

Selecting an Outside Billing Service

- Ask for references, and check the firm's reputation with two or three physician clients-preferably doctors with similar practices.
- Ask your bank or other source to verify the firm's financial stability.
- What level of training and experience does the firm's employees have --- CPT and ICD-9-CM coding?
- Does the billing service have experience in your specialty?
- Find out if the firm carries insurance to protect you against loss by fire or theft.
- Will payments be sent to the practice, to the firm or a lock box. A lock box is best.
- Determine what steps are taken to ensure the confidentiality of your records.
- Is the firm HIPAA compliant and have identity theft protection?
- Review the forms that are required of the firm.
- What computer software does the billing service use? When was it last updated?
- How are the explanations of benefits statements (EOB) filed and stored?
- Does the firm have adequate computer backup and disaster planning?
- How will the service charge? Per claim, per transaction or percentage collected?
- What is the turnaround time for processing, and who pays postage on outgoing bills?
- What monthly reports will the service provide? Are they practical?
- Consider different types of Billing Services:
 - Service that consists of charge tickets batched and delivered to a firm with a charge per statement processed.
 - Service that provides computer hardware in your office for direct data entry with a charge for each practice account.
 - Service in which the practice contracts for accounts receivable management with costs ranging from 7 - 20% of collections depending upon the degree of services selected.
- Visit the main office. See what secure fireproof storage is utilized for your records.

Products related to this topic on website www.practicesupport.com include:

- [BC Advantage for Billing, Coding and Office Management](#)
- [Billing & Collecting Tools for the Physician Office](#)