



## CHECKLIST

# 12 questions to ask before you hire a billing service

Once you have decided to hire a billing service for your practice, you have an even bigger decision to make. Who will you choose to manage this crucial aspect of your business and how will they ensure your success? Ask each billing company you are considering the following questions.

01

### What will it cost?

While cost is a central concern for every practice, the most important thing to consider is value. Make sure to ask questions about all of the services offered by the billing service, realizing that the cheapest price will include limited support. The rate should be under 10% of collected charges. A percentage is a better option than a flat rate, because the percentage usually goes down as your collections go up.

02

### Can it provide references?

Has the billing company worked with practices that are similar in size, scope, and specialty to your practice?  
Does it have testimonials you can review?

03

### What is its online reputation?

In addition to checking references, it is a good idea to do a quick internet search of the billing service to ensure it has a good reputation. When looking at the reviews, check to see if there are patterns in the number of clients that have a positive experience with the company, and say that it delivered what they promised. Has anyone experienced errors that resulted in revenue loss?



04

### Who owns your billing data?

Your billing data should belong to you, and you should be able to take it with you if you choose to change billing companies or bring your billing in-house.

05

### What type of training has the staff had? Do they have professional affiliations?

Are they certified? What type of ongoing training do they receive? Are they using the most up-to-date resources and guidebooks, such as CPT and HCPCS? Does the service or its employees maintain any professional affiliations, such as HBMA or AMBA?

06

### What does it offer in the area of compliance and security?

Just because a billing company says it is HIPAA compliant doesn't mean it has the right level of compliance for your needs. It is important to ask specific questions about the company's security protocols, including email and fax security, data security, and its processes for document and equipment destruction (such as getting rid of an old computer with patients' PHI on the hard drive).

07

### Who will work on your account?

Can you speak with the people who will be working on your account? Who is their backup if they get sick or go on vacation? Make sure that your practice won't suffer because your dedicated biller is out.

08

### Can you get a guarantee of transparency?

Will you receive reports showing the financial state of your business and the billing service's progress? Make sure it defines how it communicates with you and your involvement in the billing process.

09

### Are most of its services electronic?

From eligibility verification to remittances, most of a billing service's processes should be electronic. It should also offer credit card processing and online bill pay options for your patients.

10

### Are there billing follow-up items that it doesn't handle?

Don't assume that a billing service will do everything, or that everything is included in your rate.

11

### What are its key performance indicators (KPIs)?

A good billing company should track basic KPIs, which measure the financial health of your practice. Monthly billing KPIs may include number of days in receivables, receivables outstanding over 120 days, and denial and resolve rates.

12

### For extra credit, does it provide help for MIPS tracking?

Ask if it provides educational information and assistance to help your practice with MIPS tracking. Even reminders of when MIPS information is due can help to ensure that your practice can earn a financial reward versus losing money to another practice that met the MIPS requirements.

#### Use these questions to help guide your decision.

Take your time evaluating your options so that you get the best service possible. Consider hiring an expert medical biller who can collect faster payments and optimize the financial health of your practice. Call Tebra today at 888-775-2736 and let us help you find an experienced billing partner who is the perfect fit for you and your practice!

Learn how Tebra can help your practice thrive.  
Go to [tebra.com/demo](https://tebra.com/demo).



Built on the strength of Kareo and PatientPop