



# HOSPITAL ACCOUNTING SERVICES

Established 1984

*The professionals in Medical Consultant Billing*

**CELEBRATING 25 YEARS PROVIDING COMPREHENSIVE  
BILLING SERVICES TO MEDICAL CONSULTANTS**



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## INTRODUCTION

Welcome to Hospital Accounting Services *ebrochure*. This brochure is designed to provide you with information on our comprehensive range of billing solutions for Medical Consultants of all specialties.

### WHO ARE WE ? OUR HISTORY

Hospital Accounting Services was established in 1984 and has evolved as the premier and largest Consultant Medical Billing organisation in Ireland.

Based in Rathfarnham Village in Dublin we provide our billing and auxiliary services to Consultants nationwide.

We have developed a dedicated computer system which has been designed specifically to deal with the many vagrancies of private practice billing in this country and have processed over 4 million patient's bills since our inception. Our recently enhanced computer system provides our clients with secure access to their own "account" thereby allowing them to view / print off up to date information of all their billing activities, including the ability to view all bills and track the status of each bill. There are many exciting features associated with this on-line portal including the ability to view progress reports on each individual bill in real time and the availability of a sophisticated on-line claim form facility which we provide to clients and non clients completely **free of charge**.

Our function is to provide a comprehensive, highly efficient and cost effective alternative to self billing. Our reputation is second to none (*the vast majority of our existing clients have been referred to us by satisfied clients*) and have over 25 years of experience providing efficient billing services to hundreds of consultants nationwide. Our services are suitable for all medical specialties.

Staff and management at Hospital Accounting Services pride itself on providing a professional, personal and flexible service and the success of this policy is reflected in the very positive response we get to our service from existing and new clients.

I hope that you will find the information provided in this *ebrochure* of interest.

Thank you.

David Darmody  
General Manager



## SERVICES

Some of the features of our billing services to Consultants include:

- Sophisticated in house designed computer system to maximise your private practice income
- 24/7 Secure On-Line access to your accounts with access to a wide variety of information
- On-Line access to all major insurance company claim forms
- Ability to fill in insurance company claim forms on-line (*Service available free of charge to clients / non clients*)
- Completing / assisting with completion of insurance company claim forms either manually or electronically
- Electronic or manual submission of billing information
- Secure On-Line access for accountants to all relevant information required to prepare year end tax returns accurately and efficiently
- Sophisticated follow up and payment monitoring system to ensure maximum return from insurance companies
- Billing to insurance companies and patient billing (self paying / out patient etc)
- Constantly developing procedures to deal with vagrancies in private practice billing to insurance companies
- Competitive fee structure



## OUR EXPERIENCE

- Over 25 years experience in billing to insurance companies / patients
- Over 4 million patient procedures billed via our service to date
- Services provided to clients in most hospitals nationwide
- Dedicated, knowledgeable and highly trained staff provide a professional and personal service

Our client base includes the following specialties:

- Anaesthesia
- Surgeon / Physician
- Pathology & Radiology







## ANAESTHESIA

Hospital Accounting Services have been providing our comprehensive billing service to Consultant Anaesthetists nationwide for over 23 years and are proud of the fact that we retain the vast majority of those Consultants as loyal clients. Our experience in the Anaesthetic arena is exceptionally comprehensive and our dedicated computer system along with our highly professional and experienced staff members ensure that Hospital Accounting Services are in the forefront of Anaesthetic billing of professional fees.

### **Our service broadly consists of the following.**

- Full billing service including the formulation and creation of patient bills.
- Ensuring that billing information supplied by client is fully compatible with surgeons information thus ensuring that maximum benefit is achieved from each patient bill.
- Ensuring that all bills are forwarded to relevant hospital for inclusion in insurance claim.
- We can return bills to hospitals via secure email if required. This ensures no delay in bills being received by hospitals for inclusion in insurance claim.
- Billing, collection and reconciliation of non insured patients / NTPF and any other non regular billing.
- Reconciliation of all insurance payments and the collection of any rejected accounts.
- Liaising with all relevant parties such as hospital accounts departments, consultant secretaries, insurance companies and patients as required to resolve any issues which can result in the delay / non payment of patient bills.
- Reconciliation of all insured payments and following up on any unpaid, underpaid or incorrectly paid accounts from insurance companies.
- Billing information can be supplied to us in either electronic format (via our on-line electronic system) or in manual format.
- On-line insurance claim forms for Consultants involved in Pain Management and on-line supplementary forms. Our staff can assist in the completion of these forms.



## **RADIOLOGY (Including Interventional Medicine)**

Hospital Accounting Services have been providing our comprehensive billing service to Radiology Groups and individual Radiologists nationwide for over 25 years and are proud of the fact that we retain the vast majority of those Consultant Groups as loyal clients, albeit with many personnel changes within those groups due to retirements, new positions etc.

Our experience in Radiology billing is comprehensive and our dedicated computer system along with our highly professional and experienced staff members ensure that Hospital Accounting Services are in the forefront of Radiology billing of professional fees.

### **Our service broadly consists of the following.**

- Full billing service including the formulation and creation of patient bills.
- Ensuring that all bills are forwarded to relevant hospital for inclusion in insurance claim.
- Setting up efficient billing systems with Private Hospitals and ensuring that our clients interests are well represented within those hospitals. Liaising with hospital management / staff and where required having a staff member on site where appropriate to ensure our clients bills are being processed correctly and efficiently.
- Billing, collection and reconciliation of Out – Patient, Non insured patients / NTPF, Inter-hospital billing and any other non regular billing.
- Issuing bills for, collecting and reconciling any rejected accounts.
- Liaising with all relevant parties such as hospital accounts departments, consultant secretaries, insurance companies and patients as required to resolve any issues which can result in the delay / non payment of patient bills.
- Assisting clients in situations where their invoices remain unpaid due to unsigned claim forms. In certain circumstance clients may by pass the normal claim form process and have their invoices paid in the absence a signed (by admitting Consultant) claim form.
- Reconciliation of all insured payments and following up on any unpaid, underpaid or incorrectly paid accounts from insurance companies.

## SURGEONS / PHYSICIANS

Hospital Accounting Services are being employed by increasing numbers of Surgeons and other specialist Consultants on the basis that we provide a professional and cost effective alternative to self billing. Our service is designed to take the pressure off our clients and their secretaries whilst providing a comprehensive billing and control package which can enhance or replace existing billing practices. Due to our versatility we can design our services around our client's requirements. Please contact us if you would like to discuss this service further.

### **Our service broadly consists of the following.**

- Full billing service including the formulation and creation of patient bills.
- Ensuring that all bills are forwarded to relevant hospital for inclusion in insurance claim.
- Comprehensive electronic on-line claim form facility for all major insurance companies (*this facility is available free of charge to clients and non clients alike*)
- Setting up efficient billing systems with Private Hospitals and ensuring that our clients interests are well represented within those hospitals. Liaising with hospital management / staff and where required having a staff member on site to ensure our clients bills are being processed correctly and efficiently.
- Billing, collection and reconciliation of Non-insured patients / NTPF, Inter-hospital billing and any other non regular billing.
- Issuing bills for, collecting and reconciling any rejected accounts.
- Liaising with all relevant parties such as hospital accounts departments, consultant secretaries, insurance companies and patients as required to resolve any issues which can result in the delay / non payment of patient bills.
- Reconciliation of all insured payments and following up on any unpaid, underpaid or incorrectly paid accounts from insurance companies.



## Year end tax return preparation

As an integral part of our service Hospital Accounting Services prepare all relevant information pertaining to billing undertaken by us for your end of year tax returns. We collate all F45's in order, provide copy statements and supply a detailed debtor report to you / your accountant. This report is an invaluable aid in the preparation of your tax return. We also assist your accountant with any queries they may have with regard to your private practice income if required.

**NEW FACILITY:** Accountants and clients can now access all pertinent information pertaining to year end tax preparation via our secure on-line portal. Comprehensive up to date debtor reports, PDF monthly invoices and copies of all F45's are accessible to view / print as required. This allows accountants to access all the information they need to prepare tax returns at any stage. Debtor reports are accessible historically.

The information supplied by Hospital Accounting Services has to date been accepted as a bona fide statement of private practice income by the Revenue Authorities and in the event of a Revenue Audit we can provide every possible piece of backup information that may be required for audit purposes. This ensures our clients peace of mind.

Please feel free to contact us if you require any further information on our service.





## Accountants LOG ON

This facility allows clients Accountants secure on-line access to view current and historic billing information as required in the preparation of our clients annual accounts which form the basis of income tax returns.

Information available to Accountants via this on-line facility includes all relevant Billing information at any given point in time which is user determined. Accountants can view and print Billed values, Paid values, Write Off values etc.

Additionally for the years 2010 onwards all client monthly invoices and copy F45's are available via our on-line accountants portal.

This unique feature will eliminate the need for us /our clients to provide hard copy debtor reports pertaining to their private practice at year end and accountants can revisit updated information as often as required without the need to contact our clients.

Hospital Accounting Services will continue to liaise with and assist our clients accountants with any queries or additional information which may be required.



## Technology / On-line security

Hospital Accounting Services use the most up to date technology to provide a secure and guaranteed service to our clients. Our client portal application uses SSL (Secure Sockets Layer) certificates to provide a high level of security when conducting business over the Web. This portal provides a simple and straightforward access to a very sophisticated bill generation and tracking system. There is no data transfer using CDs or Laptops or other mobile devices, all our data is stored in a single modern secure database and all transfers between us and our clients and business partners are encrypted using the most up to date technologies. This includes insurance company claim forms which are stored and submitted electronically thus reducing the risk of lost documents. All our data is password protected so that only authorised personnel can view relevant data. All access to sensitive data is logged to ensure that no security breaches occur. Our systems are continually reviewed and updated to take advantage of emerging technologies.

## Fee Structure

Our fees are commission based on successful collection of accounts only. Our fee is an all in fee and there are no hidden charges of any sort. Fees may be negotiable dependant on the volume, value and quality of account. *le; Consultants providing services to private hospitals can avail of a reduced fee.* Fees for our service attract VAT at the current rate.

NOTE: Fees are tax deductible against income tax at the higher rate.



## USEFUL INFORMATION

### **Accounting Information:**

*Many Medical Consultants have or will experience revenue audits and it is imperative that all billing / payment records are maintained in a meticulous manner. This will save a great deal of worry and stress in the event of a Revenue Audit and will help to avoid any penalties or charges due to incomplete records. As part of that process Consultants should be aware of the following.*

- 1) Medical Consultants pay their income tax each year on their professional fees billed and NOT on the amount that they collect. Consequently it is imperative that every effort is made to collect all professional fees billed in the previous year before income tax is due for payment.
- 2) Fees outstanding from previous years should be identified as potential “bad debts” and your accountant should make provisions for reasonable “bad debt” provisions when calculating you tax liability.
- 3) Consultants should ensure that all professional fee invoicing is promptly returned to the hospital’s insurance office for inclusion on insurance company claims. If a claim is submitted without your professional fee it can be difficult and time consuming to have your “late” claim dealt with. It will become your responsibility to follow up on any “late” claims and it may be difficult to recover same.
- 4) Insurance companies (primarily VHI) require patient insurance numbers and claim numbers to be included with “late claims” and the latter can be difficult to obtain.
- 5) Consultants should ensure that they keep a meticulous record of all billing submitted for payment and reconcile all payments received.
- 6) Insurers often make mistakes in their payments to Consultants and in many recent cases incorrectly “reject” accounts. Reasons for “Rejected” and “pended” accounts are sometimes difficult to understand. In these cases the insurer needs to be contacted directly to establish the “actual” status of an account and these accounts will need to be followed up on to conclusion.



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