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## **August 6, 2012**

Dear Healthcare Providers:

It is no secret that it has become increasingly more difficult for healthcare providers in Delaware to secure prompt payment of their bills through automobile and workers' compensation insurance. We have compiled a list of the **Top 10 Ways to Get Your Bills Paid by Automobile and Workers' Compensation Insurance** which are helpful tips that you can use to expedite the payment of your medical bills. In this issue of our newsletter, we will focus on the first five ways and address the remaining five on our next newsletter edition.

If you have a problem in getting a bill paid, I invite you to call our office at 1-800-632-9230 to discuss your issue with one of our attorneys.

### **1. Legible Bills:**

When your bill is presented to the carrier, the Industrial Accident Board, or the Court, it must be clear and legible. It must include the date of the treatment and the type of treatment performed. If there are multiple bills, you have to list the exact amount owed. If this is not present, you will not be successful in getting your bills paid.

Please take some time to make sure your bill is as easy to understand as possible.

## **2. Medical Records and Bills:**

In order to get your bills paid, we have to produce the medical records to support the bill that is at issue. If we don't have your medical records, we can't get your bill paid. Please do everything possible to forward your bill and corresponding medical records to our office. Also, please keep us updated with the bills as the balance changes. Our firm will pay reasonable copying charges for records, but keep in mind that your patient is ultimately responsible for paying your copying charges.

## **3. Legible Medical Records:**

We have to be able to determine what parts of the body were treated and what treatment was performed in the medical records on any given date. If the medical records can't be read, the bill won't be paid. We strongly encourage healthcare providers to have their records typed.

## **4. The Content of Medical Records is Extremely Important.**

Please be thorough and indicate in detail all subjective complaints made by the patient. Please note the trauma, the history and the relationship of the trauma to the injury. Keep in mind that in order to get your bill paid, the trauma need not be the only factor causing the injury, just a substantial factor. For instance, over the years, we have secured payments of bills where patients had significant underlying arthritis.

## **5. Medical Records: Stick to the Facts Please.**

Superfluous information not directly relevant to the claim should not be included in the records. Basic information on the facts of the accident is needed, but an extensive explanation about the cause of the accident is not necessary.

If you have a bill that you can't get paid and you are frustrated by automobile or workers' compensation, please contact us at any of our statewide offices. When we take a client's case, we work along with you to get your bill paid at no charge to you or the client. Contact us at 1-800-632-9230 for the office closest to you.

As always, we appreciate the referral of your patients. We offer a

free consultation on all legal matters.

**WIN PHILLIES TICKETS! Our office will be sponsoring a drawing for a pair of Phillies vs. Miama Marlins tickets. The game is scheduled for Tuesday, September 11, 2012. Only the employees and staff of healthcare providers are eligible to participate. To enter for your chance to win, please visit <http://www.dplaw.com/phillies.html> and fill out the form under the "Phillies Tickets Drawing" link. The lucky winner will be notified by phone or e-mail.**

Sincerely,

Eric M. Doroshow  
Attorney at Law

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