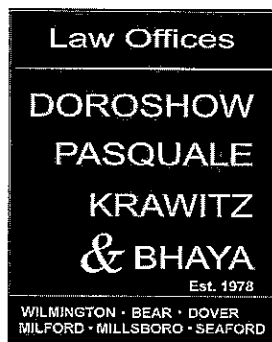


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Doroshow, Pasquale, Krawitz & Bhaya

1-800-632-9230

www.dplaw.com

November 28, 2012

Want Your Bills Paid Quickly? Then You Must Document the Claim.

Dear Healthcare Provider:

In order to get your bills paid promptly by auto or workers' compensation insurance, it will be necessary for your office to focus on documentation of your patient's injuries. Here are some important points:

1. **Accident Documentation:** When your patient initially attends an office visit after their motor vehicle or work-related accident, it is critical to describe the accident, including the date and the place of the accident, and how, what, when and why the patient was affected upon impact. It is also important that all complaints of each body part are listed during the initial office visit. Even though you may treat one body part at a time, they should all be listed; i.e. neck pain, low back pain, thoracic pain, headaches, etc. Focusing on one body part which may quickly resolve will not speed up payment of other body parts, which may worsen or even result in subsequent surgery.
2. **Bill Documentation:** It is important to attach the office notes with each bill submitted. Please submit typed notes versus handwritten - this will also further speed the payment process.
3. **Causation Documentation:** Thoroughly interview your patient to get a complete history of the trauma. Auto insurance will only

pay for "reasonable and necessary" expenses related to a motor vehicle accident. Documentation is critical, especially during the initial office visit. Special care must be taken to document the accident and all subjective complaints.

- Actual case: Our client had an auto accident and complained of significant neck pain. The client also had low back pain, but it was not the major pain component. The doctor and patient focused on the neck injury, which quickly resolved. The low back pain, meanwhile, gradually worsened and resulted in the need for surgery. Because the low back was not properly documented, payment was denied for this treatment.

Our firm has been serving Delaware clients for over 30 years, and has always been committed to helping medical healthcare providers obtain their payments. Please contact us at (800) 632-9230 for a no-charge consultation on any insurance law problem you may have.

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