

**Leigh Anne Hunter**  
**Director**

**318-769-7484**

**Julie Dinnat-Simpson**  
**Program & Project Coordinator**  
**318-769-7480**

**Erica Cosenza**  
**Credentialing Coordinator**  
**318-769-7483**

**Shaw Dean**  
**Credentialing Coordinator**  
**318-769-7461**



**LRPHO NewSource is a  
Quarterly Publication for our  
Clinical Providers, Office  
Management, Staff and  
Contracted Facility Members**

## Tips to Accelerate Payment Collections in 2025

[from prgmd.com]

Understanding and managing an effective payment collection process can be challenging for healthcare providers and their practice staff. We have mentioned a few key steps to simplify this complexity to understand its importance and workflow. Here are steps to improve payment collections in 2025 you must implement:

### Collect Payments Upfront

The best time for the providers to collect payments is when a patient sits before you rather than sending them emails and making follow-up calls. Healthcare providers should train their staff to explain all outstanding charges to the patient while collecting their information. Payments from the patients upfront make the collection process easy for the providers and their staff. It increases reimbursements and reduces the hassle of sending out bills and statements to the patients.

### Simplify Your Medical Billing

According to healthcare practitioners, medical billing procedures should be precise and error-free. The precise patient data and demographics are gathered by healthcare workers, who also prepare accurate claims, eliminate coding errors, and prevent claim denials and reimbursement delays. At the very first, providers should confirm patient eligibility and insurance plan, and if the patient is not eligible for the services and providers that attend to that patient, there will be a clear loss of payment. Errors in medical coding, like wrong CPT codes, unbundling, upcoding, and downcoding, cause headaches for the provider. Insurance companies reject claims with wrong or incomplete information. Providers must avoid these inaccuracies and maintain a smooth billing process for accurate payment collections.

### Collect Payment via Patient Portals

Patients feel comfortable while making online payments via online payment portals and avoid paperwork. It makes them feel comfortable and stress-free. Healthcare providers should provide this facility to their patients because this is an easy way for the patient to make payments and reduces the risk of payment delays for the providers. The collection of online payments from the patients increases the collection percentage as well as the reimbursements.

### Provide Multiple Payment Options

The provider can improve their payment collections in 2025 while providing multiple payment options to the patients. It is normal these days for patients to have different ways to pay their bills. This helps patients pay easily, and providers can collect more payments on time than expected. Providers must provide Payment options like online payment, Credit card payments, Debit card payments, Payments via Insurance companies, checks, and other common options. This provides faster payments and increases collections.

### Offer Installment Plans

Sometimes, Patients cannot pay their bills at once; however, doctors can offer them easy installments. Throughout this process, the healthcare staff should be smart to make follow-ups when it is time for the next installment. For instance, they should've sent them reminders through email, message, or phone call at least before the installment day. Although this process may prolong the payment process, if your billing staff is efficient, then it is easy for you to collect your payments.

### Make Regular Follow-ups

Following up on the due payments is necessary for the providers to maintain a healthy cash flow and revenue recovery. Healthcare providers should follow up with their patients and insurance companies overdue payments via written email or a phone call to make sure they pay them on time. If your patient is not responding to your follow-up, there might be a possibility that they are facing some financial difficulties, so you should be flexible with the patient at this time. They might be trying to figure this out.

### Partner with Experts

Healthcare providers and their staff are often busy dealing with patients, and they might miss something important due to a heavy flow of patients and a lot of work. Providers can handle this situation by seeking help from experts who can better manage medical Billing and provide effective solutions for problems.



## CARTOON CORNER

### HOW TO BE MORE POSITIVE AT WORK IN 7 STEPS

- 
1. Start your morning off right
  2. Focus on the impact you're making
  3. Reward yourself
  4. Craft your job
  5. Surround yourself with positive people
  6. Smile
  7. Spread a little love

### EXTREMELY IMPORTANT REQUEST:

PLEASE ALWAYS make sure, BEFORE RETURNING TO US, that the \*REFERENCES [Professional Peer] Section\* of a Credentialing Application is COMPLETED and that you provided a CURRENT/VERIFIED EMAIL ADDRESS and FAX NUMBER for EACH listed REFERENCE. The absence of this important information will delay the required, timely completion of the application . . . THANK YOU!



## 9 Staff Management Tips for Physicians' Office

[by Julie Kniseley - from jmco.com]

**Tip 1: Hire a Strong Practice Manager** - Ensure your practice has a capable leader. A strong practice manager is essential for the smooth operation of a medical office. While finding and retaining a skilled practice manager can be challenging, it's crucial for the practice's success. In many smaller practices, the practice manager may be responsible for countless tasks, from staff management to ensuring bills are paid and insurance claims are processed. This multifaceted role requires a unique blend of skills and the ability to juggle competing priorities.

**Tip 2: Explore Creative Staffing Solutions** - Think outside the box when it comes to staffing. Given the limitations on remote work in healthcare settings, practices need to explore innovative staffing options. These approaches can help attract and retain staff in a competitive job market. Some practices have found success with job-sharing arrangements in which two part-time employees split a full-time position. This allows for greater flexibility and work-life balance, which can be particularly attractive to employees with family commitments or those seeking a less demanding schedule.

**Tip 3: Foster a Positive Work Culture** - Cultivate an environment where staff feel valued and engaged. A positive office environment significantly impacts both staff satisfaction and patient experience. Patients can sense the office atmosphere, which directly affects their perception of care quality. A practice with a positive culture — where staff members are smiling, laughing and celebrating milestones together — creates a welcoming environment that patients notice and appreciate.

**Tip 4: Implement Effective Communication Strategies** - Establish clear communication channels to enhance collaboration. Clear communication is vital in healthcare settings. These strategies enhance team cohesion and improve overall efficiency. In a fast-paced medical environment, effective communication can help prevent misunderstandings, reduce errors and ensure that all team members are aligned on patient care priorities.

**Tip 5: Navigate Physician-Staff Dynamics** - Establish clear boundaries within the practice. In smaller practices, maintaining clear boundaries between physicians and staff is crucial. Proper management of these dynamics contributes to a more harmonious work environment. It's important to recognize that while physicians are experts in medical care, they may not have extensive business management experience. Establishing a clear chain of command and respecting the practice manager's role can prevent confusion and improve operational efficiency.

**Tip 6: Address Burnout and Stress** - Proactively manage staff well-being to prevent burnout. Healthcare settings are prone to high levels of stress and burnout. Proactively addressing these concerns can improve staff retention and overall job satisfaction. Consider implementing programs that allow benefits like occasional half-day Fridays or alternating schedules to provide staff with additional time off without compromising patient care.

**Tip 7: Leverage External Resources** - Don't hesitate to seek expert guidance when needed. Utilize external resources to enhance your practice. Many practices benefit from starting with a comprehensive assessment to identify areas for improvement across various aspects of their operations, including HR practices, organizational structure and talent management.

**Tip 8: Focus on Hiring and Retention Strategies** - Prioritize finding the right talent for your practice. Finding and keeping suitable staff is crucial for maintaining a high-quality healthcare practice. When hiring key positions like practice managers, it's important to evaluate not only their skills and experience but also their ability to foster a positive work environment. Consider asking interview questions that probe their approach to team management and problem-solving in high-stress situations.

**Tip 9: Invest in Continuous Training and Development** - Commit to your staff's professional growth and development. Investing in your staff's growth can lead to improved performance and job satisfaction. By prioritizing ongoing education and skill development, you can help your staff stay current with the latest medical practices and technologies, ultimately improving patient care and practice efficiency.



**UnitedHealthcare®**

## **Provider Advocate Update 2025**

**An Educational Event for LRPHO Office Managers and Staff**

**March 20, 2025**

**11:00 a.m. – 12:30 p.m.**

**The Cascade Room**

**[Rapides Women's & Children's Hospital]**

**Join us for Lunch and an  
Informational Update / Q&A Session  
with your LRPHO UHC Advocates**

**TO REGISTER – Contact Julie at 318-769-7480  
or [julie.simpson@hcahealthcare.com](mailto:julie.simpson@hcahealthcare.com)**

**LOUISIANA  
REGIONAL PHO**  
PHYSICIAN HOSPITAL ORGANIZATION



# Understanding 2025 Telehealth CPT Codes for Video & Audio-only Visits

[by Veronica Bradley CPC, CPMA - from MGMA.com]

Medicare will continue to pay for telehealth services through March 31, 2025. Providers should monitor the CMS website on a weekly basis for updates on potential extension. Telehealth services continue to evolve in 2025, with updated CPT® codes for synchronous (real-time) audio-visual and audio-only consultations.

Practice leaders need to ensure their team members involved in coding and billing stay informed about these updates to properly document services, differentiate synchronous (real-time) care from asynchronous (store-and-forward) modalities, and ensure alignment with technology capabilities, privacy requirements, and patient needs.

## Telehealth CPT Codes for 2025 Table

Synchronous audio-video			Synchronous audio-only	
New patient	98000	Straightforward medical decision making. When using total time on the date of the encounter for code selection, 15 minutes must be met or exceeded.	98008	Straightforward medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 15 minutes must be met or exceeded.
	98001	Low medical decision making. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.	98009	Low medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.
	98002	Moderate medical decision making. When using total time on the date of the encounter for code selection, 45 minutes must be met or exceeded.	98010	Moderate medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 45 minutes must be met or exceeded.
	98003	High medical decision making. When using total time on the date of the encounter for code selection, 60 minutes must be met or exceeded.	98011	High medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 60 minutes must be met or exceeded.
Established patient	98004	Straightforward medical decision making. When using total time on the date of the encounter for code selection, 10 minutes must be met or exceeded.	98012	Straightforward medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 10 minutes must be exceeded.
	98005	Low medical decision making. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded.	98013	Low medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 20 minutes must be met or exceeded.
	98006	Moderate medical decision making. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.	98014	Moderate medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 30 minutes must be met or exceeded.
	98007	High medical decision making. When using total time on the date of the encounter for code selection, 40 minutes must be met or exceeded.	98015	High medical decision making, and more than 10 minutes of medical discussion. When using total time on the date of the encounter for code selection, 40 minutes must be met or exceeded.