



# Top 5 Billing Mistakes to Avoid

*By GPS Healthcare Consulting*

Billing mistakes can quietly drain your practice's revenue and create unnecessary frustration for both staff and patients. At GPS Healthcare Consulting, we've seen it all - and we're here to help you avoid the most common pitfalls. Whether you're a solo provider or a small-to-mid-sized group practice, this quick guide will help you identify where you may be losing money and how to fill the gaps of your billing process foundation.

## **One. Missing or Incorrect Patient Eligibility Checks**

**Why it Matters:** If eligibility isn't verified before the visit, claims may be denied or delayed - costing you time and money.

**The Fix:** Implement a standard verification process 48-72 hours before appointments. Use payer portals and automate where possible. Document the process in an SOP for your records and as a resource when additional assistance is needed.

## **Two. Incomplete or Inaccurate Charge Capture**

**Why it Matters:** Missing charges or incorrect codes can mean you're not billing for services you actually provided.

**The Fix:** Create a charge capture checklist and review documentation and codes at the end of each day. Training is the key to success. Standardize internal audit processes to regularly review and stay compliant.

## **Three. Delayed Claims Submission**

**Why it Matters:** The longer you wait to file, the longer it takes to get paid - and some payers have tight claim submission guidelines.

**The Fix:** Set internal turnaround goals (e.g., all claims submitted within 2 business days of service). Establish Quality Control processes to ensure all claims are submitted timely.

## **Four. Ignoring Claim Denials**

**Why It Matters:** Denials are often fixable - but if they go untouched, that's revenue left on the table.

**The Fix:** Track and document denial trends weekly. Create a simple appeals workflow and template. Standardize and document the process for training purposes and resources for your team.

### **Five. Poor Communication Between Front and Back Office**

**Why It Matters:** If your front office isn't collecting the right information upfront, your billing team is spending valuable time paying clean-up and catch-up.

**The Fix:** Develop and share SOPs between departments. Consistently hold brief huddles weekly to both teams are aligned and can share information. Communication is key.

Ready to Go Deeper?

If any of these mistakes sound familiar, you're not alone - and you don't have to fix them all alone, either.

For a limited time, schedule a free discovery call with GPS Healthcare Consulting and let's talk about how we can strengthen your billing process and recover lost revenue.

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