



# 5 Important Patterns

To Identify As You Clean Up Your Aging

**You already did the work.**

Let's recapture that earned revenue.



We work with Skilled Nursing Facilities each and every week who come to us looking for insight and support with their billing and business office efforts. It's no surprise that the demands on your staff are only growing.

From regulation and compliance to dealing with providers and families, there has never been more pressure on facilities and the people who lead them. We know how important caring for our aging generation is. It's personally been a part of my life since I started volunteering at a local SNF back in high school.

The problem is so many SNF business offices aren't equipped with the time, tools, and capacity to both facilitate normal billing processes and intentionally follow up on their aging accounts.

Now, more than forty years later, we have an entire team completely devoted to serving leaders like you with strategic billing, training and consulting to ensure your organization is positioned for growth and long-term sustainability into the future.

That's exactly why we created this resource.

**Let's cover these five important patterns and trim down your overgrown aging.**



A handwritten signature in black ink that reads "Lana".

Lana J. Waud

PRESIDENT/ CEO



## A Missing or Outdated Tax ID

Your business office is the backbone of your operational success. When they have plenty of capacity, resources, and expertise, your facility is in a good spot. And, sometimes the simplest of things can be the barrier to receiving payment. If one of your payers is missing your facility's Tax Identification Number, or has your outdated Tax Identification Number, this can be the holdup. **The problem is without intentionality, an error here can easily go unnoticed.**



### PRO TIP

Pull your current aging and sort your accounts by payer. Identify if there is a pattern of denials that may be linked to your facility's Tax Identification Number.



## A Missing National Provider Identification Number

As you are well aware, every Skilled Nursing Facility has a National Provider Identification Number (NPI) as a result of the Health Insurance Portability and Accountability Act. This unique number was created to improve the efficiency and effectiveness of electronic transmission of health information and is a requirement to process administrative and financial transactions.

It feels too simple, but an incorrect NPI is a very important error to watch out for that will manifest a consistent pattern.



PRO TIP

Sort your aged accounts by payer, and look for a pattern of denials involving a missing or incorrect NPI.



## Incorrect information (Address, Rates)

With Medicare, Medicaid, and a variety of insurance companies, there are so many variables involved in caring for residents in your facility. These differences all impact the needs and levels of resident care you provide. Unfortunately, introducing those variables makes finding billing errors harder. Simple data entry at the facility, like claims address or current billing rate, can be easily entered incorrectly and will introduce roadblocks to the billing process when it is time to get the claims paid successfully by the payer.



PRO TIP

The key to identifying this pattern is to know your payers and review the details entered into your billing software.



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## Human Error

This pattern is not an isolated issue for Skilled Nursing Facilities. Time and time again leaders across a variety of industries have to balance the tension between manual and automated processes. Oftentimes, human error and your team's capacity go hand in hand which can directly impact your ability to close the gap on aging claims.



### PRO TIP

Hold consistent Triple Check meetings at the beginning of each month before claim submission. When you bring together leaders from across your facility, all claims are reviewed for quality and accuracy so that you stay compliant and have clean audits.



## A Missing Medicare Beneficiary Identifier Number (MBI)

Much like the IDs mentioned above, having the correct Medicare Beneficiary Identifier (MBI) is important to ensure smooth processing of claims. The MBI replaced the Health Insurance Claim Number (HICN) our industry used for quite some time. The unique MBI is assigned to every person with Medicare coverage, thus being an important factor for many residents in your care.



When reviewing resident identifiers in your billing software, ensure each MBI contains 11 characters, with numbers and uppercase letters. MBIs are used for eligibility checks and claim submissions.

## The Quick Cash Injection Your Facility Needs.

Many SNFs get stuck trying to untangle the mess that is their AR Aging. Perhaps you have felt that exact pain?

By the time you and your team go to tackle it, everything feels unmanageable. It's unfortunate, but when you are pressed for time, the simplest solution is to live with writing it off. Thankfully, there is another way. When you know what to look for and have a strategic plan, getting things cleaned up suddenly feels possible again.

The beauty of deflating a bloated aging is it acts as a quick cash injection that makes a big difference in a short amount of time.

When you identify patterns and follow the right plan, **your bottom line can look drastically different in just 30-90 days.**

You have already put in the time and effort to care for your residents. Don't let that earned revenue go unaccounted for. Let us come alongside you to decrease stress and tackle this detailed and complicated problem.

It's the path to financial stability and helping even more residents in need.

[Schedule Your Free Consultation](#)





"SNF Solutions increased our collections by over 10%, about **\$2.5 million, in one month**. That is very significant to us and would not have happened without their tenacity in getting the claims billed and following up on all the outstanding claims."

Don Melton, Operations Controller  
SOUTHERN HEALTHCARE MANAGEMENT