



Senior living

accounts receivable

solutions

Healthcare

### Is your AR in experienced hands?

Skilled nursing and assisted living facilities know all too well how complex the billing process is. Medicare replacement plan payers all have their own rules about how to submit claims, error codes are impossible to read without proper training, and sometimes you have to resubmit claims over and over again until each mysterious error has been fixed – all while the timely filing clock winds down. And when claims don't get paid out, you can't make payroll.

If your experienced accounts receivable biller has recently left or retired, you've likely found replacing them is a nightmare. There's no school offering senior living billing classes. New employees quickly become overwhelmed with the complexity of their job and struggle to keep up, leading to frustration, ongoing turnover and an ever-increasing outstanding AR balance that grows at an alarming pace.

### The Wipfli difference

Whether it's cleaning up your outstanding AR, training your biller, or implementing or enhancing software, you can leverage the Wipfli team to get organized, improve process efficiency and meet your AR needs. You can even completely outsource your billing to Wipfli, whether long-term or temporarily until you find a replacement biller.

Our team brings specialized senior living billing knowledge and decades of experience to the table. We've seen every error code and denial in the book, and we can tell right off the bat how many errors a claim has – preventing your claims from continually getting denied, rejected and resubmitted until each error is solved. Wipfli is here to help you get paid faster.

**WIPFLI**

# Clean up your outstanding AR — permanently

Get the support your AR department needs to get back on its feet with Wipfli's senior living AR solutions.

## Accounts receivable aging analysis

We determine which claims are overdue for payment and identify payers that could pay faster.

## Outstanding AR cleanup

We document errors and issues and resolve all outstanding AR claims. Our team lets you know weekly how many claims we looked at, how many we billed and what issues we found so that you are always informed on our plan and your overall progress.

## Training

Improve your current or new-hire biller's knowledge base with thorough training. Our team gives them the experience they need to succeed and help prevent future outstanding AR.

## Hotline support

Get the help you need from the Wipfli team if additional issues or challenging claims come up, or if your staff has billing questions.

## Billing operations review

Our team analyzes your operations to determine what processes you have that are manual versus automated, such as how cash receipts are entered. We provide recommendations on how to alter processes to become more efficient.

## Software implementation support

Use technology to improve processes and efficiency. Wipfli helps you choose the right software for your needs, assists with implementing the solution and trains employees on how to use the software to its fullest capabilities.

## Quarterly AR review

Verify on a quarterly basis whether your AR department is still running smoothly after Wipfli has performed cleanup and training, or if you need additional help, training or tools.

## Outsourced billing solution

Whether you've been left scrambling for a replacement biller or your new-hire biller is overwhelmed and inexperienced, you can get on top of your AR with Wipfli's outsourced billing solution.

You can leverage our team on a temporary basis until you hire a new in-house biller, or you can engage us to take care of all or part of your AR on a long-term basis so that you don't have to worry about dealing with outstanding or rejected claims, interpreting error codes or making payroll.

Outsourced billing services include:

- Medicare A & B billing
- Medicaid billing
- Managed care billing
- Managed Medicaid billing
- Private pay billing
- AR aging updates
- Payment posting
- Census
- Collections

## Let's get started

Contact Wipfli to gain back control over your AR — and get paid faster.

[wipfli.com/healthcare](https://wipfli.com/healthcare)