

# SEAMO Billing Services: An Overview

Updated June 05, 2015

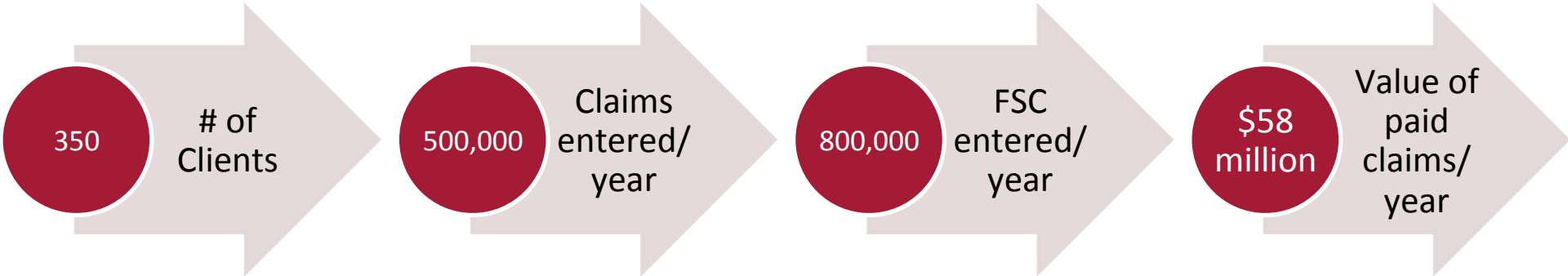


# SEAMO Billing Services

- Offers a **full-service** medical billing experience to our clients that focuses on timeliness and accuracy.
- Provides a high level of service to specialists across multiple locations (KGH, HDH, PC, the community, etc.) and health encounter types (Inpatient, Emergency, Same Day Surgery, Outpatient Clinic, etc.).



# Quick Statistics



## Billing services provided:

- Assistance with physician OHIP registration
- Entry of paper-based or electronic claim data
- Identification of claim maximization opportunities
- Leverage of existing electronic systems to automate claim creation
- Upfront correction of missing or incorrect information
- Validation and submission of claims
- Follow-up on all rejected claims
- Reconciliation and review of payments
- Weekly review of all outstanding claims
- Preparation of RAIs/documentation
- Liaison with the Ministry of Health regarding billing issues
- Ensuring security of patient data and full Health Insurance Portability & Accountability Act (HIPAA) compliance
- Performing routine and ad hoc claim audits
- Running routine, customized and ad hoc reports



## Other billing service provided:

- Private insurance invoicing
- Invoicing directly to patients
- Processing of Interim Federal Health program claims



# Data Sources and Privacy

- SBS has the unique capability to **leverage all electronic sources** available to our team to automate claim creation.
- We are the **only billing service** with this level of data access privilege, which allows us to offer a level of claim automation, claim maximization and claim auditing beyond any other billing service.
- We are also the **only billing service with a direct, real-time link to the Patient Care System**, which automates the creation of health encounter data in our billing system and eliminates the need to enter patient demographics.
- Data sources currently available to our team include:
  - ❖ HL7 Real-time interface to PCS
  - ❖ Patient Care System (QuadraMed)
  - ❖ Medical Records System (WinRecs)
  - ❖ KGH Data Warehouse (Decision One)
  - ❖ Several departmental databases



## Our Staff

- We currently staff eight KGH-credentialed college-level certified billing clerks who have additional training in medical terminology and Microsoft Office.
- Our billing clerks are trained and experienced in a multitude of specialties to ensure our expertise supports the multi-specialty environment in which health encounters are delivered.



## Fees

- SBS is a not-for-profit organization, financed through the fee charged to clients, 1% of the value of approved claims.
- Our focus is to maximize your billing in a timely manner.
- Our clients are never charged for rejected claims or unpaid claims.
- This model ensures we're motivated to submit your claims to ensure both accuracy and completeness.



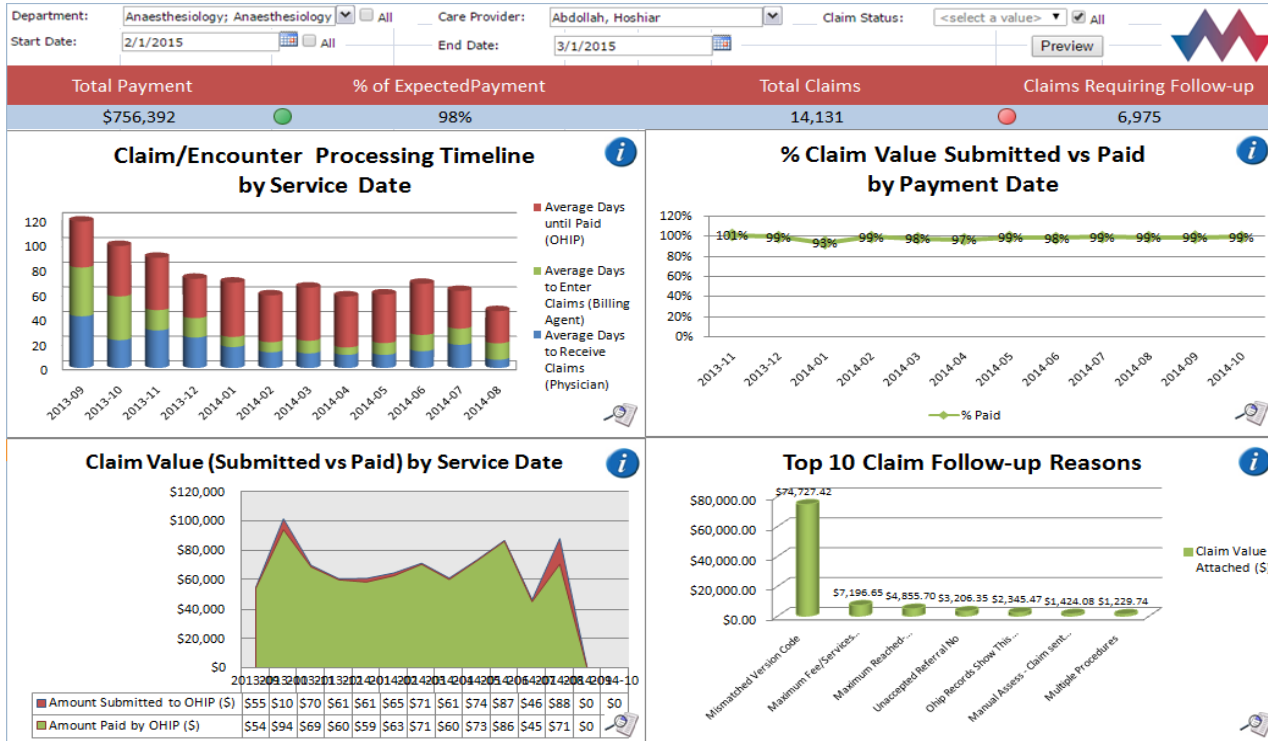


# Reporting

- Available **exclusively to SBS clients, our dashboard features** a user-friendly interface and graphical presentation of key billing and medical practice data
- With the SBS Dashboard you can:
  - ❖ View real-time data on your desktop.
  - ❖ Present data graphically, making it easier to process.
  - ❖ Drill down to get a better understanding of your data.
  - ❖ Determine trends as they happen.
- In addition, SBS offers a full range of regular reporting options in addition to monthly remittance advice reports
  - ❖ Links to Monthly Reports are automatically directed to your email
  - ❖ SBS clients have the ability to connect to CabMD and view real-time data



# Reporting Dashboard



## For additional information...

- We welcome the opportunity to connect with you. Please feel free to contact us by phone or email if you have questions or need additional information:
  - Phone: 613-549-6666 ext.3441
  - Email: [seamobilling@kgh.kari.net](mailto:seamobilling@kgh.kari.net)

