

advantage RCMSM

Frequently Asked Questions



What is AdvantageRCM?

AdvantageRCM is Compulink's billing service offering. With AdvantageRCM, we handle everything associated with billing your claims, insurance payer follow-up, posting payments and patient billing.

What are the features and benefits of the service?

Features	Benefits
<ul style="list-style-type: none">▪ Dedicated team. Our billing experts track and manage your claims end-to-end.▪ Powerful technology platform. We utilize the same powerful billing tools we provide to thousands of our clients to keep you ahead of payer changes and collect payment faster.▪ Prompt claims submission. We create, scrub, and submit your claims to payers promptly.▪ Denial & rejection management. We handle all re-work for denials and appeals for rejections.▪ Payer follow-up. We follow-up on claims without responses and handle claim issues/ disputes with the payers.▪ Patient billing. We send statements on your behalf.▪ Payment posting. We post insurance and patient payments.▪ Detailed reporting. On-demand reports provide you full visibility into your business.▪ Single monthly fee. Based on RCM-eligible payments received.	<ul style="list-style-type: none">▪ Improved collections. Cleaner claims, more timely submission of claims and posting of payments all help increase your revenues and improve cash flow.▪ Reduced work and hassle. Our service takes complicated billing issues off your plate, along with the need to hire, train and retain billing staff.▪ Stay ahead of payer changes. With AdvantageRCM, you no longer have to manage industry change alone. We stay on top of government and payer changes for you.▪ Billing expertise. Billing is complicated. We provide you with a dedicated team of billing experts whose full-time job is to keep up on the latest compliance requirements and do everything it takes to get you paid.▪ Eliminate EDI Fees. ALL of your Change Healthcare fees are included.▪ Lower operating expenses. Our service eliminates the need for dedicated billing staff and frees up office staff to focus on patient care.▪ Better business control and visibility.

How does the service work?

The following chart describes the tasks that Compulink will perform for you, and those you are responsible for.

	Compulink	Client
Patient Scheduling & Registration		<ul style="list-style-type: none"> ▪ Enter patient demographic/ insurance info ▪ Schedule patient appointments ▪ Eligibility verification using Change Healthcare (formerly Emdeon)
Coding & Charge Entry		<ul style="list-style-type: none"> ▪ Code the exam ▪ Enter all charges into Advantage software: either auto-entry from EHR, or post to ledger
Insurance Claims	<ul style="list-style-type: none"> ▪ Claims submission both electronic & paper ▪ Track and monitor status of claims ▪ Resubmit corrected claims ▪ Post insurance payments ▪ Follow-up with payers when no response received ▪ Manage denials/rejections ▪ File administrative appeals ▪ Take action on payer correspondence ▪ Identify/post refunds 	<ul style="list-style-type: none"> ▪ Correct diagnosis/procedure coding as needed ▪ Scan all paper EOBs and correspondence ▪ Balance payment postings to deposits made ▪ Provide necessary documentation, e.g. corrected/ updated insurance information ▪ Manage all payer audit requests ▪ File clinical appeals ▪ Follow-up on quality of care/risk management issues
Patient Billing	<ul style="list-style-type: none"> ▪ Send patient statements using Change Healthcare Receivables Advisor (formerly Emdeon ExpressBill) ▪ Post patient payments received by mail 	<ul style="list-style-type: none"> ▪ Post patient payments made in office ▪ Scan patient payments received by mail ▪ Respond to patient billing inquiries and complaints
Collections & Credit Balances	<ul style="list-style-type: none"> ▪ Post bad debt adjustments 	<ul style="list-style-type: none"> ▪ Place accounts with collection agency of choice
Reporting	<ul style="list-style-type: none"> ▪ Provide comprehensive reports within the Advantage software to provide client with full visibility into their business 	

For more detailed information on how the service works, download our [AdvantageRCM Service Level Agreement](#).

What about Vision payers? Will Compulink handle submitting claims to VSP Eyefinity, for example?

Yes and no. As part of the service, we will bill vision claims to payers that can accept them electronically through Change Healthcare and Direct, including Medicare DME, Medicaid, and others. We are unable to bill VSP or bill vision claims that must be entered on the payer's web site.

How much does the service cost?

A Base Monthly Fee is charged, which represents a percentage of practice collections. We offer a competitive rate of 4%. And, for a limited time we will BEAT any competitive rate by 5%.

How is the Base Monthly Fee calculated?

The amount of your payments that are subject to RCM fees is taken from the *AdvantageRCM Fee Calculation Report* that we run on your system each month. This report identifies RCM-eligible collections which are used to determine your monthly RCM fees.

The monthly fee is based on:

- Insurance payments associated with service and material claims that are submitted through Compulink EDI Solutions (except for VSP) or otherwise submitted on the client's behalf.
- All patient payments, with the exception of patient payments applied to optical materials paid in the office on the date of service or when dispensed.
- There are no RCM fees applied to unapplied insurance payments (payments received that have not been applied to a charge/billable transaction).

How do I estimate how much the service will cost me each month?

You can run the *AdvantageRCM Fee Calculation Report* from your Advantage software. This report identifies RCM-eligible collections which are used to determine your monthly RCM fees. From the Main Menu, go to Report > Financial > Analysis > AdvantageRCM Fee Calculation. Since monthly activity can fluctuate, to estimate your average monthly costs for the RCM Service, run the report summary (the default) for the last 12 months and divide the results by 12. For detailed instructions on how to run this report, go to the **How to Run the RCM Fee Calculation Report** tab on this page or download now. **Note: To access this report you must be running Version 11.0.5.3 or greater.**

Is a contract required?

Yes, there is an initial six (6) month contract term. This initial term commences upon your Go Live Date on the service. At the conclusion of the initial term, your contract will automatically renew for successive thirty (30) day periods unless you provide us with written notice to terminate at least thirty (30) days prior.

Do you offer a rate guarantee?

Yes. The Base Fee is guaranteed for the initial contract term, after which it is subject to change with 90-day written notice. Multi-year contracts with rate lock-in are available upon request.

Is there a minimum monthly fee?

Yes. Please contact us to determine your minimum monthly fee.

Is a deposit required?

Yes. One month of the minimum monthly fee is due at enrolling in the service. This deposit will be applied as a credit after you complete your initial contract term. If you terminate prior to the completion of the contract term, you will forfeit this deposit.

Will Compulink inform me how my RCM fees were calculated?

Yes. Your monthly statement will show the AdvantageRCM fees for each month or partial month. In addition, we will provide you with details showing how your monthly fee was calculated based on the *AdvantageRCM Fee Calculation Report*.

How do I pay my RCM fees?

RCM fees begin upon the Go-Live date and will be posted monthly to your Compulink account and paid per our standard payment terms and conditions. Billing is by calendar month. When starting or terminating the service, you may be billed for a partial month.

Will paper documents (e.g. EOBs, patient payments, correspondence) that are received at my office be handled as part of the service and if so, how?

As much as possible, we will be looking to eliminate paper from your billing process by enrolling you for any/all available electronic services (Claims, ERA and Eligibility). Going paperless will allow us to help you get paid faster and keep our fees to you as low as possible. For the limited amount of paper documents that remain, we will require you to scan those into your Advantage software for us to process. Enrolling you for ERA (electronic remittance) in particular will go a long way toward decreasing the volume of paper EOBs you receive in the mail and need to scan for us.

Do I need to be enrolled in Change Healthcare EDI Services, and if so, will I also need to pay Change Healthcare fees?

Yes, you need to be enrolled in Change Healthcare EDI Services; however, ALL Change Healthcare fees are included in your Base Monthly Fee. You will be pleased with the cost reduction here as you will no longer be billed separately for Change Healthcare fees!

Must I be using Compulink's EHR to utilize the service?

No, but you must be using our Practice Management software and your staff must be trained sufficiently to post charges to the ledger so that we can file your claims for you.

Today we manually enter charges from a paper Superbill. Can we continue to post charges this way on the service or do we need to post from the EHR?

Yes, but we highly recommend that you utilize our EHR *automated exam posting* feature to post charges. Our coding engine evaluates the data fields within a medical record, and determines which procedure and diagnosis codes should be posted to the patient ledger. It's designed to take the busy-work out of coding and helps ensure you don't over or under-code your exams. The feature will let you reclaim hours of costly manual charge entry and review time daily. You're already offloading the billing. Now is the ideal time to bring the efficiency full circle, and get started with *automated exam posting* as well. Don't forget you can purchase trainer time to help you implement the feature and have it fit right in to your exam workflow.

Are there any additional fees?

If you are not currently enrolled in Change Healthcare Patient and Billing Statements, we will handle that for you during Onboarding. This service is required to allow us to send your patient statements. Pricing for Patient and Billing Statements is available upon request.

Compulink's Line Item Posting (LIP) add-on feature is required for the service. If you do not currently have our LIP feature installed (most clients do), please visit our client website to complete a [Line Item Posting Order Form](#) to request the feature.

To scan paper documents, we require you to have a document scanner, and you may wish to install one at each of your locations. To scan patients' insurance cards, we also require you to have card scanners at each of your locations. Please visit our [IT Support](#) site for a list of recommended scanners which are supported by your Advantage software.

Will I be able to check on Compulink's progress with my billing?

Yes. You have access to our full suite of management reports to view billing status, payment posting status, and much more.