Foxfire Best Practices

Check Daily

- Yellow folder
  - EHR Charges
  - Spectacle RX Orders
  - Contact Lens RX Orders
  - Unapplied Payments
- Credit Charges

Check Bi-Weekly

- A/R Report
  - Unpaid Claims Report
- Analysis Report

Check Monthly

- Claims
  - Run Month End and View Month End Reports
- Foxfire EHR
  - Remember to Update the EHR Drug Database

Check every time you Process Claims:

- Claims
  - Check Claim Status
  - Show Failed Claims
  - HCFA Print Queue

Check every time you post insurance remits:

- Remittance
  - Check Remits Info
  - Follow Up Payments
- Statements
  - Invalid/Rejected Statements
  - CCB Charges (*if applicable)

Why should I care?

- **EHR Charges** - ensure that all charges sent from Foxfire EHR have been attached to an order.
- **Spectacle RX Orders** - any order here can easily be resent from Foxfire EHR. Keep this area clean for a more productive and organized workday.
- **Contact Lens RX Orders** -any order here can easily be resent from Foxfire EHR. Keep this area clean for a more productive and organized workday.
- **Unapplied Payments** - following up with this screen daily will ensure that payments are tied to charges and help to ensure accurate accounting.
- **Credit Charges** - keeping this area clean will prevent unnecessary patient inquiries and will help keep your NUMBERS accurate.
- **A/R Report** - closely monitoring both patient and insurance A/R will prevent unnecessary write-offs.
- **Unpaid Claims Report** - can be used to more easily manage A/R follow-up, especially if you are working on a specific category.
- **Analysis Report** - use this to monitor specific product or service productivity.
- **Month End –** reviewing your Month End Analysis Report helps you analyze your cashflow.
- **Update Drug Database –** making this part of your month-end routine ensures you always have the latest drug information available.
- **Check Claim Status** - always check to ensure the claim file was sent through the clearing house. (Report any issues to Foxfire support)
- **Show Failed Claims** - Immediately know if any claims were not sent and why. Correct these and resend.
- **HCFA Print Queue** - use this area to hand bill a HCFA to an insurance company that does not accept electronic claims. Also use this area as a way to confirm that Vision insurance claims were billed.
- **Check Remits Info** - see all EOBs that have been received electronically and are ready for posting.
- **Follow Up Payments** - easily follow up on any claims that did not post. (See list of Why things go to Follow-Up)
- **Statements** - know who is set to receive a statement and why. Sending statements more frequently increases your chance of getting paid.
- **Invalid/Rejected Statements –** address issues quickly by following up immediately after sending statements.
- **CCB Charges –** reviewing this area every time statements are sent helps keep AR low and dealing with collections simple.