

## URGENT CARE

At Billed Right we have customized our revenue cycle management (RCM) to address the specific needs of the urgent care industry. Our first-in-class RCM helps urgent care centers serve their patients better... We understand your pain points:

1. Patients – walk-in, usually only see once
2. Copay/deductibles – what is owed at the time of service
3. Coding efficiencies – what codes apply, changes, modifiers needed
4. Insurance coverage – does the patient have coverage
5. A/R Balances – outstanding patient balances and getting monies collected
6. New staff – learning curve for new employees

We offer help with all of the above and more. Billed Right is more than just a medical billing company; we are a strategic partner invested in helping alleviate the stress that comes with running an urgent care profitably.

### WHAT **BILLED RIGHT** OFFERS

1. Access to a person to help the front desk with verification via Live Chat or phone
2. Determining co-pay/deductible for primary and secondary insurance
3. Coding education

Billed  
**200+ MILLION** in 2020



DAYS  
IN AR **24**

TAT  
Hours **48**

TAT for  
Payment **26** DAYS

☎ 407-217-9281

💻 [www.billedright.com](http://www.billedright.com)

✉ [info@billedright.com](mailto:info@billedright.com)

4. Front staff training
5. Business analysis reports
6. Sending patient statements for balances and dedicated phone number to patients for any question related to their balance/providing list for collections after three statements
7. HIPAA Compliant and certified team



*I have an awesome experience with your pro team members. Your account managers are knowledgeable and always working hard. We started working with Billed Right from day one. I would recommend Billed Right due to a dedicated team of professionals working hard on a daily basis and getting me the results wanted.* **Urgent Care Provider, TN**



## Why Choose **BILLED RIGHT** as your **URGENT CARE** Billing Services Partner?



**Eligibility:** Insurance verification and patient eligibility details to ensure 100% upfront collection and eligibility notification to patients.



**Charge Posting:** Timely charge entry and submission of error-free claims for urgent care procedures.



**Documentation Review:** Once encounter is locked; coding team retrieves a random sample of weekly notes and review of components of SOAP notes/encounter to ensure proper guidelines are followed and support the coding chosen on the superbill. Education is provided to doctors on their usage of CPTs/ICD-10s.



**Claim Submission:** We manage electronic claim submission to clearinghouse and follow-up associated with claims.



**Denial Prevention:** Validation of superbills to prevent denials due to up-coding or down-coding. Ensuring claims, pre-submission, are 100% scrubbed to avoid denials related to eligibility, provider information, coding related details are available.



**Denial Management:** Identifies unpaid claims or underpayments by payers at the individual claim level and appeal up to three levels. Comprehensive analysis of your contracts, claims, and payments to find potential revenue opportunities.



**Posting:** Retrieve ERA payments from clearinghouse and post the payment on a daily basis. Payment reconciliation is done after completion of payment posting.



**Accounts Receivables Follow-up:** Consistent follow-up with payers on accounts receivable using phone, email, & web tools. Follow-up starts after reimbursement expected time is due.



**Patient Collections:** Our team addresses all the inbound patient calls related to self-payment responsibilities or questions related to the patient's account. We have a bilingual representative who speaks Spanish to ensure proper communication is in place.



**Reporting:** Weekly, monthly, quarterly and annual reporting to provide full transparency and ensure progress has been made.



**Coding Audits:** Recommendations for overlooked billing opportunities & minimizing any related risks are done, as requested.



**Account Management:** Each group is assigned an Account Manager and team who are available via Live Chat or phone every day. This allows communication to be continuous. Weekly calls with Account Manager ensures all questions are addressed timely. In-person Quarterly Business Reviews are also conducted and an in-depth analysis is provided to gauge improvement over time.