

SUPPORT SERVICES FREE CLINICAL STAFF TO FOCUS ON PATIENTS

The clinical staff in most medical providers' offices are a busy group. They help patients in many ways, both in the exam room and after the office visit is completed. Not only do staff set up appointments, verify insurance, and collect copayments, but they also are responsible for a large number of non-patient-facing tasks.

What comprises non-patient-facing tasks? These include all of the efforts that a practice makes on behalf of a patient, such as:

- Prescription refills
- Drug prior authorizations
- Requests for copies of imaging or lab results from clinicians or facilities
- Pre-certification for radiology testing, cardiac imaging, or sleep studies

On January 1, 2015, Medicare instituted a new rule concerning Chronic Care Management (CCM) for patients with two or more chronic conditions. As long as time spent doing these non-patient-facing tasks can be tracked and documented to total twenty minutes or more per month, providers may submit bills for reimbursement under the new CPT code 99490.

Many practices face a daunting list of non-patient-facing tasks every day. Efforts made for patients with multiple chronic conditions can take up significantly more time than tasks for healthier patients. Not surprisingly, medical practices may experience a backlog of tasks as staff try to juggle other functions with non-patient-facing duties. Some practices may be dealing with a task queue of as long as six months.

The new Medicare rule which requires completing and documenting non-patient-facing work creates a new revenue stream for medical providers. But in order to submit claims, the work must be completed. What to do about the task queue? How does a practice eliminate the bottleneck?

Outsourcing done by qualified US staff from Dulcian, Inc. can solve this problem. Our credentialed personnel can help medical practices gain substantial improvements in efficiency while satisfying CMS requirements for documenting time spent on chronic care management. Offloading non-patient-facing work will free clinical staff to focus on patients, thus reducing stress. Simultaneously, it will lead to increased revenue as backlogs are cleared and outstanding claims may be submitted.