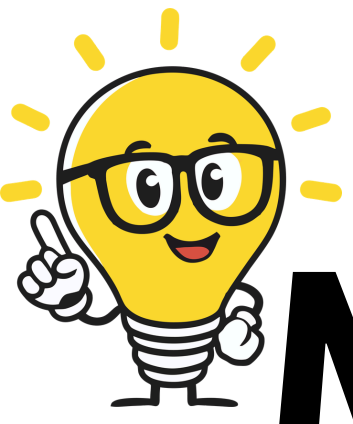

MEDICAL CODING QUICK TIP

New Insurance ≠ New Patient

...and this mistake WILL cost you!

Scenario:

A patient has been with your practice for years.
They switch insurance.
The claim is billed as a new patient...
and gets paid.
A year later — refund request.

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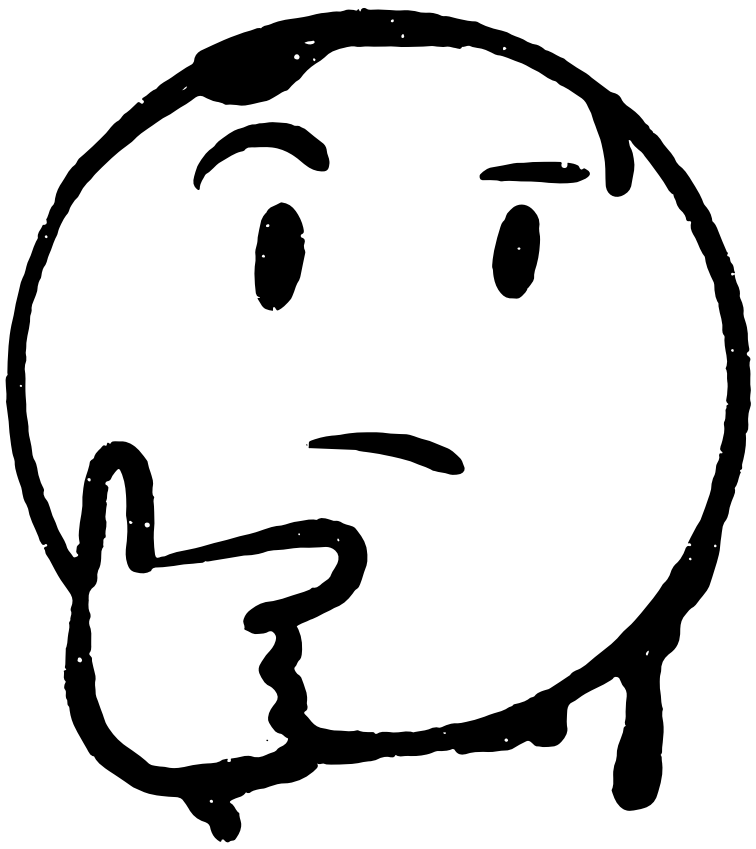

SO HOW DID THE INSURANCE COMPANY CATCH IT?

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“New patient” has NOTHING to do with insurance.

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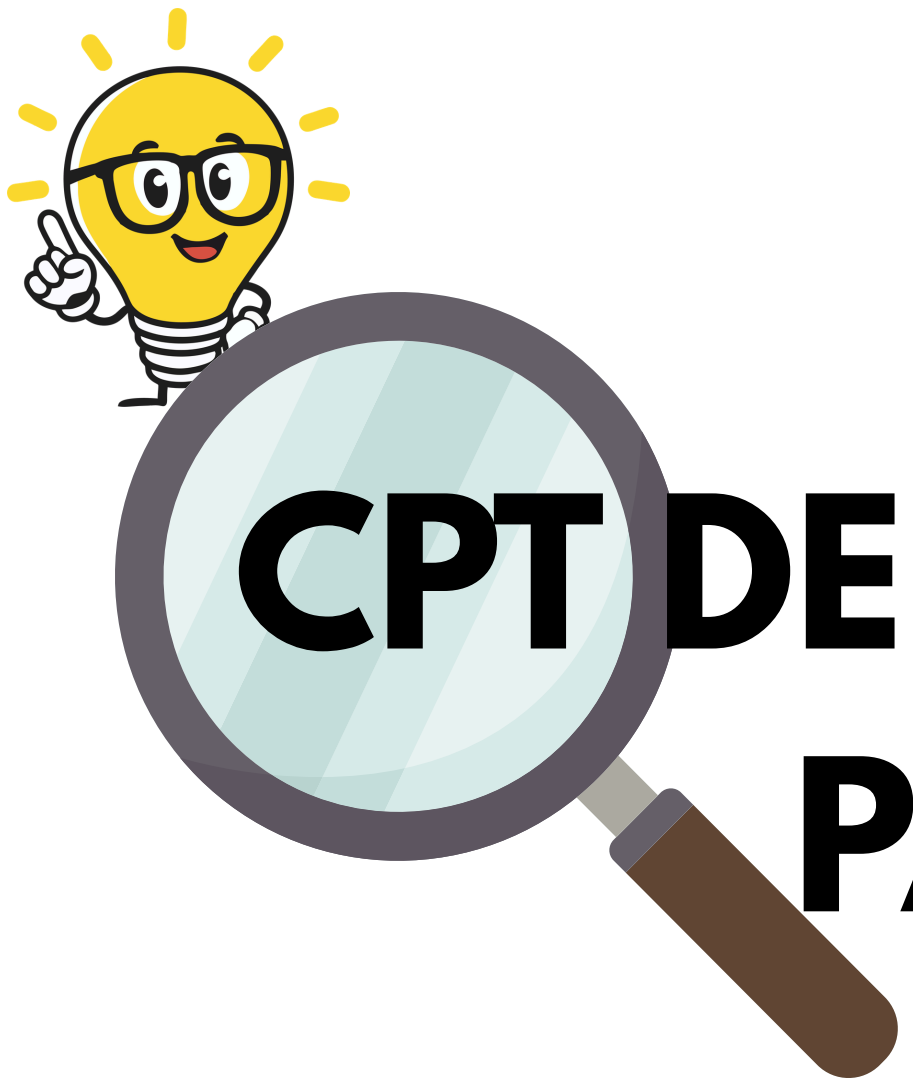

CPT DEFINES "NEW PATIENT

--NOT THE INSURANCE

Based on provider history (3-year rule)

Same provider/specialty = established

New insurance does NOT reset patient status

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HOW THEY KNOW

- NPI history
- Patient identifiers
- Audit patterns
- Post-payment reviews

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THE RISK

- Refund demands
- Downcoding
- Compliance exposure

THE SOLUTION

A reliable billing process should:

- Flag prior visits automatically
- Verify patient history before billing
- Prevent incorrect “new patient” coding

PRO INITIATIVE BILLING SVCS.