

## **How to Switch Medical Billing Services Without Losing Revenue**

If you are realizing that your present medical billing service is losing your practice revenue, this is the right time to switch to right billing services provider. Once you start fixing errors from your current billing service, your revenue will be automatically rising. But obviously you have fear to lose more revenue in switching process as you have to face a big change and need employee buy-in.

Here are some tips how you can switch seamlessly to your new medical billing service even without losing revenue.

### **Choose the right Billing Company**

When you are already suffering from losses, do not go with any service provider without doing any research and analysis.

Figure out what links are missing in your current revenue cycle management and ensure the new service can help in filling those holes. Below are some areas on which you can work out.

- Denial Management
- Eligibility of Insurance
- Audit of Medical Coding
- Financial Reporting
- Payment Collections

### **Conclude With Your Old A/R**

When you think of old accounts receivables one option is to part ways with it and start fresh. Second way is to see about having your new billing company "clean it up" and the third option is to have someone internally tackle the project.

If neither your new service provider is not offering AR cleanup nor you are willing to part ways with the uncollected revenue then you can ask new company to offer up some advice to the internal employee(s) taking on the project.

Just end up with old AR and make sure it doesn't happen again. It is very important that your staff obtain the information from patients for new company.

Consider below check points before your staff step into a new relationship with new service provider.

- Collect copays/deductibles/coinsurance
- Get necessary authorization
- Maintain patient contact information like email & mobile number

Your new company should provide necessary training to collect payments /necessary information successfully.

## **Attend the Training Provided**

Training and implementation process is very important when you are switching to new service. It will help you to know responsibilities of your staff and small pieces of revenue cycle process in respect of new company.

## **Appoint a Person for the Transition**

To make transition process smooth, assign a person on your coding and billing team to lead the transition process. A competent and experienced person who has influence on other team member will not let the line of communication crossed and prevent rumors & misunderstandings.

## **Ensure Medical Billing Service Offers the required Support**

Off course Medical billings services are chosen based on financial ground but quality and customer support are also important points to be considered.

Some questions to be addressed before selecting a new billing service with quality customer support.

- Who will be my single point of contact for my account?
- Will meetings occur regularly to review of my financial performance?
- What will be Turnaround Time for the queries I raise?
- Will there be a customer web portal for support?
- What kind of training and learning will be arranged for your customers?

## **It's a big step which can raise your revenue**

Assessment, comparison & evaluation of new service provider are very overwhelming but it is good to take this decision soon if you feel change is required. More you delay more you lose and transition will be expensive.