

Help Us Help You with HIPAA Billing Problems

The number of calls CMA is receiving from physicians having HIPAA-related billing problems is increasing. If your practice files claims electronically and does not use a billing service, please take a few minutes to fill out the following questionnaire so that CMA can better understand the extent of these problems and develop tools to assist physician offices during this HIPAA transition period.

1. Are your claims being paid at the same speed as they were before the October 16 HIPAA TCS deadline? _____ YES NO
2. If not, do you believe the slowdown in claims payments is associated with electronic submission and the new HIPAA rules? _____ YES NO
3. If you answered "yes" to #2, which payers are involved?
 Medicare Medi-Cal Blue Cross Aetna
 PacifiCare Health Net Blue Shield Cigna
 United Health Care Other: _____
4. What practice management billing system do you use?

5. Has your system vendor upgraded your system to be compliant with the HIPAA transactions and code sets rules? _____ YES NO
6. Are you using a clearinghouse to transmit claims to payers? ___ YES NO
7. If you answered "yes" to #6, what clearinghouse are you using?

8. If you have had any slowdown in claims payments associated with the HIPAA TCS rules, whom have you called for assistance? (select all that apply)
 Payer Billing Software Vendor Clearinghouse
 Other: _____
9. If you called the payer, was the representative you spoke with helpful and assist you in identifying what to do next? _____ YES NO
10. If you called the billing software vendor, was the representative you spoke with helpful? Are they responding to your problem promptly? _____ YES NO
11. If you called the clearinghouse, was the representative you spoke with helpful? Are they responding to your problem promptly? _____ YES NO
12. Do you need or want to speak with a CMA representative about your HIPAA-related billing problems? _____ YES NO

Name: _____

Phone: _____ **Fax:** _____

CMA ID or Lic.#: _____ **E-Mail:** _____

Please fax completed document to CMA at 916/551-2027.