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| **Immunization Billing Project Work Plan \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ County Health Department** | | | | | | | | | | |
| **ID** | **Description of Activities** |  | **Include** | | | **Assigned To** | **Start Date** | **Due Date** | **Complete Date** | **Notes** |
| Yes | No | NA |
| **BILLING SYSTEM SET UP** | |  |  |  |  |  |  |  |  |  |
| 1.10 | **Software Set Up Verifications** |  |  |  |  |  |  |  |  |  |
| 1.11 | Correct CPT codes are used |  |  |  |  |  |  |  |  |  |
| 1.12 | CPT codes are in PMS |  |  |  |  |  |  |  |  |  |
| 1.13 | Correct NDC codes are used |  |  |  |  |  |  |  |  |  |
| 1.14 | NDC's are in the PMS |  |  |  |  |  |  |  |  |  |
| 1.14 | Correct ICD-9 codes are used |  |  |  |  |  |  |  |  |  |
| 1.15 | ICD-9 codes are correct in PMS |  |  |  |  |  |  |  |  |  |
| 1.16 | Fee schedule is correct |  |  |  |  |  |  |  |  |  |
| 1.17 | Fee schedule is in PMS |  |  |  |  |  |  |  |  |  |
| 1.18 | Tax ID in PMS |  |  |  |  |  |  |  |  |  |
| 1.19 | NPIs in PMS: \_\_\_ clinic \_\_\_ provider |  |  |  |  |  |  |  |  |  |
| 1.20 | **Software Set Up Processes** |  |  |  |  |  |  |  |  |  |
| 1.21 | Set up electronic statements |  |  |  |  |  |  |  |  |  |
| 1.22 | Set up superbill/charge in PM system |  |  |  |  |  |  |  |  |  |
| 1.23 | Set up electronic eligibility verification in PM system |  |  |  |  |  |  |  |  |  |
| 1.24 | Set up scanning capabilities in PM system |  |  |  |  |  |  |  |  |  |
| 1.25 | Set up Electronic Remittance Advice (ERA) |  |  |  |  |  |  |  |  |  |
| 1.26 | Set up electronic funds transfer (EFT) |  |  |  |  |  |  |  |  |  |

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| **ID** | **Description of Activities** | |  | **Include** | | | | | **Assigned To** | | **Start Date** | **Due Date** | **Complete Date** | | **Notes** |
| Yes | No | | NA | |
| **FRONT END PROCESSES** | |  | |  | |  | |  | |  |  |  |  |  | |
| 2.10 | **Insurance Payer Identification** |  | |  | |  | |  | |  |  |  |  |  | |
| 2.11 | Educate staff how to process patients with different payment resources | Self-Pay | |  | |  | |  | |  |  |  |  |  | |
| 2.12 | MA | |  | |  | |  | |  |  |  |  |  | |
| 2.13 | MCO | |  | |  | |  | |  |  |  |  |  | |
| 2.14 | Payer | |  | |  | |  | |  |  |  |  |  | |
| 2.20 | **Eligibility Verifications** |  | |  | |  | |  | |  |  |  |  |  | |
| 2.21 | EVS | Phone | |  | |  | |  | |  |  |  |  |  | |
| 2.22 | Web | |  | |  | |  | |  |  |  |  |  | |
| 2.23 | Electronic | |  | |  | |  | |  |  |  |  |  | |
| 2.23 | Payers | Phone | |  | |  | |  | |  |  |  |  |  | |
| 2.24 | Web | |  | |  | |  | |  |  |  |  |  | |
| 2.25 | Electronic | |  | |  | |  | |  |  |  |  |  | |
| 2.30 | **Charge Capture (see also Back End Processes)** |  | |  | |  | |  | |  |  |  |  |  | |
| 2.31 | Educate staff how to correctly determine charges, including correct application of the sliding fee scale |  | |  | |  | |  | |  |  |  |  |  | |
| 2.32 | Educate staff how to capture all charges |  | |  | |  | |  | |  |  |  |  |  | |
| 2.33 | Educate staff on charge reconciliation processes |  | |  | |  | |  | |  |  |  |  |  | |
| 2.34 | Create/review/update charge capture policy and procedures | Calculation | |  | |  | |  | |  |  |  |  |  | |
| 2.35 | Posting | |  | |  | |  | |  |  |  |  |  | |
| 2.36 | Reconciliation | |  | |  | |  | |  |  |  |  |  | |
| 2.40 | **Payments/Collections at Point of Service (see also Back End Processes)** |  | |  | |  | |  | |  |  |  |  |  | |
| 2.41 | Educate staff on payment collections |  | |  | |  | |  | |  |  |  |  |  | |
| 2.42 | Educate staff on payment posting into PMS |  | |  | |  | |  | |  |  |  |  |  | |
| 2.43 | Educate staff on payment reconciliation |  | |  | |  | |  | |  |  |  |  |  | |
| 2.44 | Create/review/update payment policy and procedures | Collection | |  | |  | |  | |  |  |  |  |  | |
| 2.45 | Posting | |  | |  | |  | |  |  |  |  |  | |
| 2.46 | Reconcile | |  | |  | |  | |  |  |  |  |  | |

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| **ID** | **Description of Activities** |  | | **Include** | | | | **Assigned To** | **Start Date** | **Due Date** | **Complete Date** | | **Notes** |
| Yes | No | | NA |
| **BACK END PROCESSES** | | |  |  |  |  | |  |  |  | |  |  |
| 3.10 | **Charge Capture (see also Front End Processes)** | |  |  |  |  | |  |  |  | |  |  |
| 3.11 | Educate staff how to correctly determine charges | |  |  |  |  | |  |  |  | |  |  |
| 3.12 | Educate staff how to capture all charges | |  |  |  |  | |  |  |  | |  |  |
| 3.13 | Educate staff on charge reconciliation processes | |  |  |  |  | |  |  |  | |  |  |
| 3.14 | Create/review/update charge capture policy and procedures | | Calculation |  |  |  | |  |  |  | |  |  |
| 3.15 | Posting |  |  |  | |  |  |  | |  |  |
| 3.16 | Reconcile |  |  |  | |  |  |  | |  |  |
| 4.10 | **Payments/Collections at Point of Service (see also Front End Processes)** | |  |  |  |  | |  |  |  | |  |  |
| 4.11 | Educate staff on payment collections | |  |  |  |  | |  |  |  | |  |  |
| 4.12 | Educate staff on payment posting into PMS | |  |  |  |  | |  |  |  | |  |  |
| 4.13 | Educate staff on insurance payment posting | |  |  |  |  | |  |  |  | |  |  |
| 4.14 | Educate staff on payment reconciliation | |  |  |  |  | |  |  |  | |  |  |
| 4.15 | Create/review/update payment policy and procedures | | Collection |  |  |  | |  |  |  | |  |  |
| 4.16 | Posting |  |  |  | |  |  |  | |  |  |
| 4.17 | Reconcile |  |  |  | |  |  |  | |  |  |
| 5.10 | **Claims Submission** | |  |  |  |  | |  |  |  | |  |  |
| 5.11 | Educate staff how to pre-edit claims | |  |  |  |  | |  |  |  | |  |  |
| 5.12 | Train staff how to submit claims | | Paper |  |  |  | |  |  |  | |  |  |
| 5.13 | Electronic |  |  |  | |  |  |  | |  |  |
| 5.14 | Train staff how to verify electronic claim submissions (clearinghouse) | |  |  |  |  | |  |  |  | |  |  |
| 5.15 | Train staff how to identify and correct electronic claim denials from the clearinghouse and payers | |  |  |  |  | |  |  |  | |  |  |
| 5.16 | Train staff how to process denials that come in the mail | |  |  |  |  | |  |  |  | |  |  |
| 5.17 | Educate staff how to send an appeal to a payer | |  |  |  |  | |  |  |  | |  |  |
| 6.10 | **Account Receivables (A/R) Management** | |  |  |  |  | |  |  |  | |  |  |
| 6.11 | Train billing staff how to manage insurance A/R | |  |  |  |  | |  |  |  | |  |  |
| 6.12 | Train staff how to manage patient A/R | |  |  |  |  | |  |  |  | |  |  |
| 6.13 | Train staff how to review and print/sent patient statements | |  |  |  |  | |  |  |  | |  |  |
| 6.14 | Train staff on how to obtain PM reports | |  |  |  |  | |  |  |  | |  |  |

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| **ID** | **Description of Activities** |  | **Include** | | | **Assigned To** | | **Start Date** | **Due Date** | **Complete Date** | **Notes** |
| Yes | No | NA | |  |  |  |  |  |
| **FORMS** |  |  |  |  |  | |  |  |  |  |  | |
| 7.10 | Create/Modify Charge Capture Form |  |  |  |  | |  |  |  |  |  | |
| 7.20 | Create/Modify Registration Form |  |  |  |  | |  |  |  |  |  | |
| 7.30 | Develop front office cheat sheet to identify payers |  |  |  |  | |  |  |  |  |  | |
| 7.40 | Create/Modify Daily Reconciliation Sheet |  |  |  |  | |  |  |  |  |  | |