



## Third Party Billing Pitfalls (..and how to avoid them!)

# **MOMENTUM** 2023 ANNUAL MEETING & EXPO

Renaissance Schaumburg  
Convention Center - Schaumburg, IL

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# Covenant Living Communities & Services

- A ministry of the Evangelical Covenant Church
- 14 Skilled Nursing Facilities & 1 Supportive Living Facility in 9 states
- Team of 9 based in Skokie, IL & California
- Centralized Billing / Collections for Third Party Payers
  - Medicare Part A & B
  - Medicare Coinsurance
  - Medicaid
  - Managed Care Part A & B

# What's our goal as 3<sup>rd</sup> party billers?

Submit a “perfect”  
claim every time!!

Are you telling  
the right “story”?

A detailed image of a red medical claim form, likely a CMS-1500, showing various fields for patient information, provider details, and billing data. The form is complex with many small boxes and labels, typical of a standard medical billing form. It includes sections for patient demographics, insurance information, provider details, and a large table for line items with columns for description, dates, and charges. The form is oriented vertically and has a red border.

# Alphabet Soup of Opportunities

- PDPM
- VPD
- VBP
- MPPR
- OTA/PTA
- MMAI / MLTSS
- QMB
- MSP
- ACO
- TPE
- RAC / SMRC
- COB
- DPNA
- QRP
- IPA / Medical Groups
- Sequestration
- Waivers

# Yoga Journal – Editor's letter, December 2018

*“In my life, the only constant has been change – jobs, apartments, scenery, relationships, health, opinions, and so on.*

*Accepting change is hard for someone like me who is drawn to structure, organization, and clear goals and expectations, but I can honestly say that I’m always happier when I let go of rigidity and control and surrender to the natural ebb and flow of things.*

*When I trust that I am exactly where I’m supposed to be – instead of trying to force an outcome – teamwork improves; creativity flourishes; and my life feels more interesting, rich, and full of opportunity.”*

# Tip #1– Know Your Contracts

- Revenue codes
- Authorizations / notification
- Timely filing
- Reimbursement – levels, 100% PDPM, % of PDPM, per diem, etc
- Part B therapy
- Diagnosis codes
- Exclusions
- Electronic billing / ERA / EFT



# Tip #2 – Tighten Up Your Processes

- Ancillary charge capture
- MDS
- Triple Check
- Census Management
- Admissions / eligibility & benefit verifications / authorizations
- Payment application / reconciliation
- Claim generation & submission
- Denials / Collections / AR reviews



# Tip #3— Organization / Work Cadence

- Daily tasks
  - Claim submission
  - Medicare remittance review & coinsurance billing
  - Payment review & reconciliation
  - Collections / denial maintenance
- Lead measures vs Lag measures – The 4 Disciplines of Execution
- Time blocking
  - Match your energy level to the type of work
  - Office hours / focus time
  - Email / phone calls / other people's priorities

# Tip #4 – You Are Not Alone

LeadingAge Illinois - <https://leadingageil.org/>

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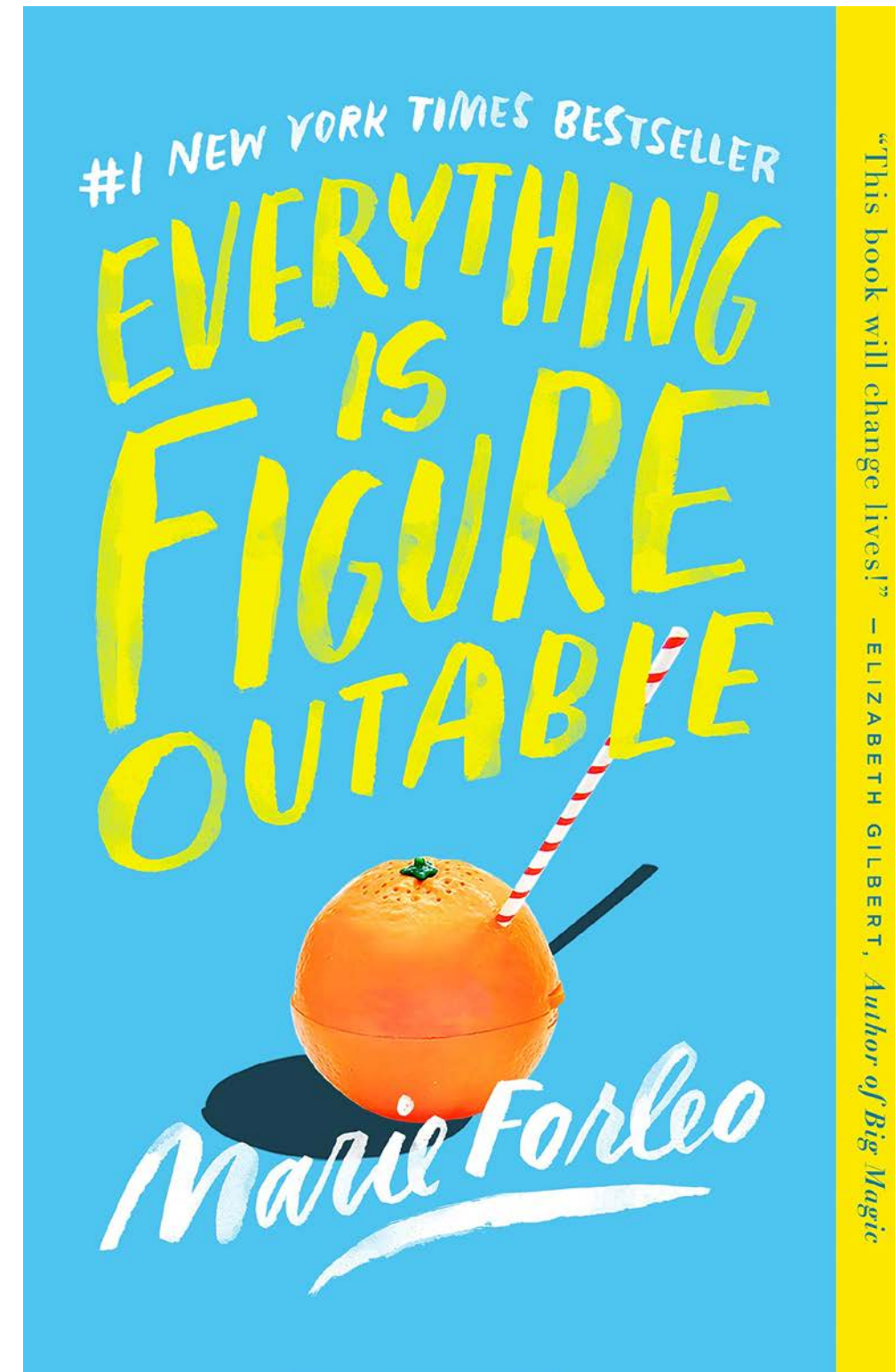
CMS Skilled Nursing Facility Center - <https://www.cms.gov/Center/Provider-Type/Skilled-Nursing-Facility-Center>

CMS SNF Billing Reference - <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/EnrollmentResources/provider-resources/snf-billing-reference.html>

National Government Services - <https://www.ngsmedicare.com/>

# Tip #5 – Self Care

- Marie Forleo – Everything Is Figureoutable
- <https://www.marieforleo.com/>
- ▶ *“Your potential is limitless. You are unique, valuable, capable, and worthy of the dreams in your heart. Most of all, you have what it takes to transform and transcend whatever challenges you face.”*



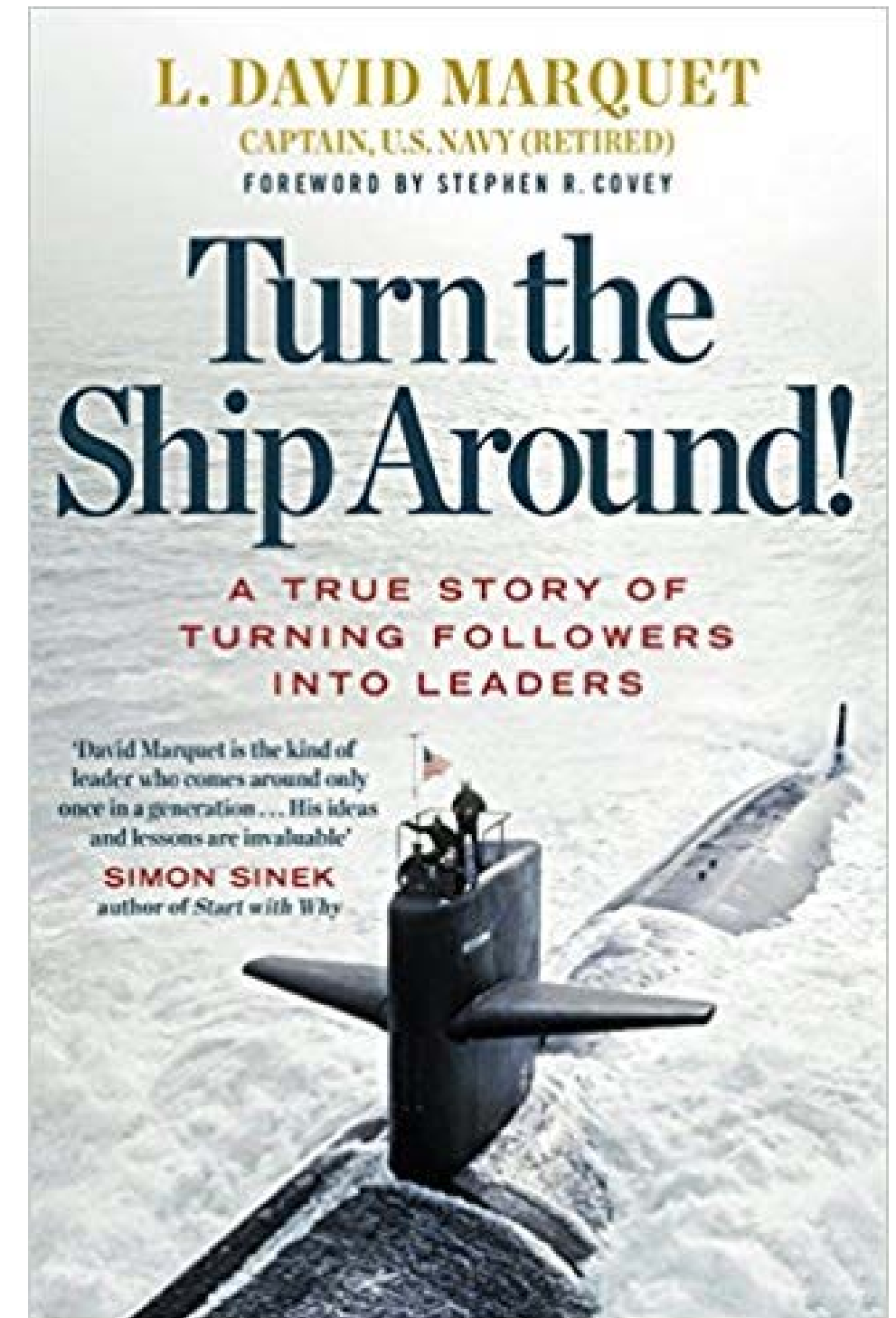


# More Self Care



## 7 Good Minutes Daily Self-Improvement Podcast

Start Each Day The Right Way With The 7 Good Minutes Daily Self-Improvement Podcast. The Podcast for Busy High Achievers, Hosted by Clyde Lee Dennis.



# Questions??????

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**MARCH 7-8, 2023**

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