

# ***University Health Center Third Party Billing Services***

***Is your school seeking  
additional ways to fund  
its student health center?  
Public Consulting Group  
(PCG) can help.***

PCG offers solutions for first-time third party billing implementation, as well as outsourced billing and collection services. We can help your institution's student health center operate more efficiently and maximize revenue without sacrificing patient care.



# University Health Center Third Party Billing Services

Growing financial pressures in higher education institutions have forced universities and colleges to seek additional methods to obtain funding for campus student health centers. Implementing a third party medical billing solution for health services rendered on campus can assist with closing gaps in funding.

Public Consulting Group's (PCG) intimate knowledge of managed care and Medicaid reimbursement methodologies allows us to customize our approach to the needs and requirements of each university student health center. We can help you reduce costs, enhance and streamline workflows, and maximize revenues without sacrificing patient care.

## **Third Party Implementation Services**

PCG implements best practice solutions for front-end, intermediate, and back-end revenue cycle processes. Our implementation services include:

### **Revenue Cycle Assessment**

We assess key elements of the revenue generation process, make recommendations, and implement solutions specific to the challenges facing student health centers.

### **Practice Management Technology**

PCG offers complete technology solutions, including a practice management application for registration, scheduling, service documentation, coding, and billing and collections.

### **Provider Credentialing**

PCG will manage the credentialing process, including documenting, coordinating, and tracking efforts associated with credentialing all of your clinicians with third party payers.

### **Payer Contracting**

PCG can assist your institution in contracting with health insurance carriers in order for your health center to obtain reimbursement for services rendered.

### **Training and Education**

Our training program includes patient registration, insurance verification, authorization and referrals, documentation of clinical visits, medical coding, procedure code and diagnosis code matching.

### **Coding and Compliance**

PCG has a team of medical coders specializing in coding and compliance procedures. We also offer assistance and guidance with establishing, implementing, and managing a coding audit programs.

### **Communication and Marketing**

PCG can assist with development and dissemination of information to the campus community. Using newer communication channels such as e-mail and social media and with more traditional print collateral methods, PCG can facilitate the coordinated communication of student health center news and information to your target audiences.

## **Outsourced Billing and Collections Services**

PCG performs outsourced third party billing and collections for student health centers, public health clinics, state laboratories, and inpatient and outpatient practice settings. Our services allow health centers to focus on patient care while PCG manages revenue operations. Our outsourced billing and collection services include:

### **Insurance Verification**

PCG uses HIPAA compliant 270 and 271 transactions to verify insurance and eligibility. We can also implement insurance verification procedures to be performed at the time of patient visit.

### **Electronic Third Party Claims Submissions**

PCG submits claims electronically to third party payers, including Medicaid, using the HIPAA compliant 837 format. Rejections are routed to a billing specialist and corrected for submission.

### **Payment Posting and Reconciliation**

Our claim system accepts electronic payment files in the HIPAA compliant 835 format and payment data is posted automatically.

### **Denial Management and Claim Follow-up**

Our approach focuses on continued analysis of claim rejections and denial reasons. We monitor trends and implement corrective actions to help lower and prevent rejections and denials leading to increased cashflow.

### **Statistical and Financial Reporting**

PCG has vast experience and knowledge in creating reporting solutions to assist center management with analyzing several key areas of operations, including routine operation status reports, volume and claim submission trends, and payment and denial trends.

### **Payer Reimbursement Monitoring**

PCG performs routine payer reimbursement reviews to monitor and track appropriate reimbursement levels. These reviews allow us to quickly identify claims where reimbursement is below expectation. When this occurs, PCG will take further action, including contacting the payer when necessary.

PCG submits more than 3,000,000 medical related services annually to third party insurance companies and Medicaid.

## **Benefits of Our Services**

- additional revenue for university health center
- faster payer processing
- increased program cash flow
- increased efficiency in operations
- regulatory compliance

To learn more about how PCG can help your college or university student health center to increase revenue and operate more efficiently, contact us today.