

THE VANGUARD VIEW

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COVID-19 Laboratory Billing

Many labs are seeing their COVID-19 claims being reimbursed by payers, however, there are still many claims that are denied or unpaid. As payers quickly shift their coverage policies for COVID-19 testing, providers need to stay on track with calling out and targeting underpayments and denials. Being able to collect on impacted claims means being more resourceful than the payer. Mass invalid or inaccurate claim denials mean appeal projects that most providers just never get to with the current resources available to them. Identifying and tracking payer denial trends gives providers the ability to forecast the level of effort to get fully compensated for their billed claims.

Another challenge is having knowledgeable billing staff to tackle each COVID-19 line of service with the right approach. It's as simple as knowing which payers cover the COVID-19 collection code (G2023) and which payers don't. Each provider should recognize their top workable denials, missing information edits, and underpaying payers. These trends will often vary depending on the provider's clientele and geographical region. Having payer intel guiding your denial workflow is simply key.

If you are having difficulty with any facets of your revenue cycle or would like to further discuss the challenges with COVID-19 billing or collections please reach out to Edward Dooling directly via email at:

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