Top Medical Billing Features You Need

Unlock the True Revenue Potential of Your Practice

dr chrono

As the complexity of the medical billing process grows, getting paid appropriately and on time for services provided is becoming very critical to operating a successful practice.

This feature list will guide you through the critical medical billing software elements that will help your practice optimize revenue collection.

Cloud-Based All-in-One Solution

When choosing the right Medical Billing platform, a main factor to consider is practicality. Since Medical Billing involves claim submission, staff and billers need access to patient records for accuracy. This means being connected to an EHR platform that documents all patient and exam details. A sensible Medical Billing solution is fully integrated with an Electronic Health Records (EHR) platform, practice management system, and designated clearinghouse(s). Say goodbye to third-party integrations and have complete access to an all-in-one powerful interface.

Effective Practice Management

A clean claim starts before patients show up for their appointment. Medical Billing platforms should proactively lower no-show rates and cancellations. This includes requiring patient details and performing insurance eligibility checks pre-appointment to make sure your practice gets paid appropriately for services.

Your Medical Billing platform should be able to grab exact details of copays and the precise amount your patient's insurance covers before administering treatment. You should also be able to track their detailed insurance benefits over time. Have a Medical Billing platform that can verify for primary and secondary insurance? Even better.

With the ability to send automated reminders via text, phone, or email, offices will improve attendance. This will result in more revenue.

As part of the patient check-in process, patients should be able to answer basic background questions or sign forms to save time and increase accuracy of data prior to their appointment.

ICD-10 Ready with Auto-Population

Billing codes and notes should be synced with your Medical Billing and EHR software so claims can be automatically transmitted from your EHR to the clearinghouse.

If you commonly see patients with similar diagnoses, a successful Medical Billing platform has a couple of features. Providers can set up most common diagnosis and medical billing codes for easily retrievable settings that populate saved ICD-10 codes when needed. CPT codes should also be auto-copied from a previous visit and applied to a current visit.

Medical Billing On-the-Go

Your Medical Billing platform should be cloud-based to allow you to access Medical Billing on-the-go. With a cloud-based platform and accompanying phone app, you have access to your Medical Billing anytime, anywhere on mobile or Web. You can also submit claims without access to a computer, view claim statuses, see your claims feed, enter ICD-10 codes, and more.

ERA / EOB and Patient Statement Integration

Electronic Remittance Advices (ERA) and Explanation of Benefits (EOB) need to be seamlessly available at a moment's notice. After all, your practice will need to provide these reports to insurance companies and your patients.

In addition to one-button reporting, your ERA payments should post directly into your practice's bank account via direct deposit. Your Medical Billing platform should be equipped to deal with ERA scenarios including denials, underpayments, overpayments, multiple adjustments, automatic cross-overs, secondary remittance, and reversals.

Send patient statements to all of your patients directly through the Medical Billing platform. You should also be prepared to provide your patients with a statement before they leave your office.

Smart Medical Billing Tools

With business intelligence tools, your practice can gain real-time insight into analysis of payments, denials, and utilization for real-time insight into the health of your medical practice. This is essential for optimization. The Business Intelligence tools should have quick filters to sort through data quickly along with advanced billing reports.

A live claims feed means your practice can manage and monitor claim statuses in one place. An efficient live claims feed engine will help practices efficiently handle any payer inquiries or resolve claims quickly and easily.

Denials Management

There's nothing more frustrating than getting claim denials. A great Medical Billing platform will automatically post denials directly to your Live Claims Feed so your practice can take action as soon as possible.

Denial Management tools should also be able to efficiently resolve denials by helping correct errors and assist with re-submitting any denied claims.

About drchrono

drchrono creates the best electronic health record (EHR), practice management, and revenue cycle management experience for physicians and patients; the platform was built for the iPad, iPhone, Apple Watch and web. Some features of drchrono include customizable medical templates, medical speech-to-text, real-time patient eligibility checks, EPCS, medical billing services and patient credit card processing. The platform includes apps and a medical API, which practices can leverage. drchrono is ranked by Inc. 500 as one of the fastest growing private companies in America and the platform was voted the #1 mobile EHR 4 years in a row by Black Book Rankings. For more information about drchrono, visit www.drchrono.com

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