



Horizon Health Care Management Group, LLC

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Revenue Cycle Management FAQ Sheet

- What is your 'clean claim' percentage?
While this rate depends upon the quality of the data we receive from your office, our overall rate is 98%.
- Say we go with your service. What happens to our old receivables?
Unless you specify otherwise, we import your existing accounts receivables into our system, and work them. We want you to get paid.
- What are your rates?
We charge, depending upon the practice, 6%-9% of what we collect. This does not include payments collected by your office, such as co-payments made at the time of service. We only include those payments that we billed for.
- How are our payments handled?
Your money still goes directly to you. We do not handle your money.
- How do you bill us?
We render an invoice each month, along with various practice reports.
- Can we see our data? Or do we have to go to you for everything?
You have 24/7 access to our system, including all scanned images.
- We have a patient in the office who has questions about his bill. How does our front desk handle this?
Call our office, and put the patient on the phone, or have the patient call us, and we will handle their inquiry. Your front desk staff have more important matters to attend to. That's what we are for.
- My Medicare needs to be re-validated. Do you handle this?
Yes we do. We can handle your credentialing needs if you want us to.
- How do we get information to you?
We can receive your encounter forms/fee tickets, card copies, insurance eobs, etc, via fax, email, or upload to our ftp server. The choice of which method to use is yours.
- I would prefer our staff to enter our charges. Is this possible?
Yes, it is. Your staff's data entry is subject to the same claim edits that it would be if it were entered at our office.
- Our practice is large/has unique needs. I really don't want to be on the same system as other practices. Is this a problem?
You most certainly can be on your own system. We host our data systems here in Maryland. We do not farm anything out. If you need your own server, we are more than happy to accommodate you.