



May 2010

In the Spotlight

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Dear Doctors and Staff,

Included in this edition of the TPR Spotlight is super important information to help you allow your practice and team to be operating at their best! Please be sure to review the following articles for important information that simply cannot be overlooked or underestimated or you are going to be GUARANTEED to be losing patients and profits!

Also, if you have not had the opportunity to view the ChiroNetwork.info, be sure to do this as you will quickly find how it will be a phenomenal resource to doctors and staff as you work on areas of your practice for efficient growth and development. You can view the ChiroNetwork at www.ChiroNetwork.info.

Sincerely,

Brandy Beeson
Total Practice Resources

Uncovering the Hidden Profits in your Practice...

According to the US Bureau of Labor Statistics, the median salary for Chiropractors in the United States is approximately \$68,000 annually. Statistics show that the averages from state to state, do indeed vary, but as we consider the statistics above, we may find ourselves all having one common thought... "What can we do to be more profitable?"

We would all love for there to be just a few short steps to take to help us create the practice of our dreams immediately. Although the answer isn't that simple, there are things that you can do with and for your practice to make a big difference right away. As we know, lost time also results in lost profitability so we want to be sure to evaluate your practice systems inside and out, carefully reviewing everything that happens from the moment the patient calls to schedule their appointment.

Read the few questions below and answer them for your practice:

-Are you confident in the level of staff training?

- Are you comfortable with the services you offer in your practice?
- Are you confident in your patient education procedures? (consider your Report of Findings, tangible materials such as brochures, how doctor(s) and staff explain services and answer patient questions, etc)
- Are you able to monitor your statistics to evaluate growth, stability, decline?
- Do you have a clear vision of the type of practice you would like to have and have you shared this with your team?
- Do you feel like the systems in your practice are the most up to date, efficient, effective and thorough?
- Do you feel confident that you are connecting with and getting your message out to potential patients?
- Are you satisfied with your per visit average and monthly collections?

If you answered "No" to any of the questions above, don't feel discouraged, but instead, feel empowered that you now have a starting point to begin to prioritize and work with, for your practice. Make note of the specific areas of breakdown, potential obstacles or areas of your practice where you would like to see improvement. This is a starting point for you to begin plan your action steps for improvement.

Please be sure to stay tuned to future TPR Spotlight Editions for additional steps for finding your uncollected profits. We, at Total Practice Resources, would love to speak with you as well about your practice growth and development. We do offer a free consultation to discuss your specific practice needs and how we may help you meet those. Please be sure to call (303) 242-8901 or e-mail Brandy at brandy_tpr@yahoo.com.

Increasing Efficiency in the Billing Department

Electronic Claims Submission --> DONE RIGHT!

There are so many tasks to be organized and addressed in a billing department, such as claims submission, insurance verifications, claims appeals, reviewing of Accounts Receivable and claims re-submissions, patient account statements and collections, etc. Some of these duties can be extremely time consuming which is why it is so important to insure that every step and every system in the billing department is as efficient and effective as possible. By evaluating this, you are sure to prevent or reduce lost time in carry out of systems, streamline the systems within the department and gain confidence that these procedures are being executed smoothly and correctly.

One element to evaluate in your billing department is electronic claims submissions. Getting paid by insurance carriers and getting paid faster is a crucial component to efficiency and productivity in a billing department.

Are you getting rejected claims? Are you finding that many of your claims still aren't being received by insurance payers? Do you have a good relationship with your insurance clearinghouse where your questions are answered and assistance is quickly provided, if needed?

If any of the above questions are obstacles that you face, you would be well served to reconsider your current clearinghouse. Or, maybe you are ready to transition from paper to electronic claims submission and are unclear about the steps you need to take. Either way, you may find comfort and confidence with APEX EDI. The following will outline only a few features that is offered by Apex EDI that will certainly help to insure efficiency in the claims submission process!

Benefits and features of Apex EDI:

1. No annual maintenance fees
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2. Money back guarantee
3. Online Corrections resulting in:
 - a. No double submission on a single claim
 - b. No double charges for a single claim (because of double submission)
4. Flat Rate with Unlimited Claims submissions
5. Compatible with ALL Practice Management Software (even those that offer clearing house services)
6. Verification of claims delivery
7. FREE client support
8. Connects to all insurance companies, nation and state wide.
 - a. Claims are no longer being dropped to paper and printed for submission
 - b. Reduces paper claims expense

Apex EDI will do a risk free, FREE claims service evaluation upon your request! Please call them at 800-840-9152. Additionally, by mentioning referral code 104, you will receive 2 months of FREE service, if you sign up with them! You can also preview Apex EDI online at www.apexedi.com.

This is a very helpful step in streamlining your billing department. Upcoming issues of the TPR Spotlight will continue to cover other important steps that can be taken to make your office as efficient and profitable as possible!

Network with Total Practice Resources and the ChiroNetwork.info!

Blog: www.TotalPracticeResources.blogspot.com

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