

Medical Billing

Appeals

Collections

# HOW MUCH MONEY ARE YOU LEAVING ON THE TABLE?

NJ PIP-Pay  
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**New Jersey PIP-PAY  
Associates**

Affordable Personal Injury Protection Billing  
and Collection Solutions For Your Office

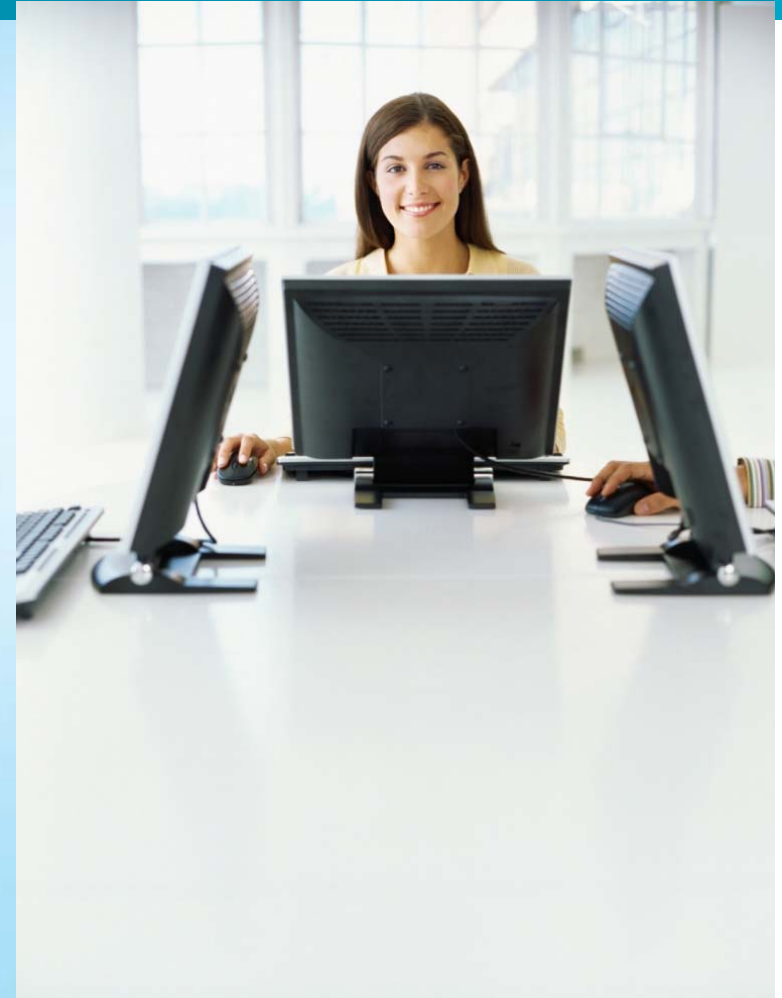
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# First Visit-Treat as a “Loan Application”

- ❑ **The Front Desk = Vehicle To Collect Documents**
- ❑ **Complete Documents = Quick Payment**
- ❑ **Initial Front Desk Time = Avoiding Problems**





# Documents = Collections

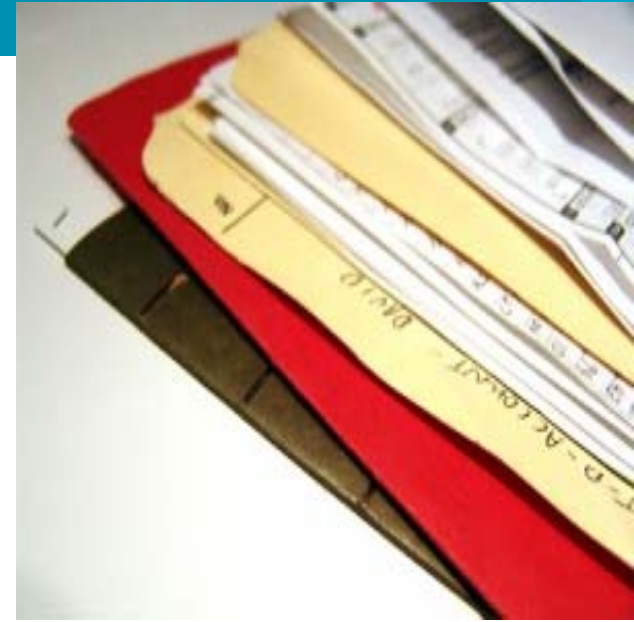
- Police Report
- Health Insurance Card
- Auto Policy Insurance Card
- Auto Policy Declaration Page
- Affidavit of Insurance
- Proof of Residency
- Assignment of Benefits-Practice
- Carrier specific AOB's  
(ever changing)**





# Avoid Delayed Payments

- Driver's License is not Proof of Residency
- Bank Statement
- Utility Bill
- Lease/Rental/Mortgage Statement
- Cell Phone Bill
- Minor-Not Living with Parent?
  - School Report Card with address





# Healthcare Primary

- Patients Lack of Knowledge - Insurance Policy
- Declaration Page
  - Saves 60 Days
  - Saves Cost of Resubmitting
  - Waiting another 60 Days - HC states PIP Primary
- Front Desk/Patient Call
- EOB's and Checks from Patient





# Patients with No Insurance

- Affidavit of No Insurance-Notarized
- PLIGA Assignment of Benefit
- PLIGA Documentation
- Proof of Residency



**INSURED**

**Yes**

**No**



# DME

- Pre-Certify
- Date Dispensed-Notes
- Personalized, Signed letter of Medical Necessity
- Re-exam-Notes





# Avoid Pre-Certification Penalties

- File timely Pre-Certification Requests
- 1<sup>st</sup> and 2<sup>nd</sup> Level Appeals
- 72 Hour Letter if no response
- Documentation/note patient's improvement
- Referring physician's notes





# Challenge the Insurance Companies

***Until you challenge them, they will continue to deny and short pay your care.***





# Why NJ PIP-Pay Associates?

- ❑ Identify early coverage issues
- ❑ Payment reputation - insurance companies
- ❑ File timely 1<sup>st</sup> and 2nd Level Appeals
- ❑ Notification of ever changing rules/regulations
- ❑ Coordination with staff for collections



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