



Kennedy P.C. Law Offices Workshop

Moving To The Green: How to Lower and Eliminate Bad Debt

Part 2

Back Office – Processing MA Applications/How to Be Efficient

Garet Weston, VP of Operational Finance

Affinity Health Services

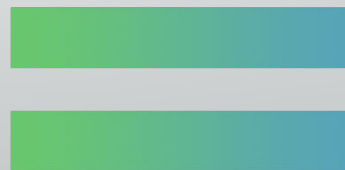
Who Should Be Involved?

- MA Application Team
 - Admission Director
 - Vital in starting the process pre or immediately upon admission
 - Business Office Manager/Finance Director
 - Needs to be the team member that meets with the families and discusses the Medicaid process in its entirety.
 - Social Service Director
 - Vital in continued communication with the resident on a routine basis.



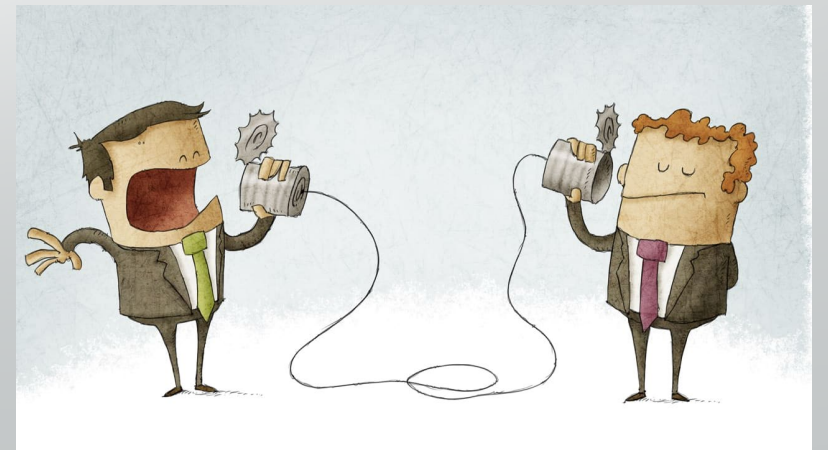
Time is Key

- Average length to get an approval from Medicaid is about 1-3 months on a clean application.
- How to be efficient:
 - Stay firm on due dates with the families after initial meeting.
 - Don't submit items until you receive the all of the requested documents.
 - Don't wait to ask for assistance from legal.
 - Use resident authorizations forms to obtain certain documents.



Keys to Communication

- Internal Tracking
 - MA Pending Logs – shared internally
 - Regularly discuss current MA Pending cases at team meetings
- Communication with CAO
 - Stay in constant contact with CAO on pending applications.
 - Transmit electronically when you can.



Billing Efficiencies Post 162

- Post 162
 - Audit the accuracy of the 162
 - Ensure proper entry into billing system.
 - Effective date of CHC.
 - Ensure you have all required documents for deductions.
 - 180 Day Exceptions
 - Becoming more common within our industry.
 - Set-up an internal audit team within your organization to review 180 day exceptions prior to submission.

