

Checklist for delegating Insurance related administrative tasks

Use the checklist below to determine which tasks are best delegated from the physician to office and/or other clinical staff. Note, depending on the size of your practice and number of staff you have, these tasks may be delegated to other skilled employees not noted in the checklist below.

Prior Authorizations

Breakdown of steps	Office/Practice Manager	Nurse/MA	Other Office Staff	Outsource
Checking drug formularies	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checking need for prior authorization on specific drug or procedure	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing prior authorization requests	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Addressing denials <small>PRO-TIP: Use the AAD prior authorization appeal letter generator to make customized appeal letters for more than 30 of the most common dermatology drugs</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ensuring insurance company actually covers the procedure to avoid surprises in patient cost	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Claims Management

Breakdown of steps	Office/Practice Manager	Nurse/MA	Coding Staff	Outsource
Ensuring accurate coding including modifiers				
Depending on the company you outsource to, you still have to do the coding yourself. Coding can be complicated, and it's best if the external vendor has experience specifically with dermatology codes. A company that handles claims for multiple specialties and practices may not have the right knowledge.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Submitting claims	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating status of claims with insurance companies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Leading audits and/or appealing an unfavorable audit decision	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with patients about issues with claims/bills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maintaining current fee schedule	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other In-House Administrative Tasks

Breakdown of steps	Office/Practice Manager	Nurse/MA	Other Office Staff	Outsource
Filtering inbox regarding insurance messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with EHR vendor for system updates and optimization for payer reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sorting post mail from insurance payers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

