



HearForm10

Office Management Software

HearForm & Electronic Billing



HearForm offers a time saving method for transferring CMS 1500 data electronically

How does HearForm work with Electronic Billing?

HearForm has a robust claims module that significantly reduces the time needed to create, print and electronically send CMS 1500 (HCFA) claim forms. While HearForm easily prints CMS forms onto pre-printed forms www.justcms1500forms.com, this guide explains our electronic billing option.

The CMS 1500 form is first created in HearForm and then sent to the clearinghouse for processing.



CLEARING HOUSES

What is a medical billing clearinghouse, and what do they do?

Why Clearinghouses Transmit Electronic Claims to Insurance Carriers, and Why the Service they provide is Essential to Medical Practices.

The simplest way to explain what a clearinghouse is, and does, is to paint a picture of the problem they solve - their piece of the puzzle.

Imagine five or six million licensed healthcare professionals and facilities all using a different Practice Software, sending out claims to over 2,200 different insurance carriers daily - across fifty different states -- each state having its own insurance regulations; and then each carrier having its own internal software system. In essence, what you have is confusion and the increased potential for billing errors being made.

If on average just 10 claims a day were sent to 5 different insurance carriers by every practice, you'd have tens of millions of claims daily heading to the four corners of the earth. Then compound the situation with the numerous phone calls and claim re-submittals that each claim error can cause until all reimbursement issues are resolved and the bill is paid.

GOING ELECTRONIC

Electronic claims clearinghouses were devised by Medicare to pre-screen for claim errors and to step in electronically where the postal service was unable to -- as air traffic controllers of electronic claims transmittal -- so to speak.

Most simply, medical clearinghouses are aggregators (senders and receivers) of mountains of medical claim information; the vast majority of which is managed by software. They are essentially electronic "post-offices" enabling practices to transmit electronic claims to insurance carriers, plus they additionally give the Biller and Office Manager a simple means to manage all their claim data from a central location --usually an online control panel, similar to online checking.

How a Claims Clearinghouse Works

Here is how it works. HearForm creates the electronic file (the electronic claim), and your clearinghouse first scrubs the claim, checking it for errors (arguably the most important thing a clearinghouse does.) Once the claim is error free, it transmits that electronic file securely (very important for HIPAA reasons) to the specified payer. If the claim needs corrections, the clearinghouse quickly alert's you (e.g. by email) and you have a chance to make corrections to the claim. It can then instantly be re-submitted, and ultimately (assuming no other corrections are required) you'll receive a reimbursement check along with an explanation of benefits (EOB). Some clearinghouses allow you to fix the errors in the claim online immediately after submitting it.

The same sort of activity takes place every night within the federal banking system as our checks and banking activities are sent electronically from local banks to central ACH repositories (Automated Clearing Houses) and then on to banks of origin across the country, and then back to local banks -- all done electronically, and somewhat instantly.

There are dozens of medical electronic claim clearinghouses across the country; scrubbing claims and transmitting them electronically to insurance carriers.

HearForm uses ENSHealth as its primary partner, but you do have the option of choosing any clearing house that will accept out "Print Image Format (PIF)." Call 888-453-8806 to request a sample PIF file for submission to a clearinghouse other than ENSHealth.

The following clearing houses have accepted our print image format.

- ENSHealth <http://www.enshealth.com/>
- E-Claims <http://www.eclaims.com/>
- Office Ally <http://www.officeally.com/>
- Apex EDI <https://www.apexedi.com/index.jsp>
- Emdeon <http://www.emdeon.com/index.php>
- Capario <http://www.capario.com/> (Formerly MedAvant Healthcare Solutions)
- National EDI <http://www.national-edi.net/>

DO I NEED A CLEARINGHOUSE?

Here are the main benefits of using an electronic claims clearinghouse.

- Allows you to catch and fix errors in minutes rather than days or weeks
- Results in fewer rejected claims.
- Rapid claims processing: Submitting claims electronically can reduce your reimbursement times to less than ten days.
- Eliminates the need to prepare claims manually or re-key transaction data for each payer over and over.
- Submit all your electronic claims at once, rather than submitting separately to each individual payer.
- Provides a single location to manage all your electronic claims
- Avoid long hours of being on-hold with Medicare and Blue Cross inquiring about claim errors.
- Improved vender relationships with insurance carriers.
- If you subscribe to a good clearinghouse, you'll be speaking with a knowledgeable support person within just a few rings.
- Shorter payment cycles allow for more accurate revenue forecasts.
- Reduced need for paper forms, envelopes and postage costs

Some larger payers (such as Medicare and BlueCross) act as their own intermediary allowing you to submit claim information directly to them free of charge, but there's scant ability to manage claims, and little to zero support.

The vast majority of commercial insurances however do not have the software infrastructure to handle the millions of medical practices (each using a different billing software) daily sending electronic claims (in slightly different ways) across 50 states that are each regulated differently. So there's a important need for the centralization, standardizing, and then re-transmission of claims via these important intermediaries.

HOW TO TELL IF YOU NEED A CLEARINGHOUSE

You can easily tell if you would directly benefit from subscribing to an electronic claim clearinghouse service by answering a few questions:

1. Does your practice bill (or plan to bill soon) electronically?
2. Does your practice bill a number of insurances payers, or just a few?
3. Is your staff experienced at billing electronically?
4. What is your total claim volume? The cost of a clearing house is often offset by no longer having to send in paper claims.
5. Would your practice benefit from greatly reduce claim errors?
6. Would your practice benefit from drastically shortened reimbursement times?

HOW TO SELECT A GOOD CLEARINGHOUSE

How does one distinguish a good clearinghouse from a bad one? Here are some things to look for:

Payer List: First and foremost, make sure that the insurances you bill on a regular basis are on their payer list. This list is most often available online at their website.

Nationwide: Many clearinghouses are regional. Steer towards ones that operate nationally.

Office Software: Let them know that you use HearForm software and ask if they support it.

Limited Contract: Most of the better services today offer a month to month subscription.

Support: Try contacting their support before you sign up. Most are busy and often require a returned call, but some are much better than others.

Error Reports (& Control Panel): Most clearinghouses will offer you a quick tour of their control panel, (the location online where you'll be managing your claims). What you want to look for is easy navigation within the management area, and that claim error and rejections are reported in clear language, not merely as cryptic numbers

Set-up and Monthly Fees: We have negotiated discount set-up and monthly fees with ENSHealth. For example, Sycle.net charges a \$500.00 base set-up fee PLUS \$150.00 per audiologist, while ENSHealth charges just **\$199.00** period.

Unlike our competitors that work only with Emdeon (Sycle.net, TIMS and Starkey ProHear,) HearForm lets you get the best price per claim as possible. (Sycle.net charges \$39 per month PLUS 39 cents per claim.)

ENS offers these discounted monthly fees...

- \$31 per month for up to 80 claims (38 cents per additional claims if you go over the 80 claims)
- \$52 per month for unlimited claims

If you have any additional questions about HearForm and Electronic billing, please call 888-453-8806.