

Call Confirmation Workflow

Review- prior to confirmation

Before you call and confirm the patient's appointment, you need to review the exam and ensure that all required documents are completed:

- Order is present
- Authorization has been obtained
- Eligibility has been checked
- Applicable co-pay, co-insurance, deductible information is listed
- Lab results are included for patients/ exams that require them

If authorization or any document is missing, then you will need to call the chaser to complete required documents. Live person- explain that we are missing information from their insurance company and VRC staff will try to get them asap. If the patient doesn't answer the phone- leave a message that their exam is still on for tomorrow, but in case the insurance doesn't provide them in time, then we may have to reschedule. "Most of the time we are able to get the necessary documents. Please do plan to come in to your appointment on time and check in 15mins early prior to your exam. Notify the modality chaser that required documents are missing.

Once exam has been reviewed and all required documents are present, call the patient to confirm:

LIVE PATIENT CONTACT

How to perform appointment confirmations:

To be conducted the day before exam for all modalities

To be conducted by front desk staff, including evening, and weekends

- Give appointment day and time
- Give appointment location
- Ask patient if they would like the exam preparation again
- Ensure patient to bring picture id, and insurance card(s)
- Educate patient that they can visit valleyrad.com to get exam forms to pre-fill out
- Check eligibility** notes to determine whether patient has a time of service fee, and inform patient that this amount is due at the time of check in for their appointment. If patient asks what the fee is for, then see the info in ** area below. If patient complains or says they cannot pay the whole amount, then inform them about the availability of payment plan. If patient is unable to pay and cannot pay on a payment plan, we will be unable to see the patient.
- Leave a phone number to be able to reach VRC - 877-393-1933

VOICE MESSAGE

- Give appointment time, and day
- Give appointment location
- Remind patient to follow their exam preparation given at scheduling
- Ensure patient to bring picture id, and insurance card(s)
- If you notice that patient has a co-pay, or co-insurance amount, let the patient know that there will be a fee at the time of service
- Leave a phone number to be able to reach VRC - 877-393-1933

**CO-PAY – Amount determined by the insurance company, for a doctor's office visit, and is usually located on the insurance card

***CO-INSURANCE – Is the percentage of procedure amount that the patient is responsible for based on the type of insurance they signed up with their insurance company. A typical plan is an 80/20 where patient is responsible for 20%.

Example: if exam price is \$100, and patient is responsible for 20%, they would need to pay \$20 at time of visit.

**** DEDUCTIBLE - Coinsurance is a percentage of a provider's charge that you may be required to pay after you've met the deductible. When you've met your deductible, you'll have to pay coinsurance (usually 20 percent of the provider's charge) until you reach your [out-of-pocket](#) maximum. After that, the insurance company will pay for all covered services to the policy maximum for the remainder of the year