



Med Management Monthly

October 2009

Premier Billing Network
Medical Billing Services

Clinical Corner

Christina Grimesey, *Senior Consultant*

Collecting Co-Pay and Patient Balances at the Front Desk

The top factors in patient satisfaction starts with the front office staff and ends with the care the patients feel they received from the physician. Greeting patients in a friendly manner and making them feel as if they are the most important person can be challenging. Add asking for money, the phone ringing, clinical staff interrupting, and a line of patients that still need to be serviced and you have a combination that can frustrate you and the patient.

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Communications

Charlie Colitre, *President, Healthcare Compliance Consultants*

Changes to HIPAA

New Requirements as a Result of the Stimulus Act

The American Recovery and Reinvestment Act of 2009 (the Stimulus Act) contains a series of new laws that dramatically expand the privacy and security provisions of HIPAA. Known as the HITECH Act (Health Information Technology and Clinical Health Act) it contains significant changes and additional requirements to HIPAA which all practices will need to incorporate into their HIPAA privacy and security written policies.

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Spotlight on Credentialing

Machelle Giordon, *Credentialing Specialist*

QUALIFICATIONS FOR INCIDENT TO "RULE"

If you are considering to bill incident to the physician when a qualified non-physician practitioner (NPP) performs the services for Medicare patients. Please consider the following criteria before billing your claims...

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Office Tips

Kirsten Meyers, *Administrative Assistant*

Below are a few tips that will help keep you (and your co-workers) happy and make the overall work environment more pleasant.

Lose the negativity. Negativity spreads like wildfire, infecting not just your work life but your home life too. In order to improve your work environment you need to try to get and stay positive. Be honest, but make sure your positive comments outnumber your negative comments by 10:1

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Events Schedule

OSMA

Conducting Internal Chart Audits

Date: October 22, 2009
 Where: Cuyahoga Falls, Ohio
 Time: 9:30am - 3:30pm

Also:

Date: November 5, 2009
 Where: Columbus, OSMA
 Time: 9:30am - 3:30pm

OSCG/PBN Cookbooks For Sale.....

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Practice Management

Pat O'Sullivan, *President*

TECHNOLOGY IS UPON US...

ARE WE TAKING ADVANTAGE OF THE OPPORTUNITY?

Just a few years ago, a physician said to me, why do we need a fax, we did ok without it? He was afraid of technology. We experience many medical practices afraid of technology. Why would someone be afraid of something which could make their world better? Sometimes it is the billers, afraid to try electronic statements even though they cost less than the old stuffing, folding method.

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This email was sent by O'Sullivan Consulting Group and Premier Billing Network, 3637 Medina Rd, Suite 320, Medina, OH 44256

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