



PLAYING THE INSURANCE, COLLECTIONS AND ACCOUNTS RECEIVABLES GAME... YOUR WAY!

Code it *correctly*.

Remember the *details*.

Get it off the books and *into the bank*.



Are your **ACCOUNTS RECEIVABLES** *out of control*?

- ~ Learn how to motivate patients to pay now - not later, make effective and successful collection calls, and implement the keys to reducing accounts receivable.

Would you like to fine-tune your **COLLECTION SYSTEMS** to no longer be perceived as the “bad guy”?

- ~ Create effective financial arrangements taking into consideration 3rd party financing, insurance reimbursement, and those wonderful cash paying patients.

Are you tired of sorting through the maze of **BILLING AND CODING** requirements?

- ~ Understand the proven techniques for writing a detailed narrative, documenting in the patient’s record, and how to properly use the dental coding systems.

Do you feel you are effective in your **COMMUNICATION** with patients and/or insurance companies?

- ~ Recognize the different listening styles and phrases needed to get positive results, and know the importance of fine-tuning your active listening skills.

PARTICIPANTS WILL LEARN:

- How to establish financial systems and protocols for insurance, A/R and collections follow up
- What to do when patients don’t pay
- The four reports every office should run – *why* run them and *how often*
- Importance of getting correct and complete patient information
- Proper documentation for patient record and narrative
- How to bring the financial discussion into the New Patient phone call
- Why and when to offer flexible financial arrangements
- Building the communication bridge: clinical to administrative teams
- How to teach the patient to take responsibility for their own dental benefits
- Effective claim submission techniques
- Dental/medical cross coding strategies
- Understanding different listening styles and active listening skills



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