

# Third Party Billing

---

MAXIMIZING REVENUE

Meredith Vogel-Thomas, RMA - Office Manager  
Morgan County Health Department  
Jacksonville, IL

# AGENDA

---

- Introduction
- Opportunity for Growth
- Partnership with CDP
- Practice Management
- Problem Solving
- Revenue Review
- Questions & Open Discussion
- Acknowledgements

# INTRODUCTION

---

**Origin Story** - Scott AFB, Belleville, IL

**Education** -

Illinois College (*English/Spanish*)

MacMurray College (*Psychology/Social Work*)

**Relevant Background** -

Personal Banking, Employee Development (*US Bank, 5 years*)

Orthopedic Medicine (*MMC, OCI 14 yrs*)

**Current Position**-

Office Manager (*MCHD, 9 years*)



# **MORGAN COUNTY HEALTH DEPARTMENT**

---

established 1922 in Jacksonville, IL

**Administrator - Dale Bainter**

**Director of Nursing - Jacquie Barringer**

**Fiscal Manager - Rachel Cooper**

Current home to SIU Center for Family  
Medicine Jacksonville and the Morgan County  
TB Clinic



# OFFICE MANAGER

**JOB DESCRIPTION: PERFORMS RESPONSIBLE AND VARIABLE ADMINISTRATIVE RESPONSIBILITIES. THE OFFICE MANAGER IS RESPONSIBLE FOR ORGANIZING AND COORDINATING OFFICE OPERATIONS AND PROCEDURES IN ORDER TO ENSURE ORGANIZATIONAL EFFECTIVENESS AND EFFICIENCY.**

**THIS INCLUDES (BUT IS NOT LIMITED TO):**

• • • • •  
• • • • •  
• • • • •  
• • • • •  
• • • • •  
• • • • •

Overseeing non-clinical to keep office running efficiently
Supervising the clerical team ensuring tasks are handled effectively
Managing billing, coding and revenue capture to ensure proper reimbursement
Handling vital records and documentation as a deputy registrar
Organization and execution of our annual Flu Bowl community event
Creation and management of social media content

# MOTIVATION BY PRIVITIZATION

---



**MCO**

**Medicare  
Advantage**

**GHP**

## **Managed Care Organizations**

2017 - compulsory MCO enrollment for IL Medicaid clients meant claims would no longer be sent to a single payor. LHDs would need to become credentialed and contracted with each MCO to be reimbursed for services.

## **Medicare Advantage**

2010 - enrollment in part C plans began to dramatically increase. Claims for these clients would now be sent to commercial carriers. At the time MCHD did not have any contracts or credentials in place with these companies.

## **Group Health Plans**

2016 - MCHD did not have any contracts in place with any group health plans or private health insurance companies.

# Third Party Billing

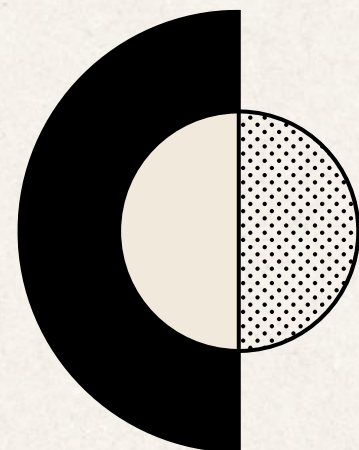
**PRIOR TO 2017 MCHD PERFORMED ALL TPB IN-HOUSE USING 1-3 STAFF**

**CLAIMS ENTRY UTILIZED AHLERS SOFTWARE FOR BOTH IMMUNIZATION AND FAMILY PLANNING SERVICES**

**CLAIMS SUBMISSION UTILIZED WAYSTAR**

**ALL PATIENT BILLING AND COLLECTIONS MANAGEMENT WAS PERFORMED IN HOUSE**

Accurate and Timely Claims Submission	Regular Reporting and Transparency
Claims Management & Denial Handling	Patient Billing and Collections
Payment Posting & Reconciliation	Compliance and HIPAA Regulations



# OUR SOLUTION

---

 **Public Health Focus**

 **Performance Measures**

 **Electronic Medical Record**

 **Security**  
*SOC 1 & SOC 2*

 **Affordability**

 **Practice Management**

 **Meaningful Use**

 **Credentialing & Contract Negotiation**



- 01** PMS programs typically include features for:
- scheduling appts
  - billing & claims management
  - client registration & records
  - insurance verification
  - reporting and analytics

**02** The objective of PMS software is to automate and simplify processes.

- 03** Healthcare offices, including LHDs often use PMS to:
- reduce administrative burdens
  - improve efficiency

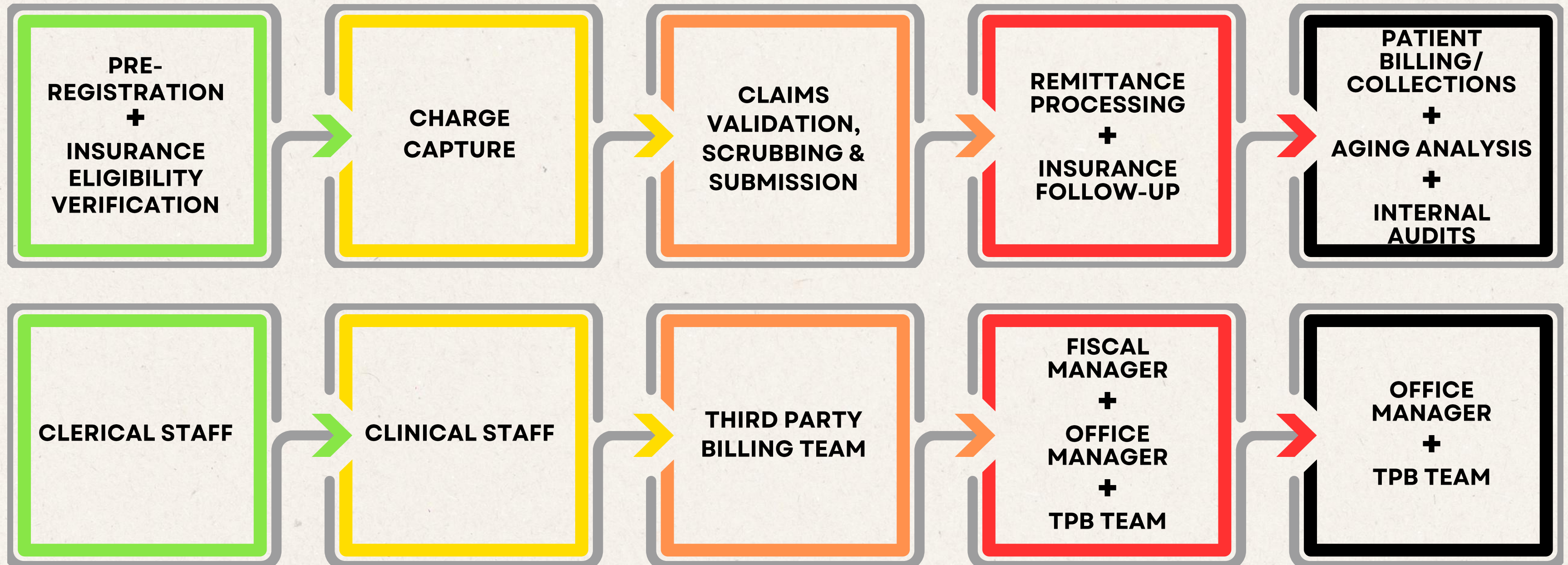


# Practice Management vs PMS

**Practice management** is the overall administration and coordination of a healthcare facility's operations, including billing, scheduling, compliance, staffing and revenue capture.

**Practice management software (PMS)** is a digital tool designed to help streamline these tasks.

# MCHD APPROACH to Revenue Cash Management



# 4 STEP APPROACH

---



*1.*  
**People**  
Has staff received sufficient training and do they have the tools they need to do the job?



*2.*  
**Paper**  
Are the forms we're using (paper or electronic) working for us?



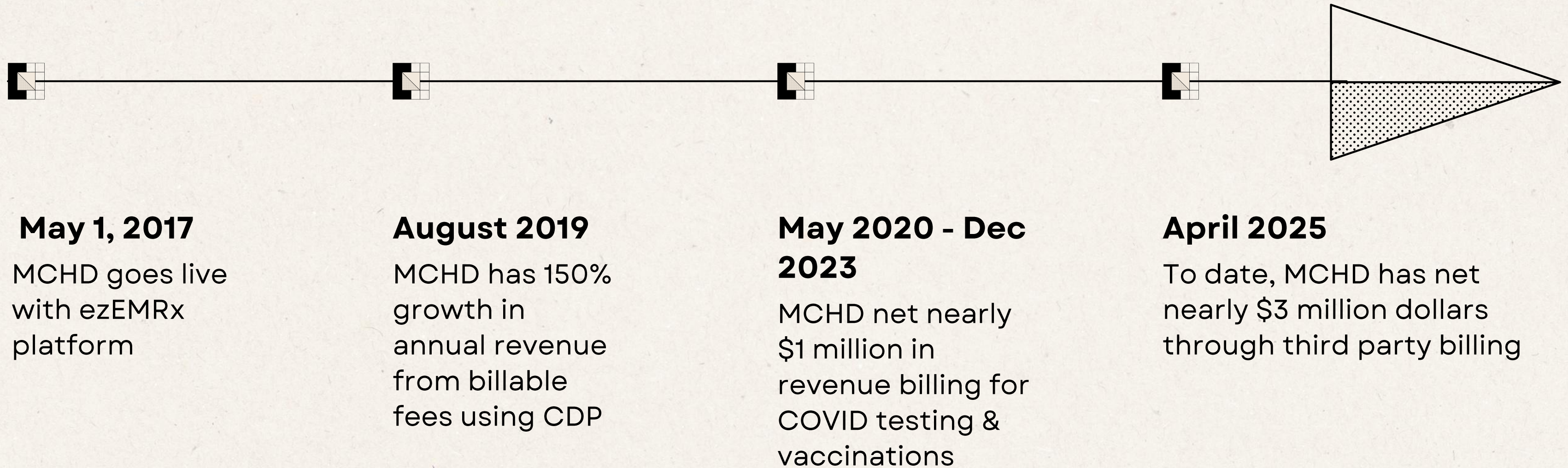
*3.*  
**Process**  
How does this workflow, policy, or formal procedure impact our ability to meet our objective?



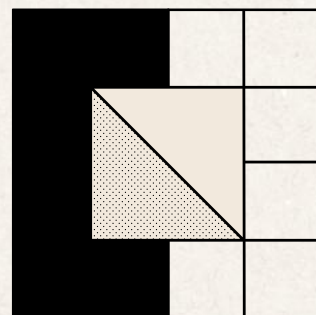
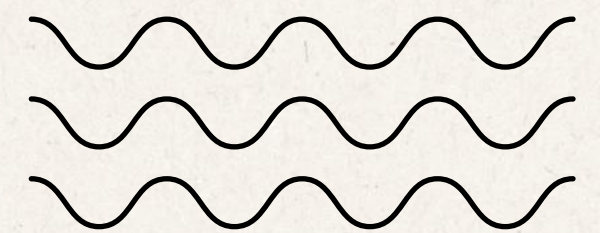
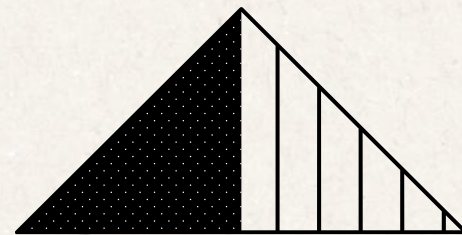
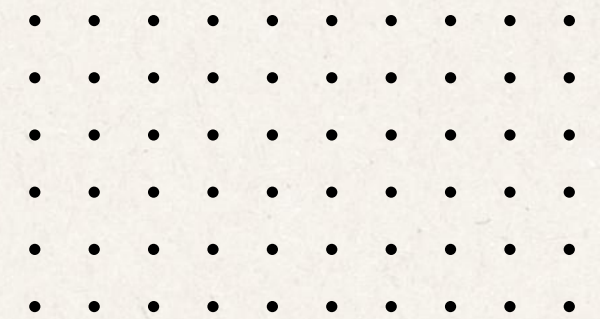
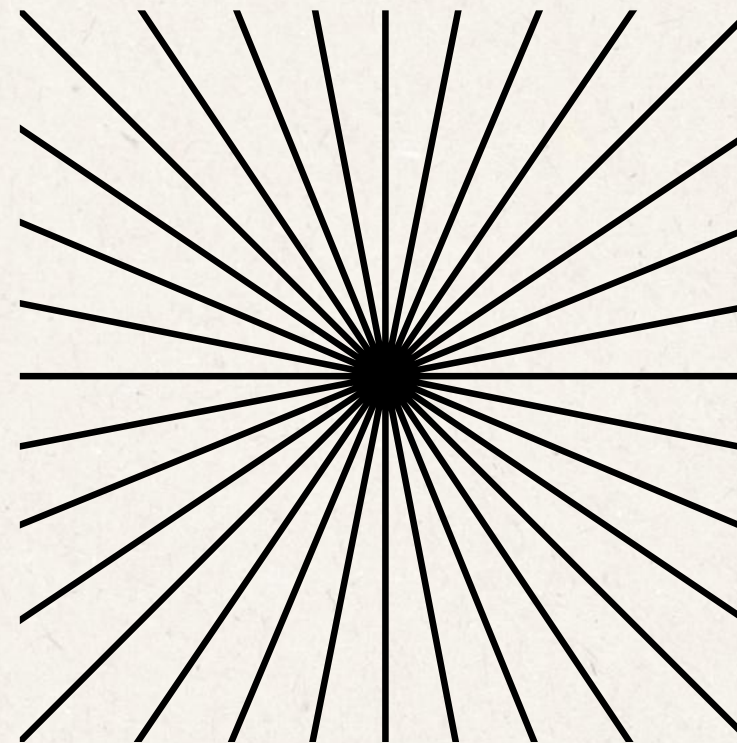
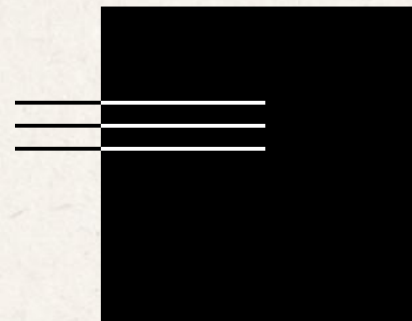
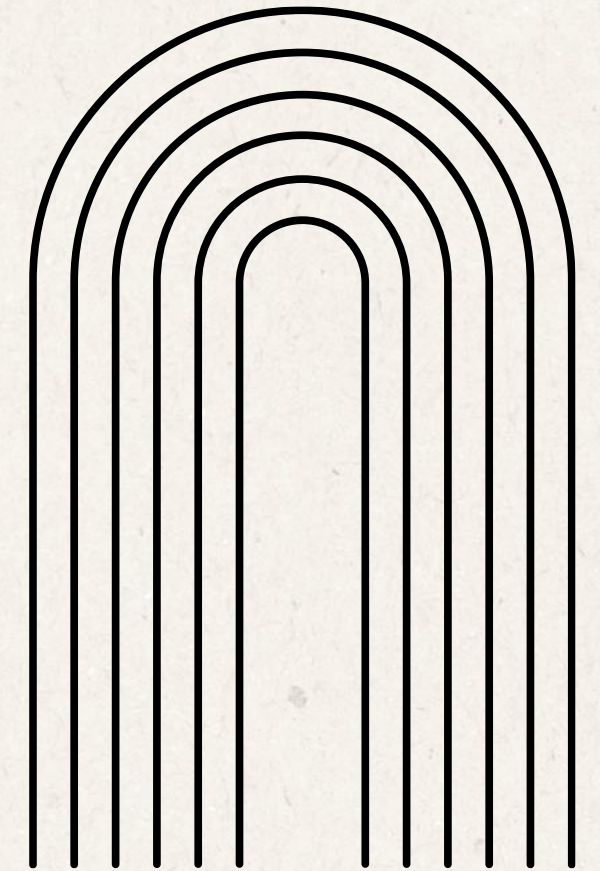
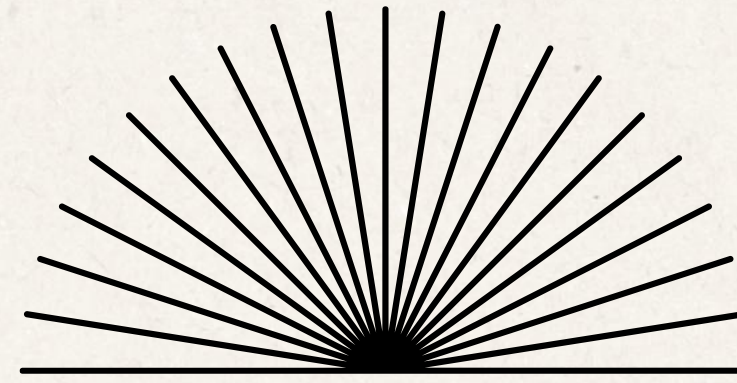
*4.*  
**Preference**  
What outcome or solution are we willing and/or able to accept?

# PATHWAY OF SUCCESS

MCHD Milestones in Achievement



# Open Discussion & Questions?



Great things in business are  
never done by one person.  
They're done by a team of people.

*Steve Jobs*

# Thank you

## CONTACT INFO

**E-mail**           meredith.vogel-thomas@morganhd.com

**Social Media**   @morgancountyhealthdept

**Phone**            1-217-245-5111 X 144

**Address**         425 E State St., Jacksonville, IL 62650