

# THE PENNSYLVANIA OPTOMETRIC ASSOCIATION ELECTRONIC CLAIMS SERVICE



## BUSINESS SUMMARY

### 18 YEARS OF EXPERIENCE

The POA Electronic Claims Service (ECS) is a well-established business that has been in operation since 1994. ECS submits electronic medical claims for over 130 optometric practices in Pennsylvania, as well as additional practices in California, Georgia and North Carolina. Current claim volume averages 4,500 claims per month.

### BENEFITS OF THE POA ELECTRONIC CLAIMS SERVICE

ECS submits claims to commercial insurance payers (insurance payers with NAIC ID numbers), Medicare, Medical Assistance, Railroad, and Durable Medical Equipment. The claims service offers the additional benefits of screening claims for accuracy to eliminate common errors that cause rejections and necessitate time-consuming tracking and resubmission of claims, as well as assistance in getting paid for claims that have been rejected or delayed. In addition, ECS:

- Supports the doctor with the third-party payer credentialing and contracting process;
- Supports the doctor in participation with quality management initiatives such as PQRI; and
- Supports the doctor and staff to increase work flow while reducing office stress, disruptions and turnover.

There are several **distinct advantages** to using ECS:

- **Timely Reimbursement** – Claims reimbursement for medical services provided is the lifeblood of a successful practice. The processing of claims can fall behind due to the doctor's staff having other priorities or errors within the submitted claim. ECS's experienced staff reviews each claim for accuracy and submits it within 48 hours to ensure timely reimbursement.
- **Uninterrupted Services** – When a key employee unexpectedly leaves a doctor's office, the departure can create havoc. ECS maintains an experienced staff to support your office in times of staff turnover.
- **Keeping Current** – It takes time, energy and resources to keep abreast of the submission requirements from each payer. ECS maintains considerable resources to keep current with all of the different requirements and changes. The claim service's staff is constantly discovering new and better ways to ensure that submitted claims are paid in a timely fashion.

### INTERNET-BASED AND PAPER SUBMISSIONS

ECS has developed a user-friendly, secure Web site that stores patient data, making future claims even simpler and quicker to process while eliminating data entry errors on multiple claims for the same patient. Practices may also choose to use our streamlined, easy-to-complete paper form and mail or fax their medical claims.

### FOR MORE INFORMATION

ECS is a cost-effective solution for practices that want to make filing medical claims simple while being paid fully and fairly for services provided. For more information, please contact the POA Electronic Claims Service at:

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