

Concierge Fee

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Version 21.1



This window map article points out some of the important aspects of the window you're working with in OP but is not intended to be instructional. To learn about topics related to using this window, see the **Related Articles** section at the bottom of this page.

Path: Admin > Concierge Fee

Overview

The Concierge Fee screen allows you to bulk charge patients a service fee. You can choose to create superbills or claims for these patients and you can choose to charge each patient individually or charge different amounts based on how many children are under a guarantor.



Disclaimer: Not all payers allow for additional fees. Please review your payer agreements and applicable state laws before charging patients.

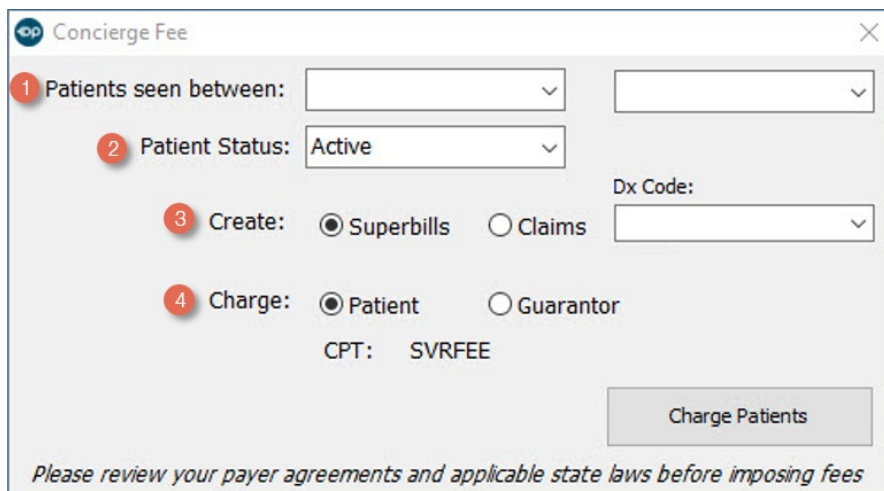


User Permissions: To access the module, you must have the **Billing_Concierge** security permission. To make the date fields not required and to charge patient's based on status alone you need to have the **Billing_Concierge_Date** permission. Only users with this permission will be able to charge patient's based on status. Otherwise date will be required.



Correspondent Record and Portal Preference: To use the Concierge Fee window, you must have the **DPC correspondent record** enabled and the **DPC.HAS_CONCIERGE_FEE** portal preference set to **true** in your DB.

Concierge Fee Window Map



The screenshot shows the 'Concierge Fee' window with the following elements:

- 1 Patients seen between:** Two date pickers.
- 2 Patient Status:** A dropdown menu set to 'Active'.
- 3 Create:** Radio buttons for 'Superbills' (selected) and 'Claims', followed by a 'Dx Code:' dropdown menu.
- 4 Charge:** Radio buttons for 'Patient' (selected) and 'Guarantor', followed by 'CPT: SVRFEE' and a 'Charge Patients' button.

Please review your payer agreements and applicable state laws before imposing fees

Number	Section	Description
1	Patients seen between	Entering a date range is required to charge patients a concierge fee. It will look to see which patients have charges in the selected date range and will charge them the concierge fee when you click Charge Patients .
2	Patient Status	This field allows you to pick the patient status . Any patients with that status and that have charges in the specific date range will be charged the concierge fee. The default is Active .
3	Create	This selection allows you to specify whether a Superbill or a Claim will be created for the patients meeting the criteria. The Dx Code field is required , and the drop-down allows you to select a Dx code that will appear on the Superbill or the Claim (depending on the radio button selected). <ul style="list-style-type: none"> • Superbill: This informs you that a superbill will be created for the patients meeting the criteria. Superbills created can be located on the Charge screen of the patients account or Superbill tab in the billing center. • Claim: This informs you that a Claim will be created for the patients meeting the criteria. Claims created can be located on the Claim screen of the patients account or Claims (A/R) tab in the billing center.
4	Charge	This allows you to specify if you want to do asingle charge for every patient seen in that time frame or if you want to charge different amounts based on the number of children. <ul style="list-style-type: none"> • Patient: By default the Patient radio button is selected. Charging based on the patient will insert the CPT code SVRFEE for every patient meeting the criteria. • Guarantor: Charging by guarantor will look to linked family members and determine a charge order. The charge order is based on the patient's PatNo. The lowest PatNo will get CPT code SVRFE1, the next PatNo will get CPT Code SVRFE2, the third will get SVRFE3, and the rest will get SVRFE4. This allows you to set up different fees that can be rolled up under the guarantor.

Payer Exclusions

Path: Billing > Payers > Insurance Payer Details > Basic Information tab

Not all payers allow for additional fees. If you have a payer that needs to be excluded from the concierge fee you can set this up in the payer settings.

Insurance Payer Details

Basic Information | Payer Coding Rules | Claims/Routing | Contracts

Short code: AHM ID: 103

Short name: AETNA HMO

Full name: AETNA HMO

Address: 1A325F17C6603

City/State/Zip: C871CF281 PA 99999

Contact name: TOMMY

Contact phone: 123-456-7890 Ext.

Note: AETNA

Active status: Active for all Active for some Inactive

Start date: 8/18/2004 VFC eligibility:

End date: Pat resp type:

Fee schedule: FEE1

Rules:

- Always override VFC
- Show on patient portal
- Charges - PATIENT Responsibility
- Exclude from Concierge Fee