

Claims Management Checklist

One of the most important things you can do when exploring a Claims Management vendor is to ask the right questions. The following checklist outlines what answers your vendor should provide so you can match up your expectations to their capabilities, gaining a clear understanding of what their solution can (or cannot) deliver.

FUNCTIONALITY CHECK LIST	QUESTIONS TO ASK VENDOR	CURRENT VENDOR	QUADAX OFFERING
Remittance 835:	What percentage are you receiving on an 835 electronically?		✓
Remittance splitting:	Can you split remittance files by Invoice number/patient control number, Payer, Tax ID?		✓
External Edit Return:	Are you able to provide clearinghouse status files?		✓
277 Payer Responses:	Are you able to provide unsolicited payer status response files?		✓
Enrollment:	Does your clearinghouse vendor track enrollment statuses and ensures that the organization is fully enrolled with all possible payers to submit electronic claims and receive electronic remittance files?		✓
Sending Attachments Electronically:	Are you able to submit electronic attachments (PDF or 275) from EHR and transmit it electronically to payers (that allow) with NO touches required from users?		✓

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Send Batch 276 Payer Status Requests:	Are you able to send ANSI 276 queries to payers to obtain solicited 277 payer status responses on behalf of the organization? (for payers that accept it)		✓
Dental Claims 837D:	Are you able to accept ANSI compliant 837D claims and transmit it electronically to payers (that allow)?		✓
NOE Claims:	Can you accept an ANSI compliant Hospice Notice of Election claim and forward it to payers?		✓
Test site/process:	Does your clearinghouse vendor provide a method for your organization to test claims for active rollouts and implementations?		✓
Implementation:	Does your vendor come on-site to manage your implementation?		✓
Service:	Does your vendor provide dedicated resources to help your billing team, including Monthly visits, train new-hires and improve billing team performance?		✓
Business Intelligence:	Does your vendor provide real-time analytics into the performance of your revenue cycle - including claim submission, rejection, denials, and cash-flow performance?		✓
Medicare Coverage Validation:	Does your clearinghouse vendor have the ability to automatically identify when a managed-care plan should be billed instead of Medicare?		✓