

# RESPONSIBILITIES

## OPTION 1: APPLICATION SERVICE PROVIDER (ASP) OPTION

EHS Billing Software installation is required for Option 1 customers. The customer will enter the patient demographics and have access to the electronic scheduler. The customer may select from the menu of "available" services. The Medical Billing consultation services will demonstrate the expertise offered by the Alliance staff.

### Alliance

1. The Alliance staff installs a connection to the billing software and facilitates training of the provider's staff in the efficient use of the billing software..
2. The Alliance staff will prepare batched claims for submission through the clearinghouse.
3. Billing records are maintained electronically and available for review.
4. The Alliance staff will provide optional services purchased by the provider.
5. The flexibility in choices of Option 1 services may serve as the package best able to meet the provider's needs.
6. The Alliance staff will provide shadowing services should the provider need technical assistance.

### Provider

1. The provider is responsible for training and maintaining a qualified billing staff to insure that payment is received for services rendered.
2. The provider's office staff must enter all patient demographic and gathering all encounter charges information.
3. The provider's billing staff is responsible for creating claims and batching claims for Alliance staff scrubbing and submission of the claims through the clearinghouse.
4. The provider's billing staff is responsible for posting of payments, denials and resolving appealed claims.
5. The provider is responsible for collection from the patient any outstanding balances resulting from non-payable claims.
6. Option 1 requires a higher level of billing expertise by the provider's billing staff..

## OPTION 2: APPLICATION SERVICE PROVIDER (ASP) PLUS OPTION

The Option 2 customer will enter the patient demographics and have access to the electronic scheduler. All other services are performed by the Alliance staff for the customer. The standard monthly reports serves as a tool for Alliance staff to offer suggestions based on analysis of the customers billing activity. Additional Medical Billing consultation services may be purchased.

### Alliance

1. The Alliance staff installs a connection to the billing software and facilitates training of the provider's staff in the efficient use of the software.
2. The Alliance Billing Service serves as the provider's medical biller therefore does not incur the expenses of an on staff Medical Biller.
3. The Alliance staff will facilitate the provider's enrollment in EDI and EFT programs.
4. The Alliance staff will facilitate the setup of a Lock Box on the provider's behalf.
5. The Alliance staff will create claims from the provider's encounter form, batch the claims, scrub the claims and submit the claims through the clearinghouse.
6. The Alliance staff will post payments, denials and resolve appealed claims.

7. Billing records are maintained electronically and available for review.
8. The report feature of the billing software serves as a valuable tool for the provider's office management to analyze the practice trends. The Alliance Billing Service staff will also generate monthly reports, analyze the data and offer recommendations for the purpose of improving services and increasing revenue.
9. Additional professional services are available for purchase.

### Provider

1. The provider's office staff must enter all patient demographic information.
2. The provider's office staff is required to send the encounter form to Alliance.
3. The provider is responsible for collection from the patient any outstanding balances resulting from non-payable claims.

## OPTION 3: FULL SERVICE OPTION

Option 3 customers may choose to have Alliance staff receive all paper documentation for creating a claim and submitting it to the appropriate Payor. The Alliance staff becomes the customer's medical biller. The fees reflect the cost a customer would incur with a medical biller on staff. The Option 3 customer may convert to Option 1 or Option 2 services at any time.

### Alliance

1. Billing for services are handled by experts in the medical billing field and the Provider does not incur the expenses of an on staff Medical Biller.
2. The Alliance staff will facilitate the provider's enrollment in EDI and EFT programs.
3. The Alliance staff will facilitate the setup of a Lock Box on the provider's behalf.
4. The Alliance staff will create claims from the provider's encounter form, batch the claims, scrub the claims and submit the claims through the clearinghouse.
5. The Alliance staff will post payments, denials and resolve appealed claims.
6. All provider submitted documents are scanned. The billing records are maintained electronically and available for review.

7. The report feature of the billing software serves as a valuable tool for the provider's office management to analyze the practice trends for the purpose of improving services and increasing revenue. The Alliance Billing Service staff will also generate monthly reports, analyze the data and offer recommendations for the purpose of improving services and increasing revenue.
8. Additional professional services are available for purchase.

### Provider

1. The Provider delegates all internal control of billing data.
2. Considerable time and efforts are required by the provider's staff to insure that the billing service receives all necessary documentation required for submission of a complete and accurate claim.
3. The provider is responsible for collection from the patient any outstanding balances resulting from non-payable claims.