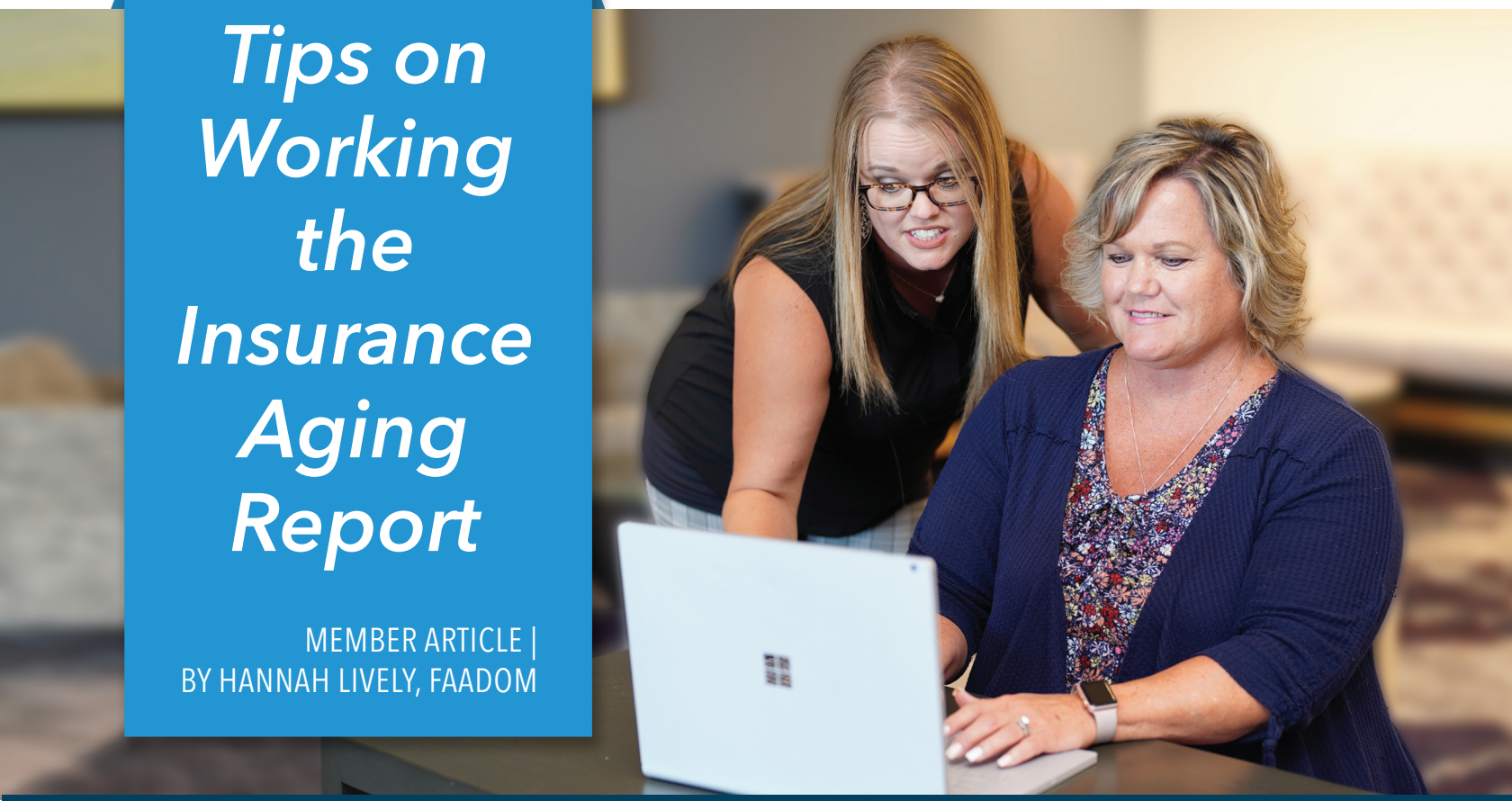
Tips on Working the Insurance Aging Report

MEMBER ARTICLE | BY HANNAH LIVELY, FAADOM



MEMBER FEATURE
PEER-TO-PEER ARTICLE

When was the last time someone in your office checked your insurance aging report?

Hopefully you're not cringing right now! The insurance aging report is a critical part of your office's collection process, but one of the most unworked lists. If you are not pulling this report on a regular basis, you are risking missing out on a lot of money that insurance companies could owe your office. Below are some tips on how to successfully work on your insurance aging report.

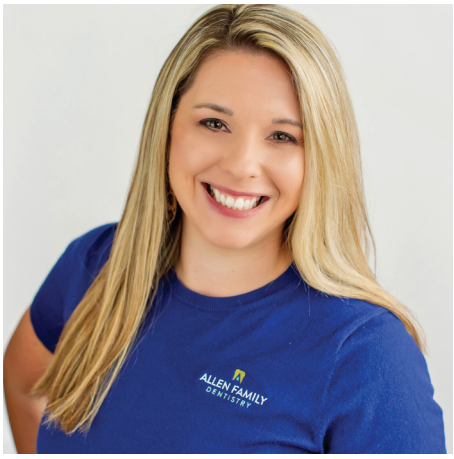
DESIGNATE A TEAM MEMBER

Having one staff member to work on this report will simplify this process. This will allow this person to work the list at a time that works best for them. They will also be able to let other team members know when they are setting aside that time and focus solely on the process. Have this team member make a schedule of how often to pull and work the report. If they can do this weekly that is great; if not, then at least every two weeks. Monthly works; however, the list can grow rapidly if you are only pulling it every thirty days, and it will take more time to work than if you generate the report on a more regular basis. It is important that the team member makes notes in a common space for all employees to easily access in case someone else needs to work the report, or in the event a patient has a question about their claim.

MAKE ONLINE LOGINS

In this time of technology, most insurance companies are moving their EOB and claims process to an online portal. Have your team member make logins for these companies that allow you the ability to check claims online, to avoid them being tied up on the phone. Keep the details of the logins for other team members to use as well, if needed for eligibility and benefits.

INSURANCE AGING CONTINUED | PAGE 38



MEET THE MEMBER

Hannah Lively, FAADOM, has worked for Allen Family Dentistry for 11 years. She started as an Insurance Coordinator and has since helped the Allens open three additional offices. She is now in the role of Business Manager. Hannah is a graduate of Texas Christian University in Ft Worth with a bachelor's degree in Business, focused on Entrepreneurial Management. Her favorite part of the job is getting to know patients, hearing their stories, and watching them achieve their dream smiles.

Hannah has been an AADOM member since 2018. She received her AADOM Fellowship designation in 2021 and is on track to earn her AADOM Mastership (MAADOM) designation this September.

INSURANCE MINI-CASTS
INCLUDED IN AADOM MEMBERSHIP

FACILITATED BY TERESA DUNCAN, MS, FAADOM

These short (approximately 15-minute) online mini-casts provide tips and best practices for you and your team as you continuously navigate the insurance process in your practice.

Learn more at dentalmanagers.com/mini-cast!

AMERICAN ASSOCIATION OF DENTAL OFFICE MANAGEMENT
AADOM
LEARN • CONNECT • GROW

...INSURANCE AGING CONTINUED

Make sure the passwords and security questions are updated as needed.

TAKE IT ONE INSURANCE AT A TIME

Each dental management software will pull the aging report differently; however, when the report is pulled, try and group the claims by separate insurance companies. This will allow your team member to call Delta Dental or Metlife once for the two, three or seven claims you have outstanding. This keeps them from going back and forth on multiple phone calls to the same company.

REFILING/REWORKING CLAIMS

Once your team has contacted the insurance company and identified why the claim is still outstanding, start keeping track of the problems that are holding up the claim's processing time. This can help you avoid problems in the future and potentially allow you to fix them on the front end. Some reasons claims are not paid immediately include: Payer IDs are wrong, incorrect x-rays are sent, and Perio charts aren't sent often. However, the insurance company just needs more information. Make sure if there is any information your team member needs to update in your dental management software, it is fixed immediately to avoid future problems.

While working this aging report is not the most exciting part of the day, it is important for your office. Keeping insurance payments current helps offices run smoothly. Having this report caught up on a regular basis will reduce stress on the front office and help team members understand what insurance companies need from us in order to get our claims paid in a timely manner, help reduce past due accounts and run more efficiently! ■