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# **Front Office Boot Camp: Collections can Make or Break Your Practice**

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# **Cash Collections and Payment Plans**

## **1. Collecting payment at time of visit**

- a. Have a policy for mandatory payment of co-pay**
- b. Accept multiple forms of payment**
- c. Provide a receipt for all payments received**
- d. Possibly provide a discount for services paid fully in cash**
- e. If patient can't pay in full, set up a payment plan**
  - i. Increase fees or add a service charge for administrative costs**

## **2. Collecting cash later**

- a. Review A/R Aging report monthly**
- b. Develop a call schedule**
- c. Make collection calls weekly or biweekly**

## **3. Insurance collections**

- a. Register new patients and update any changed information promptly**
- b. Code procedures correctly to ensure prompt maximum payment**

# **Protecting Yourself**

## **1. Common Fraud Schemes**

- a. Lapping – using customer receivables to cover your theft**
  
- b. Theft of cash off daily deposit**
  
- c. Writing checks to self or friend, coding to expense account**
  
- d. Using office credit cards for personal items**
  
- e. Physical theft of supplies, food, pharmaceuticals**

## **2. Avoiding Fraud**

### **a. Setting up Internal Controls**

#### **i. Separation of Duties**

- 1. Preparing deposit, making the deposit**
- 2. Writing the checks, signing the checks**
- 3. Reconciling deposits to daily cash receipts report**

#### **ii. Accept electronic payments**

#### **iii. Pay bills electronically with controlled access to online banking**

#### **iv. Minimize check writing**

#### **v. Limit physical access**

#### **vi. Develop an IT acceptable use policy**

- 1. Limit access as needed**
- 2. Be aware of internet scams**
- 3. Be aware of dangerous downloads**
- 4. Limit or prohibit use of flash drives**

#### **vii. Mandate vacations**

#### **viii. Small office Challenges**

- 1. Don't delegate what shouldn't be delegated no matter how tempting**

## **3. Who do controls protect?**

### **a. Owners**

### **b. Business**

### **c. Employees**

## **Making the connection between your practice management system and your accounting software**

- 1. The importance of categorization in accounting software**
- 2. Getting production into your accounting system**
- 3. Double checking your Accounts Receivable**
- 4. Categorizing your revenue to run your business better**