# Billing Company Evaluation Matrix

TEXAS MEDICAL ASSOCIATION
Physicians Caring for Texans

## Billing Company to Provide:

- Contract provided to clients
- Billing compliance plan
- Performance/benchmark standards
- Customer service guidelines
- Company fee schedule
- Three current and three past client references
- Sample of all patient collection letter templates
- Sample of reports provided to clients

| Discussion Questions | Vendor 1 | Vendor 2 | Vendor 3 |
|---|---|---|---|
| **Q1.** What is your company background? At minimum include: number of years in business, number of active clients, what specialties are represented and/or specialized in, and number of clients in Texas. | | | |
| **Q2.** How are your fees determined (e.g., based on a percentage of net collections, percentage of billed charges, per-claim fee, or range of number of claims per month)? Include at a minimum, all fees for: initial set-up, paper claim submission, statement generation, adding new providers, charge entry, patient registration, documentation of charges not billable to payers or patients, working AR/collections, management of patient payment plans, custom report generation, software licenses, updates or maintenance, software interfaces, staff training, and any other. | | | |
| **Q3.** If your fees are based on a percentage of net collections or billed charges, what are your current percentage ranges for primary care and specialty practices? Do you provide a discount for monies collected at the time of service by client staff? | | | |
| **Q4.** Do you carry errors and omissions insurance? Are all of your staff bonded? | | | |
| **Q5.** Have you ever been investigated in a fraud and abuse case, or provided billing services to a client that has? If yes, what was the outcome(s)? | | | |
| **Q6.** What is your onboarding/conversion process, and how long does it take? | | | |
| **Q7.** Do you outsource to staff or entities in foreign countries? If yes, may clients opt out of foreign outsourcing? If yes, may they opt out without incurring an additional fee? | | | |

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| **Q8.** What is your billing staff-to-client ratio? | | | |
| **Q9.** How often does your staff meet with clients to review reports, discuss accounts, etc.? Do you meet in person or via conference call? | | | |
| **Q10.** Is one staff member assigned as lead liaison for each client account? Does the liaison lead a team? If so, how is workload distributed across teams? | | | |
| **Q11.** Is your staff assigned to clients or to specific billing functions? | | | |
| **Q12.** Do you measure billing staff productivity? If yes, how? | | | |
| **Q13.** Are there any billing processes your company does not perform? If yes, what are they? | | | |
| **Q14.** What information technology do you use? Is it proprietary? | | | |
| **Q15.** How is information transmitted between clients and your company (e.g., mailed paper, paper scanned and emailed, electronic download, etc.)? | | | |
| **Q16.** Can clients access your system to perform queries; update records; and generate demand reports, account statements, and superbills? | | | |
| **Q17.** When is your system backed up, and where are the back-ups stored? | | | |
| **Q18.** If a client wants to terminate its contract, what is your process? In your opinion, how easy and transparent is termination? | | | |
| **Q19.** Who owns client data if a contract is terminated? | | | |

| Short-Answer Questions | Vendor 1 | Vendor 2 | Vendor 3 |
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| **Q1.** How do you handle old accounts receivable? | | | |
| **Q2.** Do you get the client's permission before turning accounts over to a collection agency? | | | |
| **Q3.** Do you follow state escheat laws for returning unclaimed payments? | | | |
| **Q4.** Who makes decisions regarding bad debt, write-offs, etc.? | | | |
| **Q5.** Are insurance payments posted electronically? | | | |
| **Q6.** What procedures are followed to verify that an adjustment is in accordance with managed care contracts? | | | |
| **Q7.** What is your process for deposits (e.g., lockboxes, other)? | | | |
| **Q8.** Do you handle all documentation to insurance payers and private-pay patients? If not, what is not handled? | | | |
| **Q9.** What is your process for handling problems, such as incomplete or incorrect billing information? | | | |
| **Q10.** Do you submit claims directly to payers or through a clearinghouse? If clearinghouse, which one? | | | |
| **Q11.** How are claim rejections tracked and resolved? | | | |
| **Q12.** How many certified coders do you have on staff? | | | |
| **Q13.** Are charges confirmed against an appointment schedule or service log? | | | |
| **Q14.** Are billing staff allowed to change CPT/ICD-10 codes without client permission? | | | |
| **Q15.** How often do you submit claims? | | | |
| **Q16.** Payments are posted _____ days after receipt. | | | |
| **Q17.** How are denied claims posted? | | | |
| **Q18.** Denied claim are reviewed and resolved within _____ days. | | | |
| **Q19.** How are zero payments (deductibles) posted? | | | |
| **Q20.** Are payments posted by line item or by the total amount of the claim? | | | |
| **Q21.** How often do you generate and mail patient statements? | | | |
| **Q22.** Is there a threshold below which an account balance is not billed? | | | |
| **Q23.** Delinquent patient balance follow-up begins after _____ days. | | | |

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| **Q24.** Delinquent insurance balance follow-up begins after _____ days. | | | |
| **Q25.** How often do you run a credit balance report? | | | |
| **Q26.** Do you run aged accounts receivable reports by billing date or date of service? | | | |
| **Q27.** Do billing staff handle patient phone calls regarding billing questions? | | | |
| **Q28.** Patient inquiries are handled within _____hours. | | | |
| **Q29.** How often are your company's regularly scheduled virus checks? | | | |
| **Q30.** Does your company use a firewall to protect against hackers? | | | |
| **Questions for References** | **Vendor 1** | **Vendor 2** | **Vendor 3** |
| **Q1.** How many providers are in your practice? | | | |
| **Q2.** How long have you used this company's services? | | | |
| **Q3.** Has the billing company satisfactorily carried out its commitment? | | | |
| **Q4.** Has your cash flow been impacted positively? If not, what was the impact? | | | |
| **Q5.** Was the conversion process handled efficiently? | | | |
| **Q6.** Have you encountered any hidden costs? | | | |
| **Q7.** How helpful is the billing company to your individual needs and questions? | | | |
| **Q8.** What, if any, problems have you experienced? | | | |
| **Q9.** What, if any, patient complaints have you received about the billing company? | | | |
| **Q10.** Does the company stay up to date on industry and regulatory changes? | | | |
| **Q11.** Would you recommend this company? | | | |

**Misc. Information:**

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