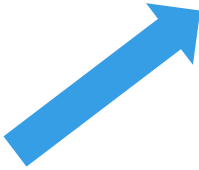


Best Practices for Maximizing Billing Revenue

PRESENTED BY: ADRIANA MILAN, DIRECTOR OF ADMINISTRATIVE SERVICES

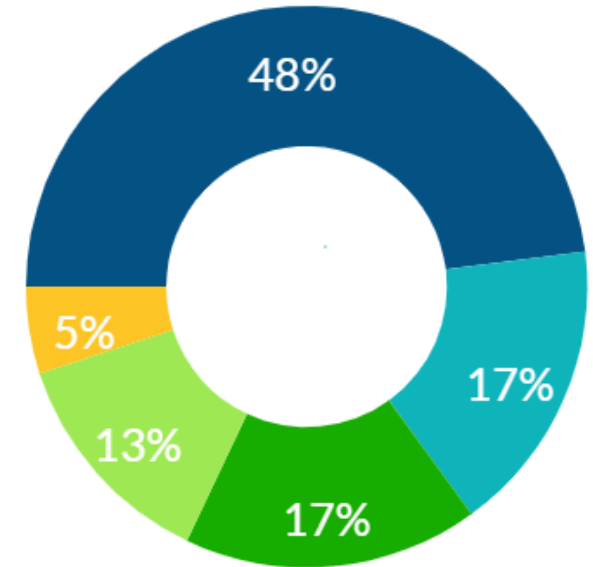
DEKALB COUNTY HEALTH DEPARTMENT

DeKalb County Health Department (DCHD)

- The DCHD was founded in 1966 and is certified by the IDPH.
- The DeKalb County population:
 - 100,232 (estimated as of 2022)
 - 79% rural and 21% urban
 - Median age is 32.8 years old
- DCHD provides a wide variety of vital public health services 
- **Maternal and Child Health** (WIC, Family Case Management)
- **Family Planning** (Screenings, Birth Control, STD Testing)
- **Communicable Disease** (Adult, Child & Travel Immunizations, Communicable Disease Prevention and Control)
- **Health Protection** (Food Safety, Well & Septic Inspections, Solid Waste Management, and Animal Control)
- **Emergency Preparedness & Health Promotion** (Health Insurance Enrollment Assistance and Vision & Hearing Testing)

2024 DCHD REVENUE MIX

Grants	\$2,163,390	48%
Taxes	\$756,395	17%
Environmental Fees	\$751,918	17%
Clinical Fees	\$588,122	13%
Other	\$216,629	5%
TOTAL	\$4,476,454	100%



Health Department – Fee for Service

- Bill Private Insurance, Medicaid and Medicare For:
 - Vaccines
 - Family Planning Services
 - Family Case Management Screenings and Assessments



Maximizing Revenue is a Team Effort!



- Front End Staff
- Provider(s)
- Billing/Coder(s)
- Leadership

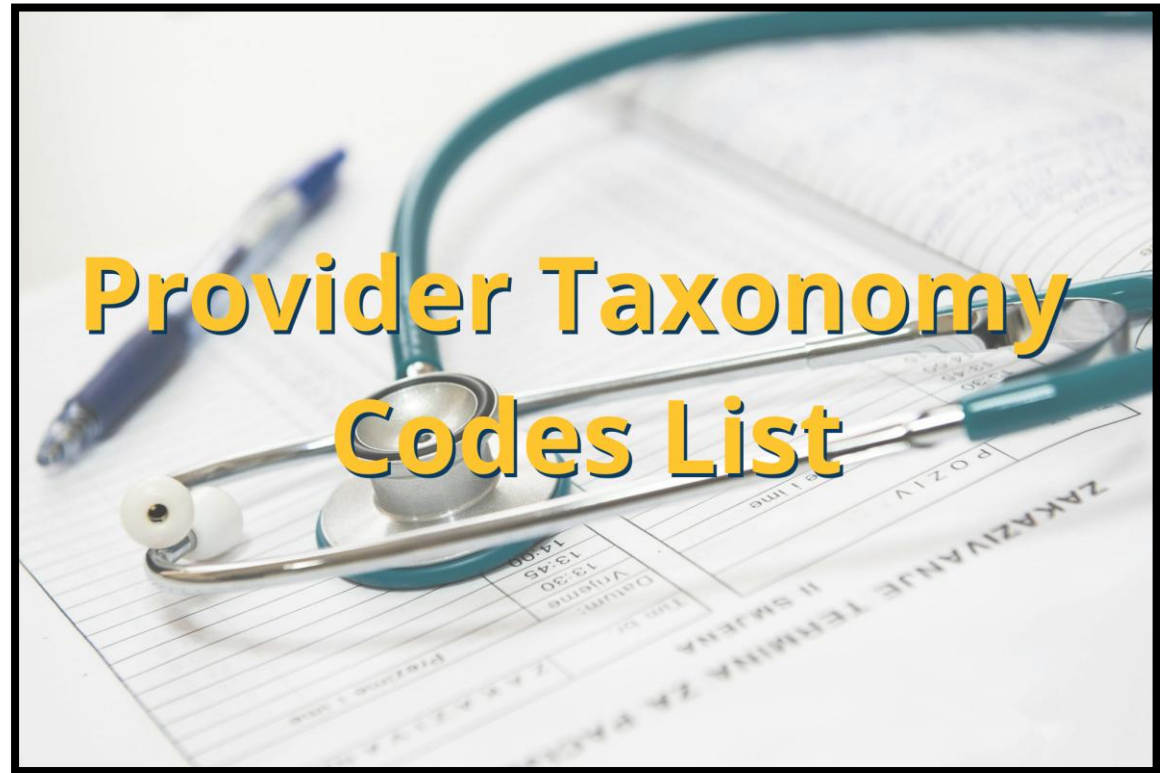
Front End Staff – Training is a MUST!

- Insurance plans:
 - HMO, Medicare, Other (Indemnity, Hospitalization or High-deductible Plans)
- Get the insurance card!
- Check benefit eligibility in Availity
- MEDI - TPL
- Sign up for insurance portal access
- Get the correct information from the beginning



Provider(s)

- Taxonomy
- Specialty
- Licensing
- Credentialing
- Updated Provider Roster



Biller/Coder(s)

- Taxonomy
- AAPC Book
 - CPT Codes
 - ICD
 - HCPCS
- HFS Fee Schedule
 - Reimbursable codes, bundling or global fees
- Online code look ups
 - CPT Codes
 - ICD-10



Leadership

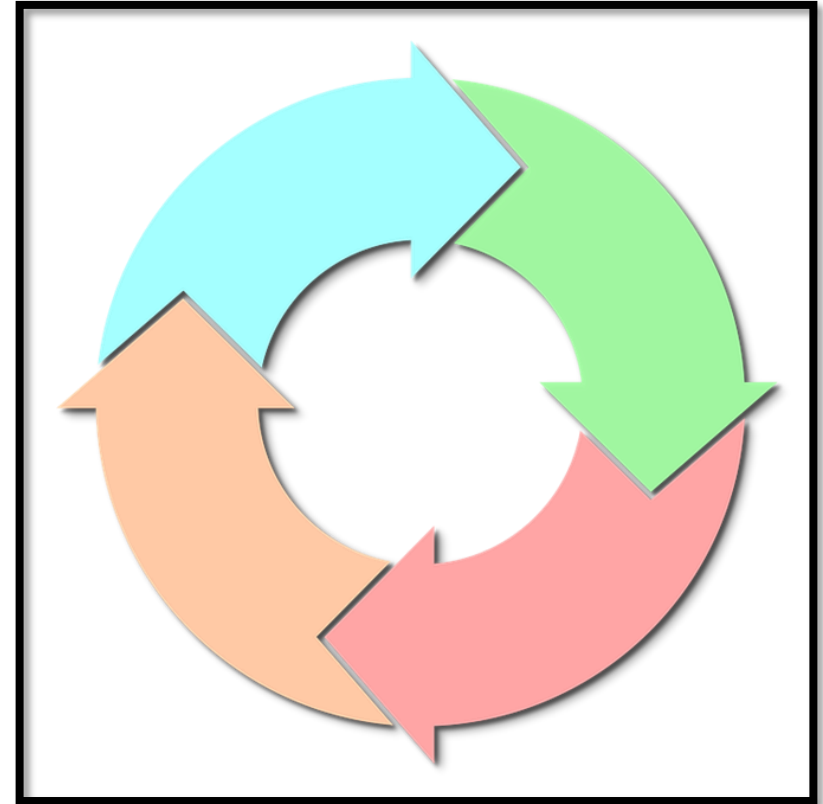
- Cost vs Reimbursement Rate
- Review Fee Schedules
- Aging Claims
- Know who your MCOs or Private Insurance Representatives are
- Billing/Coding Software
 - ezEMRx
- Review Claims Denials
- Remittance Advice
 - Waystar
 - Availity
 - MEDI

What can we improve?

Are we billing appropriately for services rendered?

Medical Revenue Cycle Specialist – Kem

- Credentialing and payer participation audit
- Fee schedule analysis
- Claim and accounts receivable analysis
- EMR/PM Software optimization analysis



Claims Process Cycle

Time filing from DOS:

Six (6) months for Medicaid/MCOs

One (1) year for Medicare

Check your provider billing manual for private insurances. United Healthcare is 90 days



Resources

- IPHA
 - Connect with MCOs and other Organizations
 - Liaison – Accountability meetings
- HFS
 - Provider Handbooks
- IAMHP
 - Comprehensive Billing Manual
- Insurance Portals
- NGS Website (Medicare)
- CMS
 - Medicare and Medicaid Coding Policy Manuals

Questions?

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