Disputed Claims

MONEY SAVED

$1.7 million
Funds recovered from insurers

$508,140
Staffing expenses saved

1,640
Payer disputes resolved

867
Texas practices benefited

Note: All numbers for July 2020 to July 2022. *Based on average hourly rates

TMA Practice Management Services

www.texmed.org/Billing

Physician practices bonk heads with payers daily, and these disputes frequently center around claims payment. This leaves practices with a tough decision: They can write off a payment and lose income. Or they can battle with the payer – a difficult, time-consuming process. Fighting back means physician offices must master an ever-shifting network of paperwork, policies, and laws, and many are not equipped or don’t have the time and personnel, says Heather Bettridge, the Texas Medical Association’s associate vice president for practice management services.

TMA can help. Once a physician’s office exhausts reasonable attempts to solve a claim, that’s when TMA’s practice management billing and coding experts step in. Some physician offices find out they’ve made an error. But payers frequently are at fault and need to pay up. Either way, TMA saves practices time and hassle.

TMA’s billing and coding experts track the major obstacles TMA member physicians face in resolving claims. More importantly, they obtain fair compensation, reduce workloads, and allow TMA members to focus on patient care.

TOP 10 REASONS PAYERS SAY NO (2022)

1. CLAIM DENIAL
   Procedure not covered by the patient’s insurance

2. CODING ERROR
   Incorrect current procedural terminology (CPT) code used

3. CREDENTIALING
   Incorrect or terminated credentialing physician or other health care professional

4. MEDICAL RECORDS
   Inadequate documentation

5. FEE SCHEDULE
   Contracted rates disputed

6. PREAUTHORIZATION DENIAL
   Preauthorization incorrectly obtained or not obtained at all

7. REFUNDS
   Physician paid what payer considers an excessive rate

8. BUNDLING
   CPT codes potentially misused when several procedures performed at once (like during surgery)

9. TELEMEDICINE
   Telehealth not covered at parity with in-person rates or at all

10. NON-PHYSICIAN PRACTITIONER
    Services by advanced practice registered nurse or similar position incorrectly billed

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