



Opening Minds, Hands, & Hearts

Chiropractic Success Systems™

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November 4-5, 2005

Join me in San Diego at the Loews Coronado Bay Resort for the CCA Fall Convention and Exposition. I will conduct the Chiropractic Assistants Program all day Saturday.

Here is some of what we will be covering:

- *How to properly bill Medicare and get paid*
- *Effective communication with patients and payers*
- *Telephone and scheduling techniques*
- *Successful collection strategies*
- *Patient-comforting talking points to handle unforeseen situations*

To register, contact the CCA at (916) 648-2727 ext. 142. See you there!

It is hard to believe 2005 is quickly coming to a close and like always there continues to be changes that affect our daily lives. I will not be conducting any of my public seminars during this last quarter but will be available to do private seminars in your office. This a great way for you and your team to get quality, personalized, one-on-one training. My series will begin the first week of February in the San Jose area. I look forward to seeing you then.

MEDICARE

• NATIONAL PROVIDER IDENTIFIER

Currently this number is only mandatory for claims that are submitted electronically on or after January 3, 2006. You can obtain your number on-line at <https://nppes.cms.hhs.gov>. or you can get an application by calling (800) 465-3203. Although you may not be doing electronic billing at this time ALL insurance carriers will require that you use this NPI number in the near future, so why put off until tomorrow what you could do today?

• **2006 FEES** Remember that the fees for the 98940, 98941, and the 98942 change on January 1 of each year. As always Medicare states that you will be receiving your 2006 fees on a disk before the first of the year. If you are like me and never saw one of those disks you can get the fees off NHIC's web-site:

www.medicarenhic.com. Check this site as of on or after 1/1/06, as we have experienced in the past, they can post the fees in December and then change them in January.

BLUE SHIELD-ACN

NO Blue Shield of California has not hired ACN to process their claims.

NO there is no managed care pre-authorization involved in your Blue Shield of California patient's care.

YES this program is mandatory for all Blue Shield of California providers.

YES Blue Shield will continue to process your claims just as before, but they will be forwarding information to ACN and if you have not sent in your required paperwork, ACN will be contacting you to get you on track.

FACT: ACN has been hired to do a statistical research study on how effective Chiropractic,

Physical Therapy and Occupation therapy care are. This program will run for approximately 2 years beginning October 1, 2005.

If you did not complete the "On-Line Clinical Management Program Training", "Video Web Conference" or attend the "In Person Live Seminars", you need to call ACN immediately and find out about the requirements. ACN's phone number is (800) 258-3091.

I did both the self-directed on-line program and the web conference and found that they were informative and easy to use. As always the attitude that you embrace this challenge with will play a large part in how well it works for you and the chiropractic profession. This is a wonderful opportunity to show them what we treat patients for and how effectively we are able to treat these illnesses and injuries without the use of drugs and/or surgery and save them money in the long run.

WORKERS' COMPENSATION

As of August 29, 2005 the Division of Workers' Compensation headquarters has moved from Golden Gate Avenue in San Francisco to their new home. Their new address is: 1515 Clay Street, 17th Floor, Oakland, California 94612. The new phone number is (510) 286-7143.

PRACTICE TIP-Word Power

What we say and how we say it can make or break a practice, a home and a relationship... Before I was ever allowed to answer the phone in the first office I worked in, the office manager reviewed the proper words to use in our office with me. Here are a few:

FORGET	REMEMBER
Old patient	Established patient or returning patient
I have you booked, set-up, or put down	You have an appointment scheduled
Waiting room	Reception area
The doctor is running late	The doctor has had an interrupted schedule
The doctor is busy	The doctor is with patients
Pay for	Take care of
It seems that	I am confident
Perhaps	You can be assured
Don't be silly	You have a good point, and

Keeping a Watchful Eye on the California Chiropractic Industry