

# MSSNY

## Physician Payment & Practice Resources

### Frequently Asked Questions

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#### Success Stories

- **Claims Recovery:** We have successfully overturned multiple claims, with recovered amounts ranging from \$1,500 to \$115,000 per claim. These successes span an array of specialties, demonstrating our ability to navigate complex claims issues and secure favorable outcomes for our clients.
- **Takeback Recovery:** We have effectively contested and overturned takeback requests, preventing our clients from having to repay insurers. The amounts for these recoveries have varied from \$1,000 to a substantial \$5.9 million across various specialties.

#### Types of Claims Resolutions Handled

MSSNY can help with a range of claims resolutions to facilitate satisfactory outcomes. These include but are not limited to providing detailed explanations to your questions and addressing denied claims or recoupments. We engage directly with insurance companies to negotiate and advocate for the overturning of inaccurate decisions. Our goal is to ensure that every claim is thoroughly reviewed and resolved in your favor.

#### Larger Issues Handled

We take a comprehensive approach to addressing larger systemic issues that affect multiple healthcare providers. These issues often significantly impact the operations of doctors' offices. They can include challenges such as excessive requests for medical records, prepayment reviews that impede cash flow, errors in system uploads leading to unjustified claim denials, and inaccuracies in the uploading of provider data. We prioritize these systemic concerns due to their widespread effect, working diligently to identify, address, and resolve these challenges to ensure smoother operations for all affected healthcare providers.

#### Interactions with Regulators

Our interactions with regulatory bodies are an integral part of our operations, especially when addressing issues that cannot be resolved directly with insurance companies. We maintain active communication with several key regulators, including the Centers for Medicare & Medicaid Services (CMS), the National Government Services (NGS), the Department of Financial Services (DFS), the Department of Health (DOH), and the Department of Labor (DOL). Engaging with these agencies allows us to seek updates, guidance, and resolutions to complex issues, ensuring compliance and advocating for our member's best interests.

#### Licensing Issue Assistance

We assist with licensing issues and offer comprehensive guidance. This includes directing the appropriate channels and resources to address their licensing concerns. We aim to ensure that those seeking assistance receive the necessary support to navigate the complexities of licensing requirements effectively.

#### Business Side of a Practice

We provide comprehensive assistance with day-to-day operational questions and concerns, ensuring that practices can run smoothly and efficiently. In offering guidance, we prioritize a conservative approach, adhering to industry best practices. This approach provides reliable, tried-and-tested strategies for optimal management and operational success.

#### Regulatory Side of the Practice

We are committed to providing timely and informative responses to inquiries. Upon receiving a question, we thoroughly access our resources to offer relevant links and supporting documentation tailored to the specific query. Our expertise encompasses various regulatory topics, including billing, claims processing, compliance issues, and HIPAA regulations. We aim to ensure that practices are well-informed and equipped to navigate the complex regulatory environment effectively.

#### Contact Us

Our experts are on hand to provide you with the guidance and support needed to resolve your concerns effectively. Whether you are facing challenges with claims, seeking advice on compliance, or have questions about the administrative aspects of healthcare provision, we are here to assist you.

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