



Proficient Health /Wellife/ TDG Medical Billing Recovery FAQs

- **What differentiates you from all the other RCMs in the marketplace?**
 - Although we offer a full slate of RCM services, our focal point is Medical Billing Recovery.
 - We are not trying to obtain full control of the provider's billing service.
 - Our service is in a very specific niche which looks at only the provider's insurance billings.
 - Our business model is to assist providers in recovery of those dollars that are theirs by contract.
 - Our advanced software programming is more intricate, allowing us to find the smallest of claims that most other services tend to overlook. This equals more money back to you.
 - A very important distinction is that our technical advisor, Dr Mehul Patel, has not only been on the provider's side as an Internal Medicine Specialist for 28 years, he also operated his own MSO and ACO with over 200 practices involved. Additionally, he has been on the billing side as a Co-Founder of an HMO. He is unique in that he understands both aspects of the billing process. Additionally, Dr Patel is a one of only a few certified speakers for CMS nationally. His background puts us in a unique position to maximize your recovery dollars.
- **What data is needed for the analysis?**
 - 837s and 835s electronic data.
 - ERA - electronic remittance advice - which comes with the actual payment that breaks down the specific dollar amount paid out by Payer.
 - Data dump -practice management data – very helpful to confirm on our end that we aren't picking up something on a double code. It is double-check system.
- **How is it collected?**
 - Electronically – one of 2 ways:
 - 1) We can provide to the provider a secure portal where they can load the 837s, 835s and ERA or...

- 2) Provider gives us their login credentials to a 3rd party billing system or to their own internal electronic medical records.
 - HIPPA Compliant transaction with BAA signed.
 - No auditors in their office – it is simply an electronic transfer of data.
- **How much time will be needed of my billing staff to supply the data?**
 - Less than 30 mins- typically 15-20 mins.
- **How my data protected and what happens to my data after the analysis is complete?**
 - Secure portal provided. Everything is done in the Cloud.
 - Data is destroyed but note that no patient info is shared. We only look at billing side, i.e. numbers.
- **How long does the analysis take to complete?**
 - 7-10 days for initial report to be completed for what we believe is recoverable based on the data analyzed and the contracts in place.
- **Is there a minimum amount of annual revenues to qualify for the no-cost analysis?**
 - At least \$2M in annual insurance billings but exceptions may be made.
- **Is it possible to not include the most recent 30 days of billing in the analysis?**
 - Yes
- **What are the timeframes for data in the recovery? Commercial insurance? Medicare/Medicaid?**
 - Typically, 90-day lookback for Commercial.
 - Typically, 1-year lookback for Medicare/Medicaid.
- **Once the analysis is done what is the next step?**
 - Once the approval is given to proceed, a Business Service Agreement (BSA) needs to be signed which spells out what we will be doing and how much we will be paid.
 - Provide any additional data requested for us to do the full service.
- **We have just had an internal audit so why we want to use you?**
 - Internal Audits look at procedures not coding and numbers. Totally different functions.
- **Our billing dept/service does a great job keeping up with AR so why we would want to move forward with you?**
 - We provide a FREE validation of how good your service is, i.e. a 2nd opinion. Why wouldn't you want to see if there is extra money recoverable for your practice?

- **We don't want to replace our current billers. How are they protected?**
 - We have no problem signing a Non-Circumvention Agreement, if you desire.
 - We are not here to steal clients. We are here to provide a service.
- **What is the cost to us for recovery?**
 - 30% of all the money found and recovered is paid for our services and 70% is kept by the Provider.
- **Who does the rebilling?**
 - Your choice. You may elect to have us do the rebilling at no additional cost or have your billing group do so.
- **How long does the rebilling take?**
 - 30-90 days depending on the insurance company and how much leeway the provider gives us to play 'hardball' if we are the ones doing the rebilling. We do it professionally and thoroughly to lessen the run-around the insurance companies typically give.
- **Who receives the recovered money?**
 - You do and as stated in the contract, you pay us our portion.