

ARE POOR PATIENT DEMOGRAPHICS KILLING YOUR PRACTICE?

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Easy Fixes to Prevent Costly Mistakes with Patient Records

There are two items that can drastically affect your ability to be properly reimbursed by insurance companies. The first is proper coding (which we address with you as part of our regular support). The second is patient demographic information.

For each patient, you should have on record the following information:

- Patient's full legal name and address
- Patient's date of birth and social security number
- Insured's full legal name and address
- Insured's date of birth and social security number
- Insurance company name
- Insurance company policy number and identification number, including alpha prefix
- Patient relationship to the insured

This information is the absolute minimum requirement.

For auto and worker's compensation cases, the date of the injury is also essential.

It is a good practice to routinely ask patients if there has been a change in their coverage. At a minimum, you should post a sign near your reception area, requesting patients to advise your staff of any changes in their health coverage. Also, you should request updated copies of all idea cards at the beginning of each calendar year.