

Chapter 1

I'm Getting Robbed

So, you are having problems getting paid. No big surprise; so are many other doctors. The trick, of course, is figuring out why.

There are many problems that must be considered, and you should probably brace yourself for the truth. You may not like what you read, but in the end, I hope that it proves helpful to your practice.

Payment problems in the auto industry can really be broken down into two categories; payment problems over which you have complete control, and payment problems over which you have little or no control. It is my intent to briefly raise the issues over which you have complete control, and which can be fixed easily, so that you can take immediate steps to improve your billing practice. We will then examine the problems over which you have little or no control, and discuss how you can make changes to minimize the financial effect on your practice, and the stress on your patients. While you can't control these problems, simply knowing about them, can help you to avoid payment problems in general by avoiding things which might cause confusion for auto insurers processing your billings. In addition, the knowledge of these problems can assist you in developing procedures in your office, to appropriately address the procedures implemented by the insurance industry. So, let's get started with those problems that you can easily control.