

# TPR Spotlight

March 3, 2009

**Total Practice Resources**  
(303) 242-8901  
[www.totalpracticeresources.com](http://www.totalpracticeresources.com)



**Dear Doctors,**

We are nearing the end already of the first quarter for 2009. We are all off to a fast and furious start and should all take this opportunity to look and plan ahead for the coming months of the year.

Nutri-West/Brimhall Seminars continue to bring you the leading information and protocol to enable you to offer the very best of the best to your families and patients. We all hope to see everyone at seminars through out the year as there is so much to continue to learn and fine tune into our office systems to continue to allow us to be at the leading edge of wellness care. We ask that you utilize your resources to their fullest extent to best benefit your patients and your practice. Pay a visit to [www.brimhall.com](http://www.brimhall.com), [www.nutriwest.com](http://www.nutriwest.com), [www.ewellnesssystem.com](http://www.ewellnesssystem.com), for additional information on supplements, patient education, seminars and more.

We appreciate all of you and look forward to your continued success.

Sincerely,  
The Team at  
Total Practice Resources

## As Dr. John Always Says...

***"Ask your patients if they want pain relief, corrective care, or total wellness care"***

So the team at Total Practice Resources is asking this to you. Do you want pain relief, corrective care or total wellness care for your practice?

This means, do you want to have to fix problems once they occur and repeat the process as needed? Do you want to correct problems as they occur and work to maintain the corrections. Do you want total wellness for your practice in which you are informed and knowledgeable of requirements, can strive to prevent problems, recover more quickly from blockages that do occur and fine tune your systems to allow them to function at their optimum levels??

Doctors and staff need to determine this together and work together, fulfilling individual roles toward a common objective. To achieve any of these three levels of care, you must first know what you want, communicate that with your team and support team and implement the building blocks to achieve your desired outcome.

### **In This Issue**

As Dr. John Always Says  
Important Tips for Billing &  
Fees

***Recommended  
insurance  
Clearinghouse, Apex  
EDI is offering a FREE  
claims review!***

Call Apex EDI to have  
your claims sending  
process audited to see  
if & how they can help  
you receive insurance  
payments more quickly  
& more

## Important tips for Billing and Fees

### Brief Review of important, need to know data for your billing and fee systems

- \*Avoid Dual Fee schedules (Medicare, Medicaid & Work Comp may be exceptions to this rule)
- \*What is 'free' to the patients, must be free to the insurance
- \*Fee schedules should be reviewed annually and updated as applicable.
- \*Medicare must have your lowest fee schedule
- \*Avoid negotiating fees for services. *Your fee is your fee*
- \*If you offer Time-of-Service (TOS) fees or pre-pay packages, you must verify specific guidelines and requirements with your state. THERE ARE RULES FOR THIS!
- \*Claim forms for billing should be checked for completion and accuracy before being forwarded to clearing house or payers
- \*Claims for insurance should be submitted on a regularly scheduled basis as with all other responsibilities in collections
- \*Patient statements should be sent on a regularly scheduled basis with proper collections systems in place
- \*Proof of timely filing should be logged for all insurance claims
- \*Never assume! Verify codes, fees and billing data if unsure
- \*Have a Financial Policy and reviewed this with all patients to clarify expectations
- \*Review the common insurance codes (at the least), modifiers, diagnosis, etc. each year to insure continued accuracy

## Medicare ABN

### Important Requirement Enforced

The new Medicare ABN Form (Advanced Beneficiary Notice of Non-coverage) is mandatory for use as of March 1, 2009. This form replaces the standard ABN Form and NEMB Form currently required by Medicare.

Visit your local Medicare carrier website for the new form and instructions for completion or contact Total Practice Resources for this data if assistance is needed.

efficiently. Apex EDI will help troubleshoot how you currently send claims to seek faster methods or help with any errors you may be receiving. TPR has set up a preferred referral program allowing you to get free assistance even as a Non-Apex user!

### Apex EDI

[www.apexedi.com](http://www.apexedi.com)

Contact Mike Oliver @

**800-840-9152 ext:303**

**/801-642-0303 ext. 303**

**Be sure to mention promotion code #104 to receive negotiated discounts!**

### Important Reminder:

If you have not purchased your 2009 ChiroCode Deskbook or reviewed your current year fees, now is the time to obtain this data to insure that you are using the best and most current information available. Doctors, this is one of the best ways to begin to protect yourselves and your practice. Knowledge is power and as we know it is certainly much easier to know important details and requirements in advance than it is to have to find, fix and explain unnecessary errors later on. Mistakes with documentation, billing, coding, collections, etc are crucial and can be very costly.

For the order form for 2009 ChiroCode Deskbook and/or the 2009 Physician Fee Analysis (zip code analysis), please e-mail your request to [brandy\\_tpr@yahoo.com](mailto:brandy_tpr@yahoo.com) or call our headquarters at (303) 242-8901.

## TPR Webinars

If you haven't already visited the Total Practice Resources website, you are going to want to see the 2009 webinar schedule. Complete with guest speakers and audio/video presentations, there is a new webinar loaded each month for your continued information and continued education to build and develop your office systems, patient education and treatment protocols.

It is hard to get all of our questions answered and fine tune the many things that take place in our practices and be knowledgeable of important guidelines. Take the opportunity to get much of this information in-between your seminar visits so you can stay at the forefront of current, crucial practice information.

The March webinar will be covering: The 6 Steps to Implement the 6 Steps, why and how to prepare a business plan, necessity of a financial consultation and reactivation systems.

**Our Price:** \$59.95 per webinar  
or \$599.95 to gain access to all 13 scheduled webinars for 2009.

[www.totalpracticeresources.com](http://www.totalpracticeresources.com)

**Book fee: \$99. TPR pays  
S&H  
Zip Code Analysis fee: \$47  
for one zip code plus \$10  
for each additional zip  
code.**



The TPR Spotlight is a free newsletter submitted monthly to all subscribers. If you would like to subscribe or refer a friend or colleague to the Spotlight or get additional information of the TPR programs, please visit our site at [www.totalpracticeresources.com](http://www.totalpracticeresources.com) and enter the requested information in the 'subscribe' field on our home page or contact our headquarters directly at (303) 242-8901.

Additionally, Total Practice Resources does not make code recommendations, fee recommendations or provide any legal advice. Providers are in the best position to determine codes & fees as well as obtain other guidelines and legal requirements in their state and locality. Total Practice Resources assumes no responsibility for inaccurate or inappropriate use of materials and information.

Brandy Beeson  
Total Practice Resources