

Interested in Electronic Claims Billing but do not know where to start or the questions to ask? The following questions may serve as a guide.

Questions to ask Vendors

- Does the Vendor submit claims to Oregon carriers? Yes No
If so, whom? _____
- What are the costs for installations and upgrades? _____
- How much time does the Vendor guarantee for training? _____
- How much does the Vendor charge you to connect with each Carrier? _____
- What type of customer service does the Vendor offer (west coast hours)? _____ Mon-Fri
_____ Weekend _____ After Hours
- What type of on-site customer service will you receive if system problems occur? _____
- How prompt are the Vendors upgrades when changes occur in the electronic claims formats? _____
- Does the Vendor test system changes before upgrading your system? Yes No
- Will you be provided with references from the Vendor? Yes No
If so, whom? _____
- Ask the Vendor to provide you with a list of cost savings by using their system. How long will it take you to recoup your initial investment? _____

Questions to ask the Vendor's references

- How long have they had the system in their office? _____
- How long did the installation and training take? _____
- Was the Vendor prompt when correcting system problems? Yes No
How long did it take? _____
- What do they like best about the system? _____

Questions you could be asked by a Vendor

- Why type of computer hardware and software do you currently have in your office?
- How many carriers will you need to bill?
- Where is your office headed in the future?
 - What are your long term goals?
 - What are your short term goals?
 - Will any physicians or other professional providers be retiring soon?
 - Are there any office mergers in the foreseeable future?
 - Will there be any increases or decreases in claim volume?