

## Work Flow Outline

### General Guidelines:

- What processes can be automated?
- Are there repetitive tasks that should be evaluated?
- What needs and should be re-engineered?
  
- Treatment Plans
- Treatment Plan Review
- MDT
- Case assignment
- Clinical triage
- Eligibility verification
- Authorization process
  - OTR
  - Ticklers/Warning system
- Copayment and deductible determination and collection
- Setting of Self-pay rates
- Clinical Documentation
  - MD notes

- Prescriptions
- Scheduling
  - First Appointments
  - Changes
  - No shows
  - Cancellations
  - Client reminders
- Claims submission
  - EOB Processing
  - Fixing Denied claims
  - Posting payments
- Prescriptions
- Refills
- Client check in
- Service activity logs to Billing
- Central Intake
- Credentialing and Paneling
  - Exclusion lists (OIG)

### NOTES:

## Obtaining Additional Authorization For Service

