1-888-678-5597
info@iconmedicalbilling.com
www.iconmedicalbilling.com

Demographic and Charge Entry:
- Scanned images (such as superbills and demographic sheets) are submitted to our billing office via secure fax (or web-based EMR retrieval).
- We accurately process the insurance information and select appropriate insurance details for each patient.
- Demographic and charge information is entered directly into the provider's web-based billing account.
- Once charges are processed (usually within 24 hours) the provider is sent a receipt detailing what was billed.
- All billing information is stored as an electronic document within the web-based billing software.
- We process charges for all specialties with appropriate specialty rules and guidelines.

Payment Posting:
- Deposits are balanced accurately and tallied to every penny.
- Status reports detailing deposits and account activity are available to the provider via the web-based billing software 24/7.
- Denials are analyzed immediately and corrective actions are taken to resolve claim payment.
- Specialized reports are run on the prominent denials received which are then researched and resolved.
- All secondary and tertiary claims which are not crossed over electronically are printed and submitted with a copy of the primary insurance EOB.

Accounts Receivable and Insurance Collections:
- Our aim is to improve your cash flow by reducing days in A/R and improving profitability by increasing collections ratio.
- All payer contracts are analyzed on a quarterly basis to increase collections ratio and identify denial / underpayment patterns.
- We follow all claims through with our specialized 30-60-90-120+ day protocols.
- All necessary adjustments are categorized for accuracy and analysis by the provider.

Patient Invoicing and "Soft" Collections:
- Our skilled staff is trained to identify patient accounts that require follow-up and take the necessary action to collect outstanding balances.
- Knowledge of Fair Debt Collection ACT.
- Monthly statements are sent to patients on a 30-60-90-120 day schedule (or to provider's preference) with phone call attempts to collect enacted on the 90th day statement.
- Integration with professional Collections Company can be accommodated at provider's request.

HIPAA Compliance:
- Web-based, 100% HIPAA Compliant medical billing software with secure fax server.
- Off-site data backup and storage.
- Secure data disposal to include destruction and recycling of all confidential documents.
- Disaster recovery (fire, flood, earthquake, etc.).
- Facility and software security system.
- Trained, authorized and knowledgeable employees and maintenance personnel.