

Top 10 Tips to Help Get Control of Your Accounts Receivables

- 10. Update your Admissions Agreement.** It's possibly been a while since your Admissions Agreement ("AA") has been drafted. It can likely be updated to increase the protections and rights afforded to you. For example, having a clause allowing for collection of interest and attorneys' fees for unpaid balances is a great way to alleviate the costs associated with a resident's breach of contract.
- 9. Humans aren't Elephants.** Copy dang near *everything*. Keep track of all receipts and fax confirmations of information sent to the MA office and notes of conversations with the Medicaid ("MA") office.
- 8. Medicals Matter.** You can't get Medicaid if you don't need it. Every time you file a MA application, request the necessary Level of Care or Medical Necessity Approval.
- 7. Help us Help you!** When you refer a case, send us everything you have related to Medicaid, finances, family history, transfers, capacity, etc. Even if you don't think it's relevant. More is... more!
- 6. Show Me the Money.** Collect patient liability each and every month as soon as a resident is MA-pending. If it's not being turned over, apply for rep-payee of the resident's benefits and any other income as soon you are able.
- 5. Trust your Gut...and our Common Sense.** Some universal Medicaid truths: Anyone can file a Medicaid application any time they want. Incapacitated people can't access verification documentation (or spend down). Appeals and pending apps are allowed at the same time. Apps must be processed in 45 (or 90) days. If something doesn't pass your "sniff" test, let us know. Don't ignore it; fight it.
- 4. Keep Current with Your Capacity.** Be aware of your residents' competency (or lack thereof) at all times. If incapacitated, get it medically documented and notify the MA caseworker immediately.
- 3. A Stitch in Time Saves Nine (billable hours).** The earlier you refer a case, the more likely and more efficiently we can resolve it! Let us know the second you discover an issue with Medicaid, collections, capacity, etc., that you know is not going to just go away.
- 2. Admissions. Work It.** Take the opportunity at admission to find out everything you'll ever need to know. Require a completed financial questionnaire, identify income, resources, and transfers, confirm family contacts, get a work and benefits history, get copies of any Power of Attorney or Guardianship ("GU") docs. Get a signed authorization. Have them fill out a sample Medicaid application. You'll thank us later.
- 1. Medicaid. JUST DO IT.** If you are owed money, file a Medicaid Application and keep a copy! MA only retros 3 months. You can't get benefits, if you haven't applied. Don't wait for spend-down, an estate or GU, or for the resident's husbands' son's wife to consult their attorney, etc. **Don't ever wait; just do it.**