

ACCOUNTS RECEIVABLE

TOP TEN TIPS

- 10 Update Your Admission Agreement.** It may have been a while since your Admission Agreement was drafted. It can likely be updated to better protect your facilities. For example, having a clause allowing for recovery of interest and attorneys' fees and costs, or excluding collections matters below a certain dollar threshold from ADR, is a great way to alleviate the costs associated with pursuing collections.
- 9 Humans Aren't Elephants.** Keep records. Copy dang near everything. Have a system in place to keep track of all documents, emails, faxes, and communications to and from the Medicaid agency.
- 8 Medicals Matter.** You can't get Medicaid if you can't prove the applicant needs it. Every time you file a Medicaid application, request the necessary Level of Care or Medical Necessity Approval.
- 7 Help Us Help You!** When you refer a case to legal counsel, send everything you have related to Medicaid, the resident's assets and income, emails, capacity declarations, etc. Even if you don't think it's relevant. More is... more!
- 6 Don't Forget the Income.** Think about the anticipated patient liability as soon as the resident is Medicaid pending. If you don't know where the income is going, or if the resident isn't applying their income toward the cost of their care, it may be necessary to apply to become the Representative Payee of the resident's income. It is important to take action sooner rather than later. This is money that is often impossible to get back and adds up to a good chunk of change.
- 5 Trust Your Gut...And Use Common Sense.** Incapacitated people can't get verifications or access their assets or income. Medicaid appeals and pending applications are allowed at the same time. Medicaid applications must be processed within a set period of time (usually 45 days). If something doesn't pass your "sniff" test, bring it to the Medicaid agency's attention – in writing! Don't ignore it - take action!
- 4 Know...If They Know.** Be aware of your resident's competency (or lack thereof) at all times. If they are/become incapacitated, get it documented and notify the Medicaid agency immediately.
- 3 Little Problems Can Turn Into Big Problems.** Alert your counsel as soon as you discover an issue with Medicaid, collections, unpaid patient liability, etc. A resident not turning over income can be a sign of transfers or misappropriation. Unresponsive families are usually unresponsive for a reason. The earlier you refer a case, the more likely and more efficiently it can be resolved!
- 2 Admissions. Work It.** They'll never be this cooperative again, so take the opportunity at admission to find out everything you'll ever need to know. Request a completed financial questionnaire, identify family contacts, work and benefits history, and get copies of any Power of Attorney documents. Get a signed authorization while you are at it. Have them fill out a sample Medicaid application. You'll thank us later.
- 1 Medicaid. JUST DO IT.** If the resident is not paying, file a Medicaid application. Even if they are only behind a month, file a Medicaid application. If a resident is incompetent, file one on their behalf and include a Capacity Declaration. And keep a copy and proof of filing! Medicaid only goes back retroactive 3 months. You can't get benefits if you haven't applied. Don't wait - file it.



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