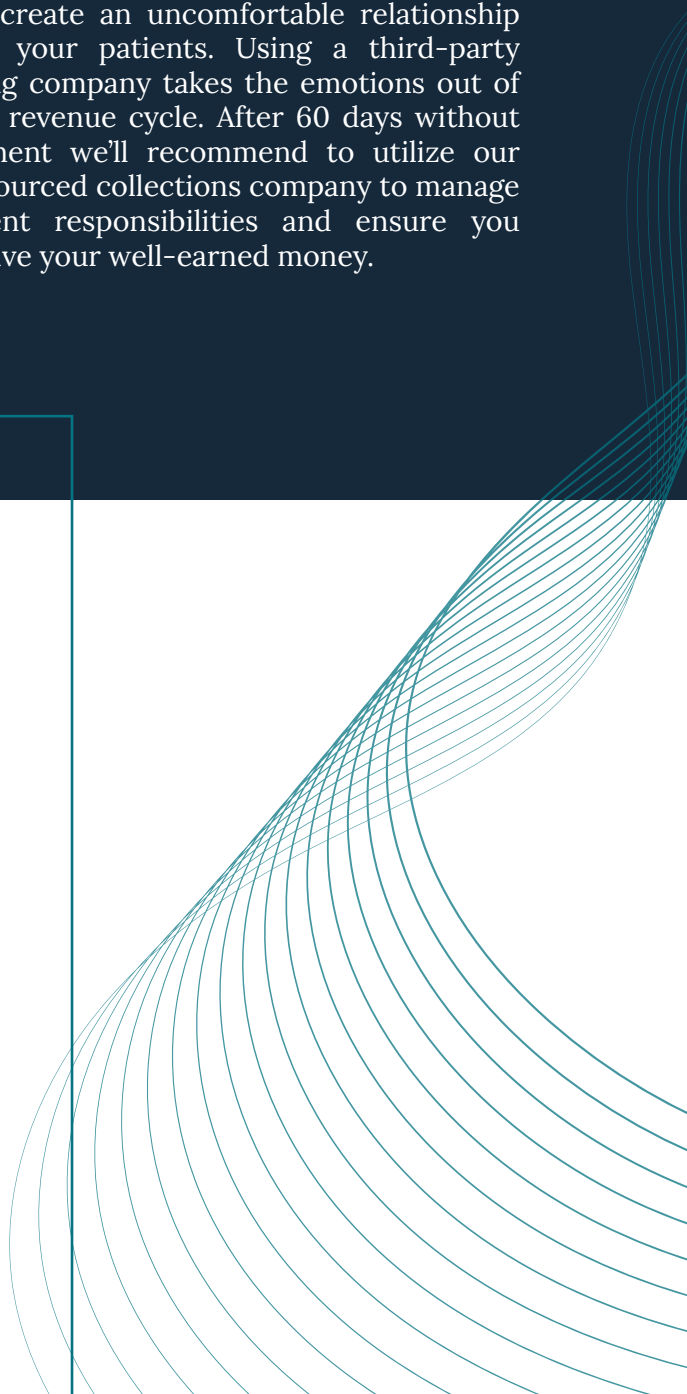
The average time from submission to payment of claims for most facilities, can take up to 35 days or more, but Billing Solutions will decrease the period for adjudication to an average of 26.8 days. Achieving a successful outcome within that time requires you to be relentless in fighting claim appeals. When you use a third party billing company like Billing Solutions, our billing specialists will fight for you and your revenue. You can also see real-time data and payment status with our innovative software portal, NECTAR, as we help you obtain that money left on the table. With Billing Solution's stratified appeals management, daily denials management, and our archive of historical reimbursement data to support negotiations, we'll help you maximize revenue and receive the reimbursement you deserve.

PATIENT RESPONSIBILITY COLLECTIONS

If you're currently not pursuing all of your patient-responsible revenue, you could be losing out on owed revenue that could allow your facility to grow and help more people. Most facilities leave a lot of money on the table by not following up on unpaid copays or coinsurance. When you're responsible for managing a behavioral health facility and patient collections, it can cause friction and create an uncomfortable relationship with your patients. Using a third-party billing company takes the emotions out of your revenue cycle. After 60 days without payment we'll recommend to utilize our outsourced collections company to manage patient responsibilities and ensure you receive your well-earned money.

KEY PERFORMANCE INDICATORS

It's important to diligently assess the KPIs (Key Performance Indicators) of your treatment facility to align your revenue expectations with your accrued revenue. No other billing company provides the level of transparency into KPIs that Billing Solutions does. How do we do that? Billing Solution's proprietary software portal, NECTAR, allows you to customize and maintain your data management in one place. Using our custom database with a real-time dashboard will save you time, energy, and stress. NECTAR also provides insight into your revenue cycle based on projected and historical cash flows to aid in your facility's financial planning and growth strategies.



STAFF TRAINING

Our years of experience in the field of behavioral health has given us the opportunity to assess many treatment facilities, varying significantly in their knowledge of billing and insurance processing. We've used this experience to document what works and what does not work when submitting supporting documentation to insurers. To ensure your revenue cycle is maintained throughout all ends, we provide training for admissions, clinical documentation, and executives. We'll educate your staff on how maximize your efficiency, clarify what responsibilities are required of the practice, and explain how modifying your processes can help to maintain a long-term, efficient billing system.



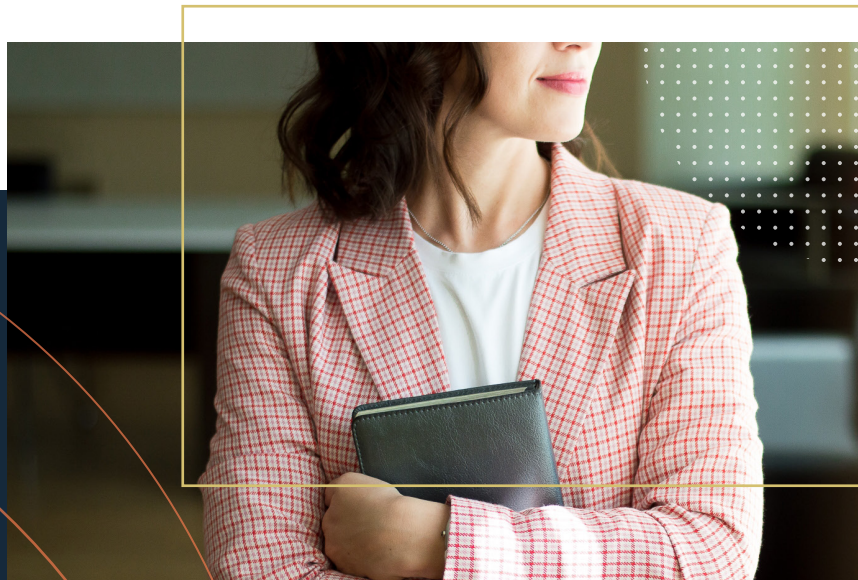
CREDENTIALING

In today's industry, national accreditation is becoming a requirement by more insurance companies. Our credentialing process works to seamlessly affiliate your practice with insurance companies. We then tailor a plan for your credentialing process entirely to your practice's needs. We will review with you what insurance companies are looking for, how to comply with industry regulations, and what common errors you need to avoid to remove any problems with your application.

How to Maximize Your Addiction Treatment Facility's Revenue

You're a treatment center, not a billing company. Stop spending your valuable time on both entities and focus on your core competency — patient care. Using a third-party billing company like Billing Solutions to manage your facility's revenue cycle and billing efforts is incredibly beneficial. Throughout the patient's journey, you can rely on Billing Solutions to handle all aspects of your financial management — from fighting for authorizations for your patients, to providing reimbursement data, to billing and collections. By simplifying your revenue cycle, we're able to eliminate errors within your processes and maximize your revenue to grow your business so that you can help more people!

Billing Solutions is a customer service company first, and a billing company second. Our goal is to make you feel at ease knowing your revenue cycle management is taken care of and you're not leaving money on the table. Give us a call today to receive a free account review and analysis from our billing experts, so you can bill faster, smarter, and better.



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