

Third Party Payor Contract Management Self Assessment

This self-assessment is designed to help evaluate strengths, weaknesses, and opportunities in your organization's managed care contracting process. The information you complete is anonymous and for your benefit. Aggregate results may be discussed during our workshop session but no specific survey responses or identifiers will be shared.

	Yes	No	I Don't Know	Comments
Documentation				
Do you have a list of all your managed care contracts and product/network participation?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you have copies of all your managed care contracts and product/network addendums?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you have copies of all your current managed care fee schedules?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you track key contract terms by payor/product/network (e.g. timely filing)?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Payor Engagement				
Have you re-negotiated (not just signed) any managed care agreements within the last three (3) years?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Have you reviewed and assessed all of your managed care contracts to determine the profit or loss on each contract, based on your cost of doing business, in the last three (3) years?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Have you analyzed your negotiated fee schedules against industry benchmarks in the last three (3) years?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Payor Contract Monitoring				
Do you have a process to identify the accuracy of your contracted payors' payments?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Can your billing system easily identify underpayments?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you have a process to assess timeliness of payors' payments against your contract or state laws?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Denial Management				
Do you track claim rejection reasons from your clearinghouse?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you track denial reasons from payors?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you track payments and adjustments on a line-item basis (versus claim-level basis)?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you know your denial rate by payor?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you consistently appeal denials/underpayments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you track your success rate in overturning denials/recovering underpayments?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Payor Policy Management				
Do you have a system in place to assure you are getting all of the notices that the payor sends out or posts on their websites to assure you are not materially impacted?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you have a process to identify payor policies relevant to your practice and to actively monitor updates to those policies?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Managed Care Strategy				
Do you understand your payor mix and how this is impacting your profit/loss?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Do you know if any of your contracts can be used by entities other than the one you contracted with, i.e. Exchange, Discount, Workers Comp, Auto network products, leased networks?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	Very Confident	Somewhat Confident	Not Very Confident	Comments
Overall Confidence in Your Third Party Payor Contract Management				
Overall, how confident are you in your practice's third party payor contract management processes?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
YOUR SCORE: EXCELLENT				
Do you have questions about this self-assessment? your questions or comments during our workshop session or contact the speakers if you prefer to discuss privately.				
Feel free to raise				