Week 1
Send Statements out.
Monday- Pull Reports for 90+ Patients A/R and begin collections calls.
Monday- Pull Reports for 90+ aging insurance claims and work through the week.

- Plan your time with your teammates to ensure you have time to perform this nonpatient task.
- Notes must be made in notes for each account worked. Use master admin note for consistency.
- This means we are calling 90+ patient balances at the same time we are sending out statements. These patients already have 3+ statements and know they have a balance to pay. These checks will flow throughout the month.
- You are receiving payments from last month's claims follow-up, 60, 30, and current, along with 90-day calls.

Week 2
Monday- Pull Reports for 60-89 patient A/R and begin collections calls.
Monday- Pull Reports for 60-89 aging insurance claims and work through the week.

- This week, while you are working 60–89-day old accounts, you will be getting payments from statements that went out the week before, along with payments from insurance. This keeps the cash flow steady. This also keeps calls going out in a steady stream.

Week 3
Monday- Pull Reports for 30-59 A/R patients and begin collections calls.
Monday- Pull Reports for 30-59 aging insurance claims and work through the week.

- This week you will receive payments from statements, 90-day claim payments, and current payments from last month's claims.

Week 4
Monday- Pull 29 days backward patient A/R and begin collection calls on CURRENT accounts that have not made their payment since receiving their statement at the beginning of the month.
Monday -Pull current insurance claims and begin calling on claim status.

- This means working claims "in progress" that have not been denied or paid yet.
- We call on them to stay on top of all our claims that are out for processing.
- Remember, insurance companies lie to keep their money in the bank.
- This week you will receive statement payments, 90 days, 60 days, and all collection call payments.

*Your hard work will pay off! After three months of following this program, every account will have been touched for three months. This will ultimately resolve our 90+ aging claims and our 60-89 day claims, and we will have minimal claims hitting these buckets.

*Patient accounts that are not on a payment plan will be managed.

This is the healthiest system we can follow that allows our administrators to balance their day, week, and month without being overwhelmed or isolated to a room working claims all day! This system works, and it achieves our practice goals!