A streamlined process for getting your

contracts & fee schedules

A riveting ebook by rivet

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THE PROBLEM

Insurance payers withholding your documents

Not having your contract or fee schedule is like going to work every day without knowing your salary

Before you can implement and monitor your contract terms and reimbursement rates, you need to know what they are—and that means getting copies of all your payer contracts. It sounds simple enough, but ...

When payers treat your negotiated rates as trade secrets, getting your documents can take a heroic effort, especially when you're dealing with 10, 20, or upwards of 30 payers.

The goal of this ebook is to show you how a reimbursement integrity platform can make it easier to create and track all your document requests in one simple, centralized place. With tools and workflows that streamline the process, you can get all the information you need to start maximizing reimbursement faster.

THE SOLUTION

A streamlined process & time-saving software

You have the right to know your compensation structure

Before you approach payers to make your case for better contract terms and reimbursement rates, take time to analyze the value of your existing contracts—and to diagnose your own value to patients and payers.

1. TAKE AN INVENTORY OF MISSING DOCUMENTS

For each payer, make sure you have your contract, amendments, and full fee schedule. Some payers claim they don't have this information, can't share it, or can only provide the top 100 codes, but that's simply not true.

One payer you'll never have to keep asking for your fee schedule is The Centers for Medicare & Medicaid Services. They make this information available online by locality, then Rivet goes a step further by automatically populating your Medicare fee schedule in our reimbursement integrity platform.

2. IDENTIFY THE RIGHT PERSON AND THE RIGHT CHANNEL

Beyond knowing the payer rep who should receive your requests, you need to know their preferred delivery method. If you're not sure, try these channels in this order: email, fax, phone, and payer portal.

3. DRAFT A FORMAL DOCUMENT REQUEST

This is the hard part. You need to create a formal, legal-sounding letter and a series of more urgent follow-up letters. Your correspondence should describe exactly what you're asking for (e.g., contracts, amendments, or fee schedules) and for what timeframe (e.g., current or historical). . Then, you need to customize your letters for each payer.

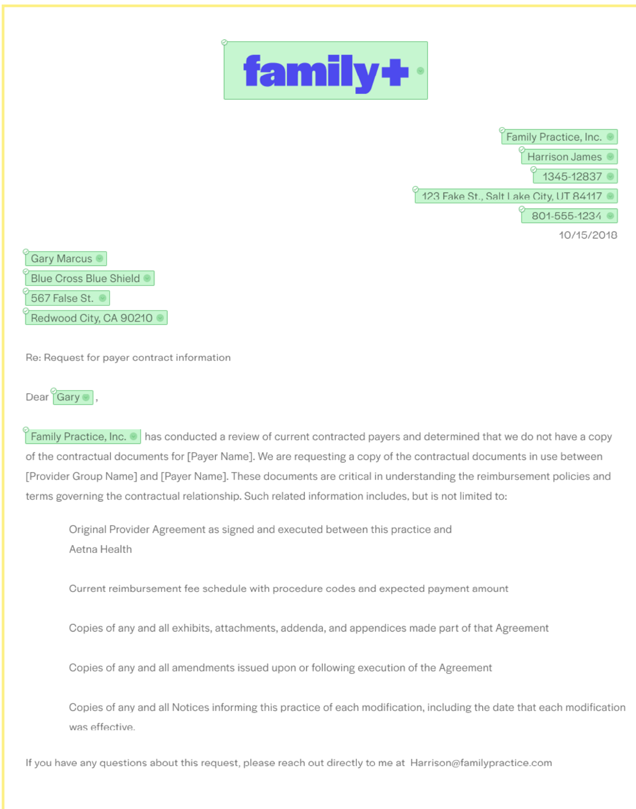
4. SEND YOUR REQUEST AND KEEP FOLLOWING UP

As a default, we're describing the process for sending requests via email. It's best to briefly reference your request in the body of your message and attach your formal letter as a PDF. Follow and repeat this cadence until you get your documents:

> **Send your first, straightforward request**
> Did you receive your documents within four days?
> If yes, go to step 6.
> If no, send an email to follow up.
>
> **Send your second, more urgent request**
> Did you receive your documents within four days?
> If yes, go to step 6.
> If no, send an email to follow up.

SHAMELESS RIVET PLUG

With Rivet, you can skip the hard part and use one of our letter templates, complete with your logo and contact information (see below). You can also auto-populate fields throughout your letters, so you don't have to find and enter info for every payer in every letter. Plus, Rivet automatically tracks the dates of all your document requests.



family+

Family Practice, Inc.
Harrison James
1345-12837
123 Fake St., Salt Lake City, UT 84117
801-555-1234
10/15/2018

Gary Marcus
Blue Cross Blue Shield
567 False St.
Redwood City, CA 90210

Re: Request for payer contract information

Dear Gary,

Family Practice, Inc. has conducted a review of current contracted payers and determined that we do not have a copy of the contractual documents for [Payer Name]. We are requesting a copy of the contractual documents in use between [Provider Group Name] and [Payer Name]. These documents are critical in understanding the reimbursement policies and terms governing the contractual relationship. Such related information includes, but is not limited to:

Original Provider Agreement as signed and executed between this practice and Aetna Health

Current reimbursement fee schedule with procedure codes and expected payment amount

Copies of any and all exhibits, attachments, addenda, and appendices made part of that Agreement

Copies of any and all amendments issued upon or following execution of the Agreement

Copies of any and all Notices informing this practice of each modification, including the date that each modification was effective.

If you have any questions about this request, please reach out directly to me at Harrison@familypractice.com

See Rivet in action

Send your third, very urgent request
Did you receive your documents within four days?
If yes, go to step 6.
If no, send an email to follow up.

5. ESCALATE YOUR REQUEST TO A MANAGER OR DIRECTOR

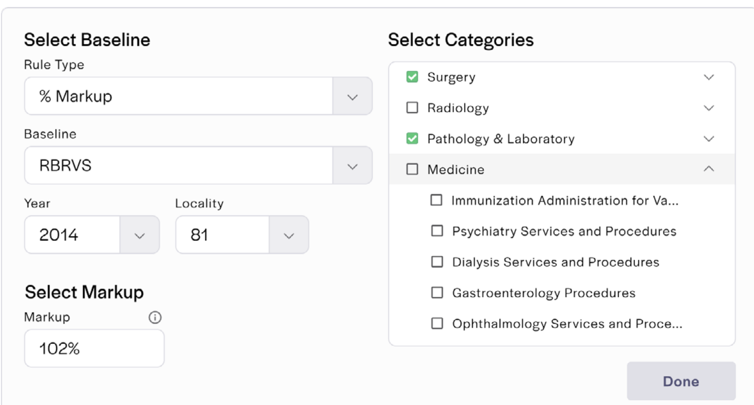
If your payer rep is still playing keep away after three attempts, it's time to go over their head. Send a letter to someone higher up in the organization letting them know the dates of your previous letters. Then, repeat the cadence above for this new contact.

6. REVIEW & ORGANIZE YOUR DOCUMENTS

Did you get your docs? Great! Are they in a format you can understand—or are they, well, scary?

SHAMELESS RIVET PLUG

Rivet makes it easy to translate rule sets, baselines, and conversion factors into fee schedules you can understand.



Is your data scary?

Ideally, payers will send your fee schedule in a simple spreadsheet format like this.

10021	$161
10022	$166
10030	$658
10035	$670
10036	$389
10040	$129
10060	$170
10061	$280
10080	$249
10081	$394

But, quite often, they send a complicated, hard-to-read version like this:

E&M Services	2010 CMS RBRVS	143.737%
Surgery	2010 CMS RBRVS	73.000%
Radiology	2010 CMS RBRVS	85.000%
Radiology - Cytogenic	2010 CMS RBRVS	110.000%
Pathology & Laboratory	2010 CMS Clinical Lab	100.000%
Temporary Codes	2010 CMS Clinical Lab	42.000%
Medicine	CMS Drug Pricing	60.000%
DME	2010 CMS DME Floor	60.000%
Ambulance	2010 CMS Ambulance	143.737%
Immunizations	UHC Immunization	100.000%

If you got the scary version, Rivet can translate the rule sets, baselines, and conversion factors into something you can understand.

THE TAKEAWAY

Getting your contracts and fee schedules can improve your bottom line.

So, don’t let payers ignore your document requests

Not only are you legally entitled to receive your payer documents, you need them to effectively implement and monitor your contracts.

Next time you wonder why you’re not making as much cash as you deserve, resolve to track down your documents by following our streamlined process (and relying on Rivet to simplify and organize your efforts).

With your fee schedules in hand, you can start maximizing revenue.

CONCLUSION

What is Rivet?

Rivet is the reimbursement integrity platform that makes it easy for healthcare providers to organize, analyze, and negotiate payer reimbursement contracts and fee schedules—then ensure you're getting paid accurately to the final cent.

With Rivet, you can save time and headaches by managing all your payer contacts and document requests in one place. And, when you finally get all your contracts and fee schedules, you can easily compare them in Rivet to start preparing for future contract negotiations.

Ready to see how Rivet puts you in control of payer contracting?

SEE RIVET IN ACTION