



Minimum Requirement for Billing Software

Choosing the right billing solution can be a make or break for your NEMT business. It is critical that you are paid properly for your work. In order for that to happen, you need to submit your claims and invoices to your payers in a proper, compliant manner, be sure that all of your claims are submitted, make sure that all of your trips are both billed and paid for, and ensure that you are not under or overbilling. The right billing software solution will help simplify all of this. Here are some things to look for when you choose your solution:

1.) Account Management

- Be sure you can classify your payers to see where your revenue is coming from. Possible classifications include:
 - i. Medicaid
 - ii. Brokers
 - iii. Health Plans
 - iv. Private Pay
 - v. Facilities
- Each of your payers will have different rates and potentially differences in coding. Be sure that your solution has the ability to enter those rates to automatically calculate what you should be paid based on trip information (location, trip type, mileage, etc.)
- Each account may have different billing cycles (weekly, bi-weekly, monthly, quarterly, etc.). Make sure your solution can support that and perhaps even automatically batch your trips/claims for you.
- You may choose to use an accounting software like QuickBooks, FreshBooks, or Xero to manage and streamline your accounting practices. Look for a billing solution that can export summary reports for the platform you've chosen to easily track income in your accounting software.

2.) Revenue Management

- Your solution should help you estimate your revenue and compare to actual revenues received to find potential misses.
- Payment reconciliation tools make it simple to confirm that you are not just submitting your billing properly, but that you are actually getting paid as well.
 - i. Watch for solutions with automatic remittance importing for standardized files (like an EDI 835) and for major brokers. This will keep you from having to reconcile, dozens, hundreds, or even thousands of individual trips.

- ii. Manual payment posting is also important for accounts that may not have more advanced remittance files that they can provide.
- iii. Each invoice and/or trip should have a payment status associated with it along with a reporting system that helps you track down where your revenue stands. These statuses might include things like:
 - 1. New Invoice/Unbilled
 - 2. Invoiced/Invoice Issued/Invoice Sent
 - 3. Past Due
 - 4. Partially Paid
 - 5. Paid
 - 6. Written Off
- Your solution should allow you to track the payment method for each invoice/claim batch so that you can more easily track down documentation of that payment if needed. Potential payment methods could be:
 - i. Cash
 - ii. Credit Card
 - iii. Check
 - iv. ACH Transfer

3.) Compliance

- Making sure that you bill the correct amount is critical. Make sure your software has tools to detect over and underpayment.
- Different payers may have different information and documentation requirements. Make sure your solution can fulfill your needs from all of your different payers.
- There are a lot of different formats. Make sure your software offers a variety of billing formats, including:
 - i. Clearing house integrations
 - ii. 837P files
 - iii. Brokerage API connections (where available)
 - iv. Brokerage billing file formats
 - v. Paper invoices
 - vi. CMS 1500 forms
 - vii. Spreadsheets
- Almost all billing will inherently contain PHI. Make sure that your software and your processes associated with its use are HIPAA compliant.