

# COLLECTIONS WORKLIST

TIMS® Collections Worklist is a single, all-in-one application that can decrease A/R days, reduce the cost of insurance collection payments, and simplify claim denial follow-ups.

When it comes to collections, your main goal is to simply get paid. TIMS Collections Worklist segments A/R in a targeted manner making your collection processes strategic and effective.

## Increase Productivity with Ease

Manage revenue and denials by creating a variety of custom-defined, real-time, interactive worklists for your A/R and Collections teams to work.

- | A/R aging is X days past (DOS, submit date, etc.)
- | A/R approaching timely filing deadline
- | A/R over 90 days old
- | Denial amount is more than \$X.XX

## High Visibility with Dashboards

As actions are taken and logged, management is provided the information to understand collection efforts and related results.

- | Work queue with search and filter capabilities
- | Patient account summary
- | Monitor and track collector performance and workload
- | All actions are auto-notated

**Actions**

- Generate form
- Resubmit claim
- Transfer A/R
- Write-off A/R
- Update status
- Check eligibility

**RELATED APPLICATIONS**

- Authorizations
- Claims
- Claim tracking
- Supporting documents
- Patients
- Customers
- Rental agreements

**MISC**

- Account totals
- Batch details

Medical collections worklists

choose an activity

54 of 54 activities pinned

Customize

- A/R over \$500
- A/R over 60 days DOS
- A/R over 60 days past submission and no EOB
- A/R over 90 days and \$100
- All A/R
- Appeal follow-up
- Approaching timely appeal filing
- Approaching timely filing
- AR under \$5
- By Patient Last Name
- Capped denials

# COLLECTIONS WORKLIST

## Take Action, Communicate, and Monitor Your Collection Efforts

In the worklist application, collectors have access to all the information they need to easily research the line, fix the issue, and take the following actions:

- | Resubmit claims, transfer A/R, and update line status
- | Search and filter to work the most important items first
- | Generate forms to send to payers or patients including appeal packets with attachments and copies of the hardcopy claim, EOB, and any supporting documentation
- | Schedule follow-up tasks for yourself or others when the patient's insurance has changed
- | Collectors can easily send emails, invoices, past due letters, and write off bad debt, all in the same screen

444210 - JUDY DAVIS (5/15/1960)  
Policy number 1231683154

Go to account Notes

STATUS	RENTAL DESC	BASE ITEM	HCPCS	INSURANCE	RENTED DT	CAP START DT	LAST BILLED	NEXT SVC DT
Active	NEUROMUSCULAR STIMULATOR.DIGITAL	NEUROMUSCULAR STIMULATOR.DIGITAL	E0745	024 - AETNA	11/01/2023		11/01/2023	

SEARCH Advanced

A/R FILTER  
Open A/R only Actions

	DOS	APPLY TO	LINE	RESPONSIBILITY	CON	PAYER POS	HCPCS	DESCRIPTION	UPGRADE	BRANCH	BALANCE	DENIED AMOUNT	DENIAL CODE	REMARK CODE	A/R AMOUNT	ADJUST
<input type="checkbox"/>	11/1/2023	0000011007	001	000 - Patient		Patient		NEUROMUSCULAR STIMULATOR.DIGITAL		000A07	\$25.00				\$0.00	
<input type="checkbox"/>	11/1/2023	0000011007	001	024 - AETNA		Primary	E0745 RR	NEUROMUSCULAR STIMULATOR.DIGITAL		000A07	\$30.00				\$55.00	
<input type="checkbox"/>	11/1/2023	0000011007	002	024 - AETNA		Primary	A4557	LEAD WIRE, SQUARE TIP, PAIR		000A07	\$15.00				\$15.00	
<input type="checkbox"/>	11/1/2023	0000011007	003	024 - AETNA		Primary	A4595	ELECTRODES BUTTERFLY 3.75X6		000A07	\$16.70				\$16.70	
<input checked="" type="checkbox"/>	2/15/2024	0000011011	001	024 - AETNA		Primary	A7034 NU	MASK EASYFIT GEL NASAL SM		000A07	\$190.00	EOB \$10.00	CO45		\$190.00	
								UNRISE CPAP		000A07	\$577.50				\$577.50	

view eob

Account 444210 - DAVIS, JUDY

Back Next Add to imaging Tools

Insurance Remittance Notice

AETNA  
PO BOX 98106  
EL PASO, TX 79998

NPI #:  
Provider #:  
Date: 02/15/2024  
Check/EFT #:

PERF PROV SERV DATE POS NOS PROC MODS BILLED ALLOWED DEDUCT COINS GRP/RC AMT PROV PD  
Name: DAVIS, JUDY HMC 1231683154 ACNT: 444210- ICN: 1231210 ASG MOA

### account totals

CURRENT BALANCE TOTALS

Patient	\$ 25.00
Primary payer (024)	\$ 829.20
<b>Total balance</b>	<b>\$ 854.20</b>

Activity from 2/26/2023 to 02/26/2024

Account Activity

	PATIENT	024	TOTAL
A/R Amount	\$0.00	\$854.20	<b>\$854.20</b>
Payments	\$0.00	\$0.00	<b>\$0.00</b>
Adjustments	\$0.00	(\$25.00)	<b>(\$25.00)</b>
Transfers	\$25.00	\$0.00	<b>\$25.00</b>
<b>TOTAL</b>	<b>\$25.00</b>	<b>\$829.20</b>	<b>\$854.20</b>

97% 3%

000 - Patient  
024 - AETNA



**Gail Turner**  
HME Software  
Sales Consultant  
406.255.9578  
GAIL@CU.NET



**Amanda Kenyon**  
HME Software Sales  
406.255.9547  
AMANDAK@CU.NET