

QUESTIONNAIRE FOR BILLING SERVICES QUOTE

Please email your responses to info@apexbilling.org

1.	How long has your office been in practice, and what insurances are you contracted with?
2.	Are all doctors in your practice credentialed? If no, please explain in detail. Also, do you have a credentialing company or do you have anyone in office that would do credentialing for any new incoming dentists?
3.	Are your insurance payments primarily EFT, paper check, or Virtual Credit Card? Would you be able to provide a monthly bank deposit spreadsheet or list of EFT payments deposited to aid us in pulling and posting EFT payments daily?
4.	Do you have a list of logins for insurance websites? If so, is it a live document that could be shared with us when changes are made by internal office staff? Also, could you give us access to any recovery emails the insurance might have on file?
5.	Do you have an IT person or an employee in office that can help us get set up remotely?
6.	What dental software program do you use? (Dentrix, Eaglesoft, Open Dental, Denticon, etc)
7.	How many dentists / hygienists work for the office? How many days a week does each work?
8.	Do you have someone in office that is capable of scanning paper EOB's to us that could be our contact person for anything we need?
9.	Do you bill full office fees on your claims or do you rely on insurance fee schedules to post to your patient ledgers? Also, do you know if your fee schedules are up to date, and is there anyone in office that maintains the fee schedules?
10.	What is your average monthly production? * Please provide production summary reports for the last 6 months.
11.	Do you have a large amount of outstanding claims? Please provide a current Open Claims Report for all parameters of time dated within one week of today's date.