

Please circulate to others and file in your *Provider Manual* for future reference.

February 15, 2011

Efficient Billing Process

In order to ensure timely payment, please remind your staff to ask for your patient's insurance card. We know it is vital that you keep your office billing process as efficient as possible. By properly identifying your patients insurance during the visit, your team is able to bill the appropriate payer and, in turn, payment will be made without delay.

When the billing process is smooth, your patients, our members, are kept out of the middle. The number one complaint we receive from our members is that they receive bills for services that are covered through Community Health Group. When we research these claims, most of the time the physician office either billed the incorrect payer or had no insurance on file.

We need your help to ensure our members are not billed for services. Your staff can check the member's eligibility on-line to ensure the member is eligible with Community Health Group. The information is real time and the on-line look up process is quick and easy.

If you would like more information on our on-line eligibility, please call Provider Relations at (619) 498-6595.

Thank you for your assistance in this matter.