

Disputed Claims

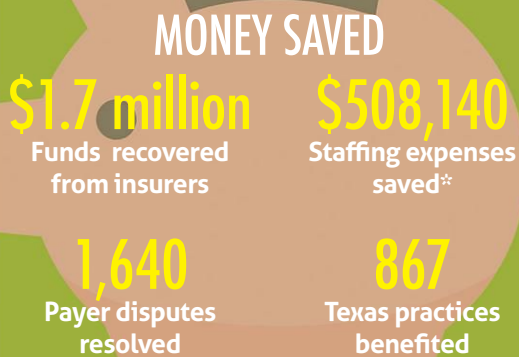
RESOLVED

TMA Practice Management Services
www.texmed.org/Billing

Physician practices bonk heads with payers daily, and these disputes frequently center around claims payment. This leaves practices with a tough decision: They can write off a payment and lose income. Or they can battle with the payer – a difficult, time-consuming process. Fighting back means physician offices must master an ever-shifting network of paperwork, policies, and laws, and many are not equipped or don't have the time and personnel, says Heather Bettridge, the Texas Medical Association's associate vice president for practice management services.

TMA can help. Once a physician's office exhausts reasonable attempts to solve a claim, that's when TMA's practice management billing and coding experts step in. Some physician offices find out they've made an error. But payers frequently are at fault and need to pay up. Either way, TMA saves practices time and hassle.

TMA's billing and coding experts track the major obstacles TMA member physicians face in resolving claims. More importantly, they obtain fair compensation, reduce workloads, and allow TMA members to focus on patient care.



Note: All numbers for July 2020 to July 2022. *Based on average hourly rates



TOP 10 REASONS PAYERS SAY NO (2022)

CLAIM DENIAL

Procedure not covered by the patient's insurance

CODING ERROR

Incorrect current procedural terminology (CPT) code used

CREDENTIALING

Incorrect or terminated credentialing physician or other health care professional

MEDICAL RECORDS

Inadequate documentation

BUNDLING

CPT codes potentially misused when several procedures performed at once (like during surgery)

FEE SCHEDULE

Contracted rates disputed

PRAUTHORIZATION DENIAL

Preauthorization incorrectly obtained or not obtained at all

REFUNDS

Physician paid what payer considers an excessive rate

TELEMEDICINE

Telehealth not covered at parity with in-person rates or at all

NON-PHYSICIAN PRACTITIONER

Services by advanced practice registered nurse or similar position incorrectly billed