

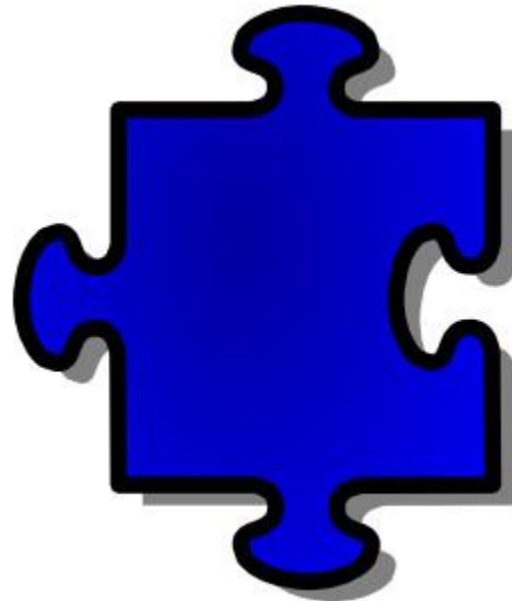
Provider Enrollment - The Missing Puzzle Piece of the Revenue Cycle.

MARCY MARQUIS, CRCP-P

CLIENT SERVICE MANAGER, MAXRTE

Agenda

- ▶ Communication
- ▶ Documents
- ▶ Follow up
- ▶ Denials
- ▶ Process



Definition

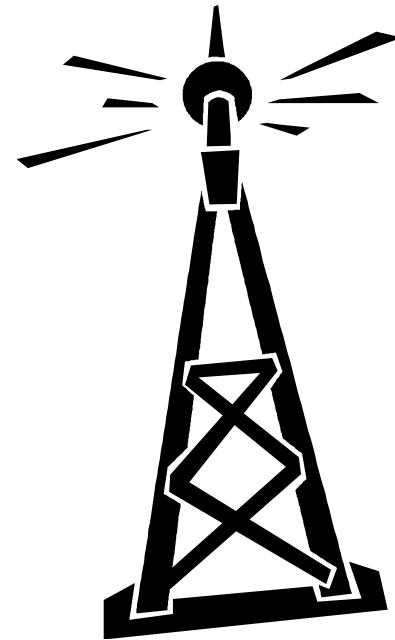
- ▶ **Credentialing:** is the process of establishing the qualifications of licensed professional, organizational member or organizations, and assessing their background and legitimacy.

Definitions

- ▶ **CAQH:** Council for Affordable Quality Healthcare . National data base with provider information
- ▶ **CV:** Curriculum Vitae aka Resume
- ▶ **Provider Enrollment:** Information to the insurance carrier regarding new provider.
- ▶ **Revalidation:** Updating previous credentialing documentation

Communication

- ▶ Who needs to be informed
- ▶ When to be informed
- ▶ What information is needed



Tracking spreadsheet

- ▶ Contracted Payor
- ▶ Non-contracted Payor

Provider Data Sheet

- ▶ Introduction Email
- ▶ Personal Demographic
- ▶ Important Numbers
- ▶ Copies of all documentation
- ▶ How to reach them

Documents

- ▶ License
- ▶ Liability / Mal-Practice summary page
- ▶ Curriculum Vitae (CV)
- ▶ DEA
- ▶ Board Certification



Forms, forms and more forms

- ▶ Paperwork
- ▶ Signatures
- ▶ Send to carrier
- ▶ Time to process



Medicare Forms

- ▶ CMS 855B
- ▶ CMS 855R
- ▶ CMS 855I
- ▶ CMS 855S
- ▶ CMS 588
- ▶ CMS 460

CAQH / Proview

- ▶ National Data Base
- ▶ Payer will access to confirm information
- ▶ Confirm every 120 days

Follow-up

- ▶ How often
- ▶ Call
- ▶ On line



Denials

- ▶ B7 – This provider was not certified / eligible to be paid for this procedure / service on this date of service



Correspondence

- ▶ Revalidations
- ▶ Request for documents
- ▶ Denials
- ▶ Development letters
- ▶ Out of network

Software

- ▶ OneApp Pro / Echo
- ▶ Intellisoft
- ▶ Kareo

Summary

- ▶ Communication
- ▶ Documents
- ▶ Complete of paperwork
- ▶ Follow-up



Questions



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