

Audit is a dirty word, but we can make it a profitable one!

Dental Medical Billing can help restore order to your billing procedures. Our team can investigate why payments are either late or not paid to help your team excel in all types of coding, documentation skills and aging. We can assist you in organizing the systems used in your medical office or telemedicine practice.

If you are tired of losing time and money to the task of billing and coding and co-payment collections, it is time to contact us. We have been helping medical and dental businesses find an easier way to operate, collect what is owed and not have to wait over 90 days to collect your income. Get started with a free quote today to begin service and if you are interested in talking with us prior to the consultation free.

Audits tell you what you are doing right, what you are doing wrong, and what you can do better. You do not have to agree with everything in an audit, but it is a valuable tool.

Every client is different. The more we ask, it helps all of us understand what and how we are looking at your coding, collections, in network issues and out of network issues. Also, up-front discounts and of course the codes being used and if they match the documentation.

Communication is key.

Below are questions we will ask prior to an audit to help ensure a smooth process for everyone:

1. How will you communicate with us, and how often during the audit process?

Phone _____ Zoom _____ Email _____

2. List the reasons you feel are issues that control the collections?

- A. Coding
- B. Documentation skills by entire team.
- C. Understanding of updated coding
- D. Teams that are invested in the health of the practice.
- E. Are teams being educated each year on added information, codes, and updated skills?
- F. Hygiene is that is updated with the new treatments such as staging and grading?
- G. Aging Report out of control for patient payments?
- H. Aging for collections from insurance plans?
- I. Are you giving any treatments away for free? Such as CBCT Scan? Yes, No
- J. Are you adding new services every year with the proper training? Yes, No

3. How do you determine the effectiveness of internal controls? Such as the log in for each team member and who does not? _____

4. Are you willing to have an audit team and who will manage your team? Yes, No

5. How do you know if the correct collections for the day are correct, the week, the month? _____

6. How will you determine if, or in what way, your business's practices are resulting in unnecessary losses of money or inefficient use of resources?

7. How will you ensure you and the entire team are regulatory, and understand all the laws that are now in plan both by the federal government and the states?

8. What have you done to improve your audit procedures over the years? If you have not done that tell us why? _____

9. Have you ever been audited or questioned by insurance companies? Yes, No

10. Have you had a malpractice suit? Yes, No, why _____

11. Are you doing in-house auditing monthly, weekly, daily?