RADMAX
RADIOLOGY BILLING SERVICE

Questions and Answers

RADMAX, LTD is a one stop source for all your radiology AR management needs. We combine advanced technology, total value and dedicated customer service to provide you the most comprehensive and progressive package that goes *beyond billing.*

RADMAX, LTD
3304 S. Broadway, Ste. 200
Tyler, TX 75701

PHONE
Toll Free 877.839.9517
Local (Tyler) 903.531.2371
Fax 903.531.2337

EMAIL
info@radmaxonline.com

WEBSITE
www.rad-max.com

RADMAX, LTD gets many questions about the logistics of doing outsource billing—how does this all work? This handout will answer some of the most common questions we receive. Please do not hesitate to contact us if you have any additional questions you do not see here.

Where are you located?

In Tyler Texas exactly 100 miles east of Dallas, TX and 100 miles west of Shreveport, LA.

What are your hours of operation?

Our standard hours are 7 AM to 5 PM CST. However, you can e-mail us at any time with questions or comments and we'll get back to you as soon as possible.

Is one or more of your staff assigned exclusively to our account?

RADMAX, LTD. staffing model ratio is as follows (this is an approximation—staffing can be influenced by many factors including volume and amount of hands on work such as manual charge entry):

- 1.0 billing FTE per 2 radiologists (professional billing only)
- 1.5 billing FTE's per facility (technical billing only) for an average size imaging center
- 2.5 billing FTE's per facility for global billing (both professional and technical billing) for an average size imaging center with 2 radiologists

Who do we call if we have a question?

You can contact the billing representative(s) who is assigned to handle your billing. We assign the same representative(s) to all of your accounts, so you are able to build a relationship with the same people. If your representative cannot answer your question or has not answered it to your satisfaction, you can contact a RADMAX floor manager. If you are still not satisfied with the answer, you can contact upper management directly.

How will the billing information get to you?

Our clients can transmit their charges to us using any of the following methods:

- On paper: clients can send charge tickets to us daily via FedEx and we will hand input the information
- By using HL7: we can interface with our clients' practice management system (i.e. IMPAC) to upload charges and patient demographics
- By using Microsoft Terminal Services: clients can dial into our system at their convenience with a secure ID/password and input charge information directly into a personalized charge entry area using our billing software
- Any combination of the above! We are here to serve you and are happy to assist you in developing a method that suits your specific needs.

In the near future we hope to also offer the option of inputting charges through the internet over a secure web server. We are presently working on building online forms for this purpose and we will keep you posted on the development of this option.

Is your billing cycle consistent?

Your billing cycle is determined by your preferences. Most facilities opt for a billing cycle of every 3rd working day. However, if you are a high volume facility and prefer a more steady revenue stream, you can choose daily billing. Others prefer weekly billing and some physicians even choose to bill all of their professional charges at the end of a patient's treatment to avoid any duplicate or missed charges. It's simply a matter of choosing what cycle works best for you.

RADMAX
RADIOLOGY BILLING SERVICE

Don't See the Answer to Your Question?
Contact Us and We Can Help You!

Are you responsible for billing the patient for expenses not covered by Medicare or insurance?

Yes, and we will follow up with patients on any outstanding co-pays, deductibles and co-insurance payments.

Can patients call your office if they have questions about their account?

Absolutely. We work as an extension of your office or facility, so we are more than happy to field calls from your patients. If they are unable to reach a representative when they call, we will return their call the same day.

When billing problems occur, what is the average response time to address these?

We use code scrubbers and other methods to help us detect any errors before they are billed to the insurance company. Billing errors can slow down the entire process and produce extra work for everyone involved. It is our top priority to work closely with each client's staff to help prevent billing errors. When errors and other problems do occur, we notify the client as soon as we discover the problem and work to correct it immediately.

Do claims go through any type of scrutinizing before being submitted to insure minimal rejections?

Yes, we use a code scrubber that is built into our billing software. We also use other coding software tools and employ a knowledgeable staff, specially trained in radiology, to help prevent billing and coding errors before claims are submitted to the insurance company (helping our clients to achieve cleaner claims and lower rejection rates).

What is your rejection rate?

The claims rejection rate is dependent on correct patient demographic information, insurance verification, and correct coding. Incorrect information, such as social security numbers and birth dates, can slow down claims processing greatly. Luckily our electronic claims clearinghouse catches a lot of these types of errors before the claim is even submitted to the insurance company. Decreasing coding errors and verifying patient registration and insurance information up-front (admissions) can greatly improve the claims rejection rate.

Are you prepared to do paper billing, if necessary, as well as electronic billing?

Yes, we do both. Secondary billing still requires, in some cases, a copy of the primary EOB attached to a paper claim and some insurance companies do not accept electronic claims.

Do you provide monthly patient statements?

We send out patient statements approximately every 30 days (once per month).

Do you provide a monthly Aged Trial Balance report?

We supply all clients with aging reports, along with other useful reports that analyze financial data once a month (after month-end closing).

What types of medical practices do you generally handle?

We handle radiation oncology as well and radiology billing.

Do you do professional and technical billing for radiology?

Yes, we do technical billing, professional billing, and global billing (a combination of both). Contact us to discuss how RADMAX can assist your facility with billing.

Where do the insurance payments go if we use your service?

We prefer that the payments be sent to a local bank (lockbox) address (possibly a bank that you already do business with). By doing this the payments are sent directly to a bank's address (not the client or RADMAX) and the bank opens and copies all checks and EOB's—then forwards the copies to us the next day (electronically). Not only is the cash posted to your bank account immediately (electronic wire transfer), but there are no delays with payment posting.

Are you HIPAA compliant?

Yes, our commitment to safeguard Protected Health Information is of utmost importance and necessary to protect the interests of our clients and their patients. RADMAX, LTD has put in place Policies and Procedures to ensure this protection. In addition, our electronic data systems meet or exceed the HIPAA requirements for the security of electronically manipulated PHI. RADMAX, LTD is dedicated to providing the best service possible, and maintaining the confidentiality and security that our clients depend on is a large part of that effort.

What type of billing software are you using?

RADMAX utilizes an award winning, fully HIPAA compliant, next generation software program called A4 HealthMatics Ntierprise. This state-of-the-art Microsoft Windows based product was developed on an n-tiered architecture with Visual Basic 6.0, COM 6.0, COM + I.Q., Internet Information Server, and SQL Server. The architectural strategy called Microsoft DNA (Distributed interNet Applications Architecture) makes this product a highly scalable multi-tier solution that takes advantage of the internet and is extremely well suited for interfacing with today's wireless and internet enabled technologies.

What kind of disaster recovery policy do you have in place for your computer billing system?

RADMAX has a working compliance policy in place that includes a contingency plan in the event of emergencies such as hardware or software failures. This includes maintaining data integrity with daily backups of all database and file servers and securing backup tapes off-site in a fireproof vault. We use VERITAS Backup Exec for Windows Servers software, which is the industry standard for backup programs. We go beyond token implementation by actually testing the system periodically. We know the importance of our client's data and we take every step to insure its safety.