Editorial

Chennai Connexions has been a great tool that connects all our local members. Each issue covers issues and update from the industry experts.

This issue talks about some of the important updates that would affect most of us. We welcome you to contribute articles to the newsletter and share your knowledge and expertise with all the other members.

We hope you find this edition useful. Happy reading!

Do you have an article for the next edition of Chennai Connexions? Please send it to secretary@aahamchennai.org!

**Insights in this edition**

**Hospital Medical Billing-----------------------------------------------------------------------------Pg. 2**

**Recoup-Takeback-Offset Payment-----------------------------------------------------------------Pg. 5**

**6 Benefits of Implementing RPA in Healthcare---------------------------------------------------Pg. 7**

**Technological Advancement in Health Industry--------------------------------------------------Pg. 9**

**Hospital Medical Billing**

[Hospital medical billing](https://www.coronishealth.com/blog/hospital-medical-billing-the-most-important-things-to-remember/) involves creating and submitting healthcare claims to insurance companies to receive payment for services rendered by providers. It also includes billing payers for the medical facilities, special medical equipment and supplies, and laboratory services provided.

A medical biller translates a healthcare service into a claim using the appropriate codes and follows the claim to ensure the hospital receives timely reimbursement.

**Common Hospital Medical Billing Pitfalls and How to Avoid Them**

Common mistakes in the hospital medical billing process that leave you vulnerable to claim denials include:

* Incorrect billing – occurs when a hospital bills a patient for incorrect services or services they never received.
* Duplicate medical billing – occurs when a hospital bills a patient at least twice for the same procedure, exam, or test.
* Unbundling – occurs when groups of procedures frequently grouped together are billed under separate codes.
* Upcoding – occurs when a diagnosis is inflated from a moderate to a more serious condition or when a patient is billed for a service covered by insurance rather than the one administered, which is not covered.
* Under coding – occurs when a provider fails to capture all services performed or bills for less expensive procedures.



Your steady revenue flow relies heavily on ensuring there aren’t any billing errors that cause damage to your bottom line. Below are two essential steps that save your staff time and increase your profitability:

**Ensuring Accurate and Timely Claim Submissions**

Accurate billing and coding are only possible with complete medical records, patient charts, insurance identification, verification, and authorization. Coders only assign the appropriate CPT codes if they can access complete and accurate records.

Electronic Health Records (EHRs) help hospitals to organize paperwork, streamline processes, and reduce errors by standardizing data and automating tasks such as claim processing. Medical billers and coders quickly access information from EHRs to justify financial reimbursement while maintaining an accurate record of medical events.

Claims scrubbing technology is another valuable tool for hospitals. Claims scrubbing reviews a claim’s accuracy and completeness before submitting them to insurers.

**Hospital Medical Billing and Coding Compliance**

A hospital compliance program is vital to avoid delayed payments and costly investigations while improving cash flow and patient satisfaction.

Part of your compliance strategy should be performing internal audits. Conduct a compliance audit to identify inefficiencies in your system. Then, third-party auditors can analyze your billing and coding process and identify workflow inefficiencies and areas of opportunity. These audits ensure corrective actions that help your hospital remain compliant.

A robust training and education program is crucial to comply with [**hospital medical billing**](https://www.coronishealth.com/blog/revenue-cycle-management-the-key-to-successful-hospital-medical-billing/) and coding regulations consistently. Educate your providers and staff members about billing and coding compliance, including common mistakes that lead to fraudulent claims. Ensure your billers and coders are appropriately trained and know the current hospital medical billing codes and federal policies. They must also be aware of changes to billing and coding standards set forth by the Centers for Medicare & Medicaid Services (CMS) and private payers.

**Source:** <https://www.coronishealth.com/blog/hospital-medical-billing-explained/>

**Uma V CRCP**

**Recoup-Takeback-Offset Payment**

**What is a Recoup/Takeback/Offset payment?**

When an insurance company overpays an account or wrongly paid to its provider it would adjust that amount in its successive claims and that is termed as Recoup/Take back/ Offset payment.

**Sample reasons to take Recoupment.**

* Coverage terminated.
* Charge not covered.
* Patient may have another insurance as primary.
* Duplicate payments (Overpaid/Twice paid) made by the insurance.

**How to apply recoup payment?**

* First, we should ensure that the received offset amount is reflected in the given EOB. Most of the recoup payment with reason code CS and FB will not affect the check value hence it is necessary to check whether the recoup amount reflects in the EOB.
* Before posting a recoup payment, we should check the ledger whether previous payment matches the current recoupment amount received in the EOB.
* If patient details not available for offset amount, we must check either in website or need to call and get the details for posting.

**Types of Recoup payments**

* Full Recoup: If the insurance recovers the full paid amount which was previously paid is known as Full recoup payment.
* Partial recoup: Insurance will split the payments and partially recovers in different checks is referred as Partial recoup. Ex: if the insurance paid $500.00 and recovers $180.00 partially in one check and $260.00 in another check and the remaining $60.00 in another check is referred as Partial recoupment.
* Reprocess payments: Reprocess payment is nothing but the insurance will provide a payment as well as recoup payment mentioning as “Adjustment to a previously processed claim.” The reason behind this type of payment is because of incorrect allowable, primary, or secondary issues due to COB etc.,
* Chain recoup/Zero checks: Chain recoups is nothing but multiple zero checks connected to one EFT remittance is referred as Chain recoup. Regards to Zero Check – it is a contra entry for 2 different patient accounts by giving payment to one account and recouped another account.

**Vinoth J CRCP**



**6 Benefits of Implementing RPA in Healthcare**

**1. Processing cost reductions**

[UiPath reports](https://www.uipath.com/solutions/industry/healthcare-automation) the success story of implementing RPA in a hospital that needed to increase operational control in order to improve patients’ experience. Automating revenue cycle functions like claims or billing, for instance, resulted in cutting down the cost from $4 to $1 to per claim.

**2. Stronger billing cycle**

Accounts payable and data digitization processes can be automated by means of RPA, thereby improving billing efficiency. By upgrading administrative processes, healthcare companies can significantly economize labor and financial resources.

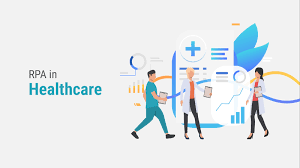
**3. Human labor cost reductions**

By passing on to robots the manually intensive tasks, healthcare professionals save time. They can use these additional time resources to

produce higher-value work, by focusing on more fine-grained patient attendance rather than on tedious data entry.

**4. Increased employee satisfaction**

Craig Richardville, a pioneer of transitioning healthcare to a digital industry, [argues that](https://medium.com/@craigrichardvilleNC/healthcare-providers-transformation-event-an-interview-with-craig-richardville-part-1-of-2-de2145fb3cca) a higher level of healthcare professionals’ job satisfaction is directly linked not only with better care for the patients, but also with higher ROI for the company.



**5. Appointment turnout optimization**

Software robots can include several factors in patients’ appointment requests: their medical histories, current diagnosis, location, insurance carrier, personal preferences, etc., and use them to set appointments that closely match with what is most relevant for the patients.



**6. Superior healthcare quality**

By saving time, eliminating the risk of human error, and by allowing the staff to focus on more   
valuable patient centered activities, automation improves patient satisfaction. The increased operational efficiency may also expand the applicability range of healthcare. The healthcare system could thus better address the needs of more people.

**Source:** [**https://www.cigen.com.au/6-benefits-implementing-rpa-healthcare/**](https://www.cigen.com.au/6-benefits-implementing-rpa-healthcare/)

**Salman Buhary J CRCP**

**Technological Advancement in Health Industry – Why Fear When You Can Evolve?**

**The life sciences and health care industry are on the edge of large-scale disruption, isn’t it*?*** As aware, COVID-19 has revealed how susceptible the health care industry is to adjust and its need for structural and technological transformation. In the future, it is expected to collectively transform the existing health system from treatment-based reactionary care to prevention and well-being with new technologies focused on monitoring, research and care availability. The Patients will be able to take a more active role in their case, understanding one’s health.

Now with advances in digital healthcare technologies, like AI, 3D-printing, VR/AR, nanotechnology, and robotics, the future is taking shape before our very eyes. We must become familiar with the latest creations in order to manage the control of technology than dreading that robots and AI/ML will take over the world in a few years’ time.

The fear of the future unknown indubitably takes a toll indeed. But no one can stop technology from evolving*, Can we?* At some point, every fragment of our lives will be changed through the supremacy of digital technologies. Therefore, we must allow our minds to stay open to the possibility of technology changing the world as we know it. If we make sure the rule “*Ahead of the game*” is adhered to, the partnership between technology and humans could reap remarkable rewards.



Listing a few Technological Innovations in the Health Industry,

* Nanotechnology
* Robotics
* 3D-Printing
* Genome Sequencing
* Medical Tricorder – Portable diagnostics devices
* Healthcare trackers, wearables, and sensors
* Augmented Reality
* Virtual Reality
* Artificial Intelligence

With these advances in place, the health professionals can design personalized treatments, rehabilitation plans and diagnostic drugs for every individual seamlessly thus providing patients with better care and health.

**Stella Agnes A CRCP**