



Time  
Revenue  
Transparency  
Patient Retention



Denials  
Paperwork  
Exposure to Audit  
Accounts Receivable

## A Physician's Guide to Jems Medical Billing Services

You expect unparalleled **quality, responsiveness** and a **proven pedigree** from the people you entrust with your billing. At **Jems** we have been exceeding those expectations for 25 years.

Maybe it's time to turn the page?



Josie Aidulis, Owner

## **A personal letter from the owner**

*Dear Provider,*

*Although keeping modern is part and parcel of healthcare now, when it comes to service I am a traditionalist. Since 1979 I have believed that service means more than compliance. Service to me means faith and loyalty. I believe in you. I know you care deeply about your work. I will encourage your patients to keep faith in you by sharing my faith in you. In forty years of service, no doctor has endured malpractice on my watch.*

*Loyalty to me means having your back. Are your contracts in good standing? Are codes changing that you depend on? Does your coding properly describe all the services you perform? I will protect you from audit by protecting you from inaccurate coding.*

*I am traditional when it comes to courtesy. You will have a direct line to my desk. Your will not wait on hold or make multiple calls to get our attention. All my staff will be available - not just a designated "contact person".*

*I will guide you to prosperity with diligence, dedication and skill. However mature your practice, whatever your style of patient care, whatever has been holding you back, **Jems** will be the wind beneath your wings. If you are looking to make a positive change and are interested in a proven billing service that values faith and loyalty, I am waiting for your call.*

*Sincerely,*

A handwritten signature in black ink that reads "Josie Aidulis". The signature is written in a cursive style with a loop at the end of the last name.

*Josie Aidulis  
**Jems** Medical Billing Services, Inc.  
Toll-free Tel. 1-844-318-1443  
Email: [josie@jemsmedical.com](mailto:josie@jemsmedical.com)*

1500

HEALTH INSURANCE CLAIM FORM

APPROVED BY THE NATIONAL UNIFORM CLAIM COMMITTEE 8/85

Blue Shield  
P.O. Box 272540

Chico, CA 95927-2540

<input type="checkbox"/> PECA		<input type="checkbox"/> PICA	
1. MEDICARE MEDICAD <input type="checkbox"/> Medicare # <input type="checkbox"/> Medical # (Sponsor's SSN) <input type="checkbox"/> (VA File #)	2. INSURED'S ID NUMBER (FOR PROGRAM IN ITEM 11) 123456		
3. PATIENT'S NAME (Last Name, First Name, Middle Initial) John D. Patient	4. INSURED'S NAME (Last Name, First Name, Middle Initial) John D. Patient		
5. PATIENT'S ADDRESS (No. Street) 123 Any Street	6. INSURED'S ADDRESS (No. Street) 123 Any Street		
CITY Los Angeles	CITY Los Angeles		
STATE CA	STATE CA		
ZIP CODE 90064	ZIP CODE 90064		
7. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) None	8. INSURED'S POLICY GROUP OR PECA NUMBER 1234		
9. OTHER INSURED'S POLICY OR GROUP NUMBER	10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (CURRENT OR PREVIOUS) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
10. OTHER INSURED'S DATE OF BIRTH MM : DD : YY	11. INSURED'S DATE OF BIRTH MM : DD : YY		
11. EMPLOYER'S NAME OR SCHOOL NAME	12. EMPLOYER'S NAME OR SCHOOL NAME The Acme Shoveling Company		
12. INSURANCE PLAN NAME OR PROGRAM NAME	13. INSURANCE PLAN NAME OR PROGRAM NAME Blue Shield		
14. READ BACK OF FORM BEFORE COMPLETING & SIGNING THIS FORM 12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE (I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.) SIGNED: Signature on File DATE: 05/14/2013		13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE (I authorize payment of medical benefits to the undersigned physician or supplier for services described below.) SIGNED: Signature on File DATE: 05/14/2013	
14. DATE OF CURRENT ILLNESS (If like symptoms) OR INJURY (Accident or Pregnancy claim) MM : DD : YY	15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS, GIVE FIRST DATE MM : DD : YY	16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM : DD : YY TO MM : DD : YY	
17. NAME OF REFERRING PHYSICIAN OR OTHER SOURCE 17a. NPI 17b. NPI	18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM : DD : YY TO MM : DD : YY	19. OUTSIDE LABOR CHARGES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO \$ CHARGES: 000	
20. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (RELATE ITEMS 1, 2, 3, OR 4 TO ITEM 20 BY LINE) 1. 780.96	21. MEDICAR RE submission CODE	22. PRIOR AUTHORIZATION NUMBER	
23. A. DATE(S) OF SERVICE From MM : DD : YY To MM : DD : YY	B. PROCESSED EMG	C. PROCEDURES, SERVICES OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER	D. DIAGNOSIS POINTER
1. 05 : 14 : 13	11	99243	175:00
2.			
3.			
4.			
5.			
6.			
24. FEDERAL TAX ID NUMBER 123456789	25. PATIENT'S ACCOUNT NO. TEST	26. TOTAL CHARGE \$ 175.00	27. AMOUNT PAID \$ 0.00
28. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREE(S) OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) Amy D. Doctor SIGNED: DATE: 05/14/2013	29. SERVICE FACILITY LOCATION INFORMATION	30. BILLING PROVIDER INFO & PH # Amy D. Doctor 123 Healing Way Los Angeles CA 90036 (877) 653-Jems	31. BALANCE DUE \$ 175.00
32. BILLING PROVIDER NPI 3141567894	33. BILLING PROVIDER ID # 1B 000E12345		

NUCC Instruction Manual available at: www.nucc.org

APPROVED CMS-0038-0169 FORM CMS-4300 (09-20)

Are all billers the same?

# Jems has the quality...

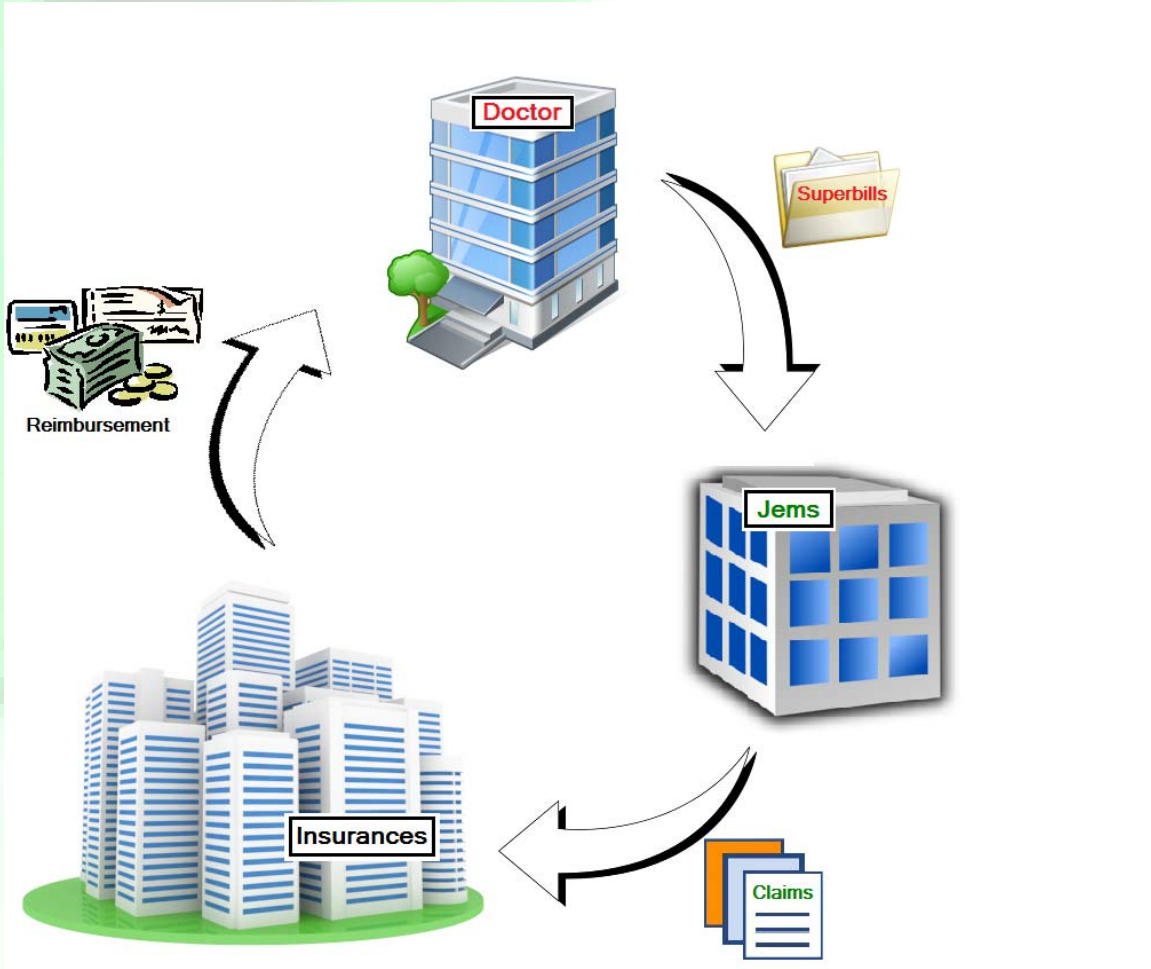
*“Our quality springs from decades in service of doctors like you.”*

At first meeting you will want to make sure we check all the boxes from compliance to collections. We'll discuss any aspects of billing you find frustrating, from ballooning Accounts Receivables to the latest upheavals by our well-meaning legislature. We may even make some preliminary suggestions on how to improve your current coding strategies, so keen are we to help you turn the page. Our primary goal will be to minimize disruption to your workflow and revenue by making your transition to Jems as seamless as possible.

*“As a podiatrist, I rely on Jems to keep me abreast of developments in coding. Despite high document traffic between our offices, access to Jems for my staff is routine and without frustration. In my evolving medical field, Jems has become a true asset and a source of constancy. I offer high recommendations for Jems without reservation.”*

*- Arnold Ross, DPM*

**Our** passion for the needs of your staff and patients stems from our tradition of hiring experience in both front and back office. Every time we pick up the phone we want you to feel the **quality** shining through our work, from our natural coding fluency to our instinct for fair and fast reimbursement.



A powerful combination: **Jems** and your practice working together

# Jems has the responsiveness...

*“If quality is how we earn your trust, responsiveness is how we keep it.”*

Whether you need an instant balance on a patient standing at the counter or an insurance verification for a walk-in, **we** are always available. With our after-hours phone support you will never be stranded, because an emergency for you is an emergency for **us**. We even synchronize our holidays with yours so that when you are working, we are working. You will soon think of **us** as an extension of your own office, because that’s what we are.

**Responsiveness** is the cornerstone of **our** success. New items are entered within a few days of receipt, while most claims are paid within one month of superbill. Rapid follow-up is automatic on unpaid claims, while our Accounts Receivables are so small that **we** can recall delinquent accounts from memory.

However you prefer to communicate, whether by phone, fax, email or text, **we** respond promptly and professionally. If you need regular document transfer, we will arrange a courier service such as UPS. You can videoconference with us during office hours, and because we are a So-Cal company, we can meet you face-to-face. However you prefer to work, **we** are ready and able.

*“You are wonderful and excellent in what you do. I continue to recommend you to anyone needing an outside billing service.”*

*- Pedram Aslmand, DPM*

Each month **we** will supply comprehensive financial reports together with a log of everything we have entered, giving you the peace of mind of full transparency and oversight. Your days will be spent with your patients, confident in the knowledge that **Jems** is protecting your bottom line.



## Medical Services

BILLING, TRANSCRIBING & CONSULTAN

April 5<sup>th</sup>, 2013

Health Net Plus  
P.O. Box 19533  
Irvine, Ca 92623

Re: Patient (s): Alejandra Patient 6200310xxxx  
Reference# 3419xxxx

Maria Sample 56867xxxx

Dates of Service: Alejandra Patient 02/10/06-05/08/06  
Maria Sample 04/08/06-07/03/06

Chiropractor: Lynn Chiro, D.C.

Denial/Altering of CPT 97140 Myofascial Release  
and 97035 Ultrasound 15mins Constant  
Attendance

Denial of CPT 99213 and 99243 Evaluation and Management Visit/  
Consultation

I would like to take this moment to thank you for your recent payment for Alejandra and Maria's Chiropractic services. However, after a careful review was performed of the explanation of benefits I have found some inconsistencies I would like to bring to your attention. You have denied their evaluation and management service 99213 and their consultation visit 99243. The 99213 and 99243 were denied as "significant, separately identifiable E/M service not identified". I have made the necessary changes and the proper modifier has been added. As with any treatment program the patient must be re-examined re-evaluated to ensure that the treatment program we are providing is working as well as her home therapy exercise. The only way to obtain this information is on a one-to-one, sit down face-to-face visit. After we discuss the patient's prognosis then we can continue with the same treatment program or alter it based on the Evaluation and Management results. This is reflected as well with their consultation which entails at least a 45-minute sit down, face-to-face consultation with Alejandra and Maria, answering any questions they may have regarding future treatments and possible exacerbation of their current condition. If you review the previously submitted reports and enclosed corrected billing you will concur that additional reimbursement should be allowed for the denied 99213 and

**Comprehensive claims appeal is all part of our service**



# Jems is a proven pedigree...

*“If you need a billing service backed by decades of excellence, you need Jems.”*

*“I’ve been dealing with a lot of medical bills and it gets very confusing for me. Your company has explained things very well to me and is always on top of things.”*

*- Dana, Patient*

Our clients know that we don’t just represent their interests. We represent their philosophy. For forty years Jems has protected its providers by encouraging patient loyalty. As we are often the first and last point of contact for patients, we form a primary part of your outreach. We understand that each time we convert a new patient to a regular patient, we strengthen the backbone of your practice.

*“We needed a service that would not only value our business but would help to improve service to our patients. Since we began working with Jems, our claims are submitted and resolved faster and more efficiently...We recommend Jems Medical to any physician or group looking for a knowledgeable and dedicated partner in billing and collection. They deliver personal and professional service. We look forward to working with them for a long time.”*

*- Robin, Office Manager for Dermatologist*

Due to our whole-practice approach, our pedigree extends far beyond modifiers and Medicare. We will be your de facto consultants from contract applications to HIPAA compliance assessment and facility grading. For your convenience we also offer ancillaries like transcription, web design, web search optimization and computer support. At Jems, our reward is to reduce your burden.



## A closing word from us...

The next time you close your doors will you be completely confident that you were paid fully and fairly for the dedication you have shown? Will you mull your Accounts Receivable with resignation? Will you be satisfied that your coding is working for you and not against you? Is your biller addressing all of these concerns with urgency and skill?

For twenty-five years **Jems** has helped providers to fulfill their potential through our expertise in billing and conscientious, loyal service. Others call that a pipe dream. **We** call it Monday.

If you dream of a billing service that has the **quality** to keep you on track, the **responsiveness** to keep you on top, the **loyalty** to watch your back and the **proven pedigree** to ensure your success, it's time to give **us** a call.

“Thank you so much for your help providing the letter to Blue Cross. You turned the letter around so quickly and it was effective! You are wonderful!”

- Paula, Patient

## Contact us

Web

[JemsMedical.com](http://JemsMedical.com)

Toll-Free Phone

1-844-318-1443

Email

[success@jemsmedical.com](mailto:success@jemsmedical.com)



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