

NCVHS

November 18th, 2011

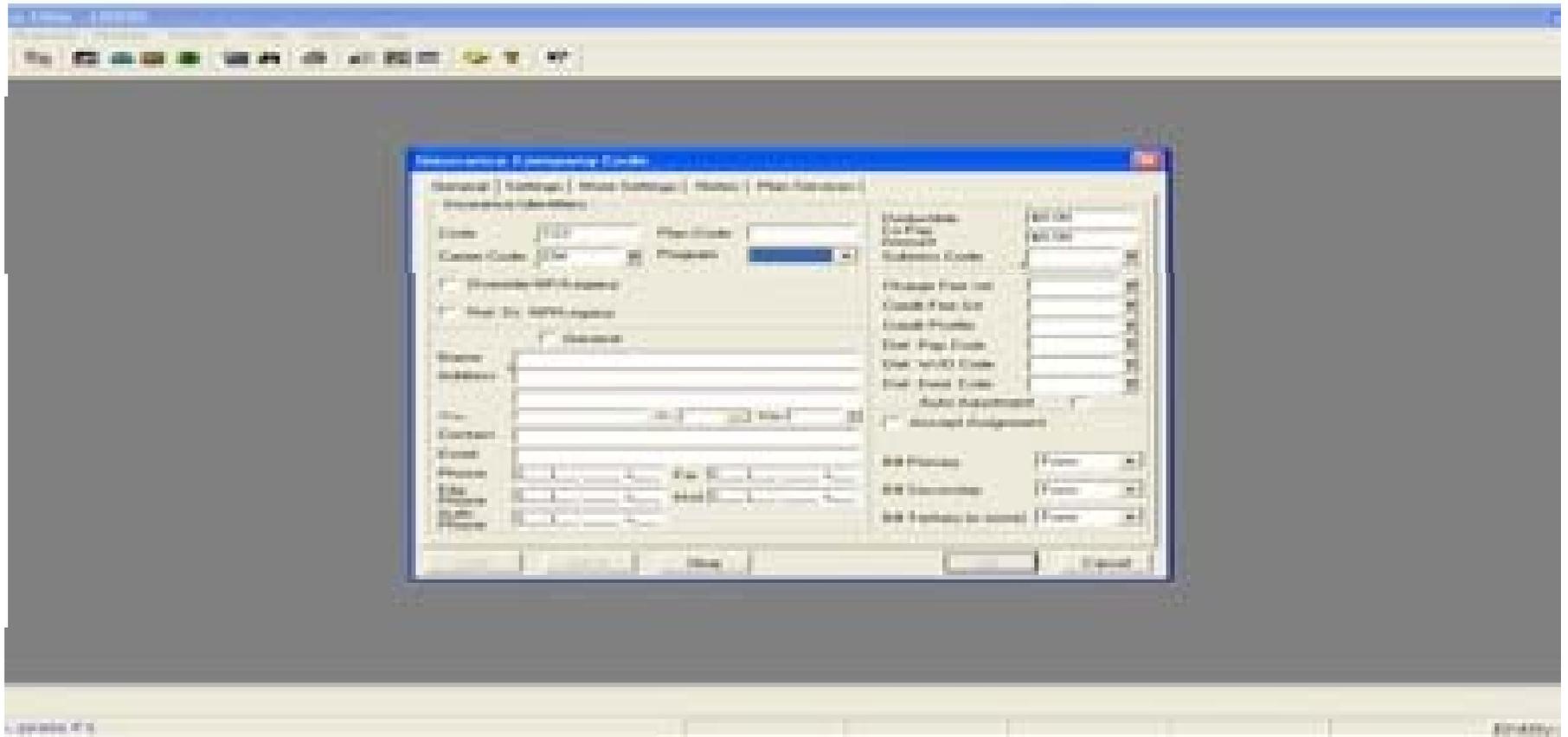
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Current Issues

- Polls show most practices contract with between 18 and 80+ different health plans
 - Within those health plans are different “families” of coverage
- Setting up practice management systems for each variation is very time consuming
- Lack of standardization increases staffing required





Daily Frustrations-No Easy Fix

- Phone call resolutions take 20 to 40 minutes
- Provider portals do not offer realistic solutions
- Edit language is vague
- Auto posting has limitations
- Billed codes are altered by health plan



What We Would Like To See

- Consistency
 - Standard formats for EOB's
 - Standard edits (in helpful language)
 - Easier resolutions to claim issues