### Optimizing Financial Success -The Four Keys

### Presented by Dr. Miles Bodzin

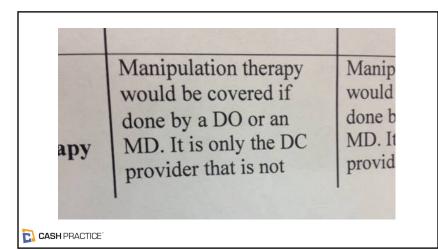
Sponsored by:



### FOR EDUCATIONAL PURPOSES ONLY

By attending this presentation you agree to the following:

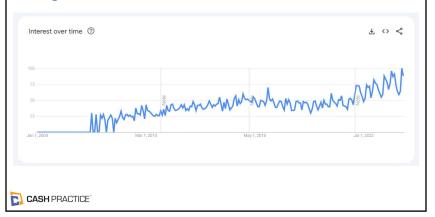
- (1) Please be advised that any discussion which leads to an agreement as to price among competitors is a "per se" violation of the Sherman Act. Providers gathered in any setting must always exercise caution to avoid discussions or exchanges of information with their competitors on prices or pricing at meetings since such discussions or information exchanges may give rise to inferences of agreement.
- (2) Any agreement not to compete among business firms is also a "per se" violation of the antitrust laws. Thus, no discussion of division of territories or customers, or limitation on nature of business, should be held at any function. Joint refusals to deal (boycotts), including discussions of blacklists, are likewise unlawful "per se", and no discussions related to these practices are permitted.
- (3) Discussion of fees or examples used are for instructional purposes only should not be considered as a recommendation for any provider or group of providers.
- (4) Any past performance, projection, forecast or simulation of results is not necessarily indicative of the future performance you will experience. Past performance is not a guarantee of future results.



to dmilles Thave been in practice for 15 years and I am 60% insurance dependent. I am sick of of the insi but I am scared about losing patients. I know I have to believe in the product that I am selling, be start a cash practice/ Can you help out? C4	urance and I am burnt out. I want to to cas ut I feel lost. I am looking for guidance to
Manmaril (Fina 201) 1 Stage were a strand of Tage Minn 2 Staff Amanmar (Fina 101) 1 Staff Amanmar (Fina 101) 1 Staff Aman (Fina 101) 1 Staff	



### **Google Trends for Cash Practice**







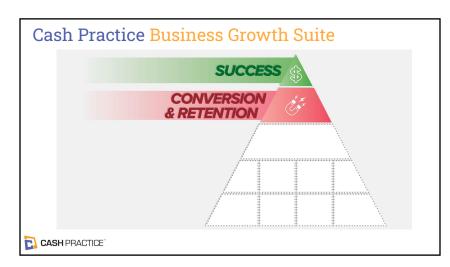


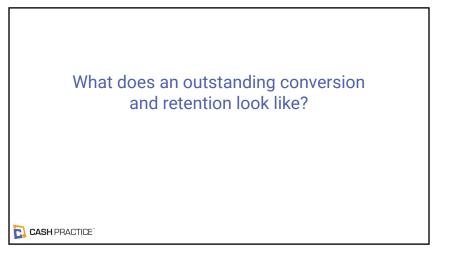






Top 3 things that define in your practice?	Wha





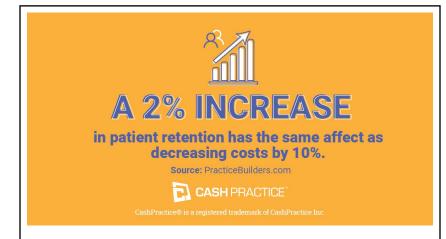
What's the #1 challenge stopping your success?

**Poor Conversions &** 

Retention

What are 3 things poor conversions and retention are costing you?









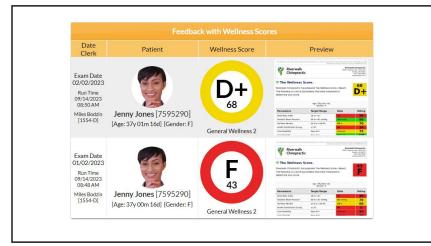


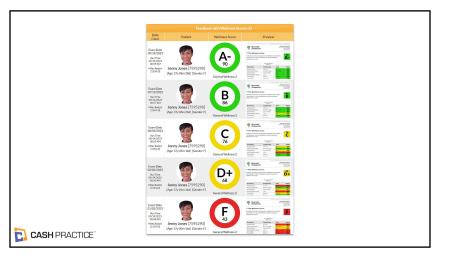


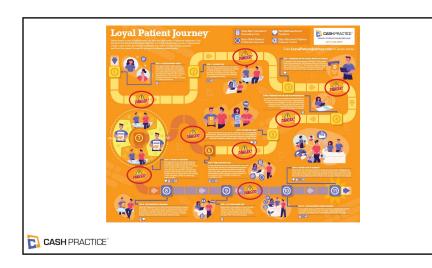














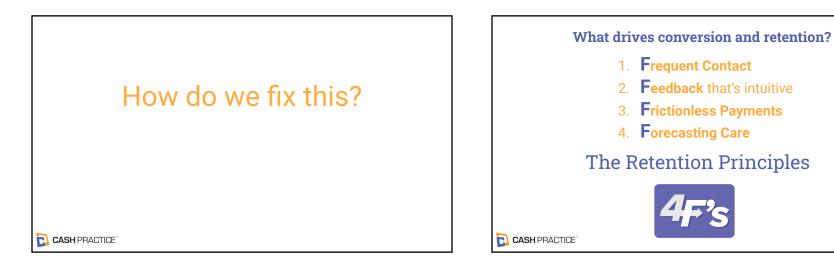
CASH PRACTICE

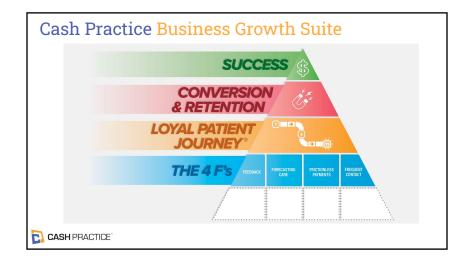
What does poor retention and premature drop-out *REALLY* cost your patients?

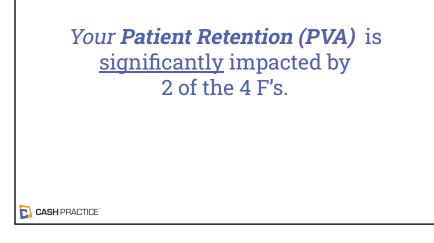










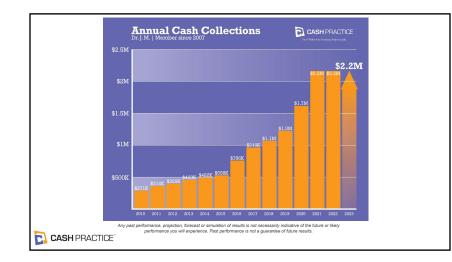


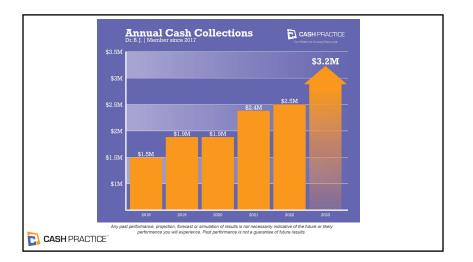
Your **Patient Retention (PVA)** is significantly impacted by your **Forecasting** and how **Frictionless** you make your payments.

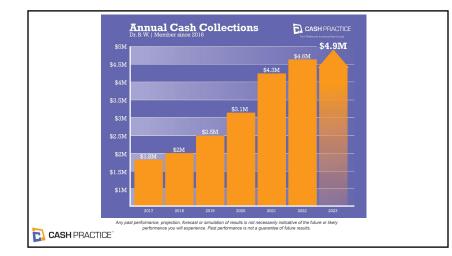
### **Patient Retention (PVA) Prediction**

	Forecasting	<b>Collection Method</b>	PVA	<b>\$50</b>
	Care Plan	Monthly Auto-Debits	150+	\$7,500
lless	Care Plan	Pre-Pay Plans	50-75	\$3,750
Frictionless	Exam-to-Exam	Block of Visits	24-36	\$1,800
Ľ.	Per Visit	Pay-Per-Visit	12	\$600

🔁 CASH PRACTICE









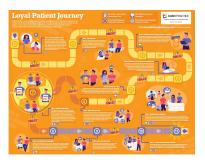
The only practices that grow like this month after month and year after year are those who continually <u>convert new</u> <u>patients</u> and more importantly <u>retain them</u>.

CASH PRACTICE

<u>Conversion</u> and <u>Retention</u> are the driving forces of the Success of your Cash-Based Practice.

CASH PRACTICE

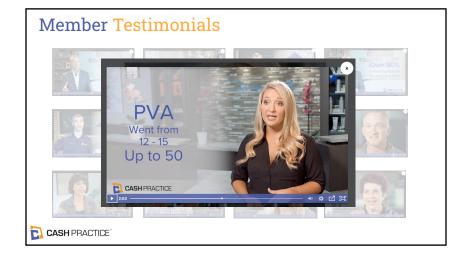
The Loyal Patient Journey is the Road Map to execute better Conversions & Retention.

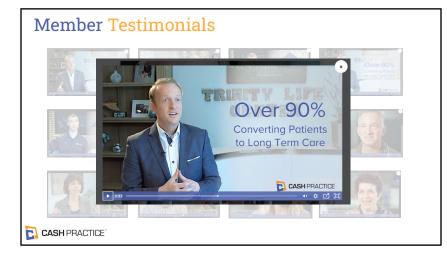


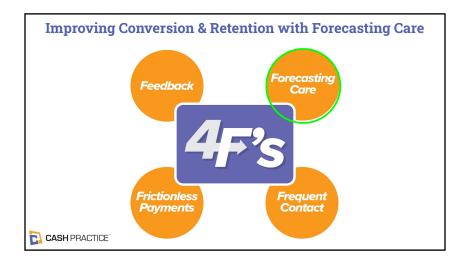
The 4 F's are the Principles applied in the Loyal Patient Journey that increase Conversion & Retention.











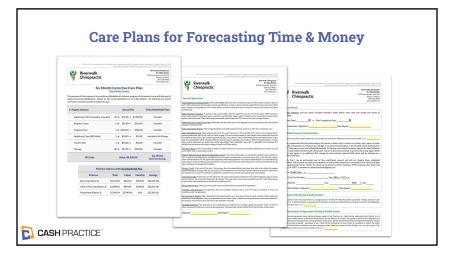


### <image>

Forec	asting Care = Forecasting Time & Money
	TIME
CASH PRACTICE	

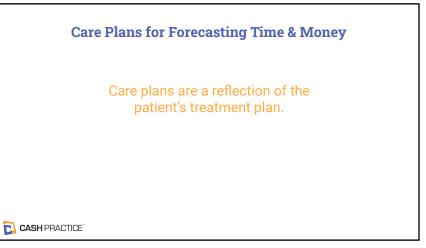
4	Services Adjustments	Units	Fee			
		55	\$ 45	\$	Total 2,475	
5 1	Progress Exams	6	\$ 75	\$	450	
	Progress Films	2	\$ 60	\$	120	
and the second se	Orthotics	1	\$ 250	\$	250	
8 (	Cervical Traction Unit	1	\$ 57	\$	57	
9 (	Cervical Pillow	1	\$ 47	\$	47	
10				\$	3,399	
11						
12	Discount	15%		\$	2,889	
13						
14	Payment Options	Total	Down	R	ecurring	





### **Care Plans for Forecasting Time & Money**





Care Plans for Forecasting Time & Money

Care plans cover all the care the patient will need during the course of treatment.

CASH PRACTICE

### Care Plans for Forecasting Time & Money Care plans include all services, including those covered and not covered by insurance.

**Care Plans for Forecasting Time & Money** 

Care plans must be compliant to satisfy the Good Faith Estimate your legally required to provide per the Federal "No Surprises Act" of 2022.



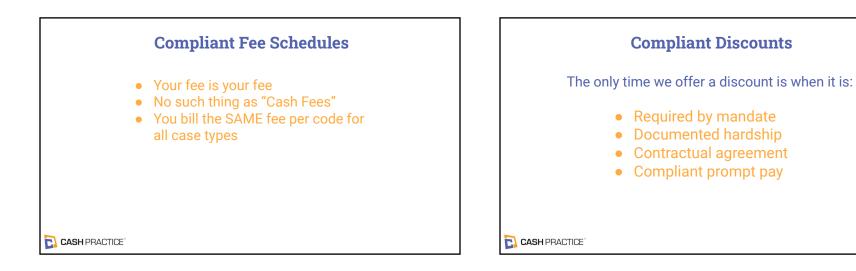
CASH PRACTICE

Care Plans for Forecasting Time & Money

Care plans can be presented to the patient by either the doctor or assistant.

CASH PRACTICE

# Care Plans Require 1. Compliant Fee Schedules 2. Compliant Discounts (OIG) 3. Compliant Good Faith Estimate (NSA) 4. Compliant Collections



### Compliant Discounts (Mandated)

If you are covered by a State or Federal program with a mandated fee schedule. (Medicare, Medicaid, etc)

CASH PRACTICE

### Compliant Discounts (Hardship)

Patients who meet state and or federal poverty guidelines or other special circumstances outlined in our "Hardship Policy" may be offered a discount for a period of time as determined by the clinic. Verification will be required.

CASH PRACTICE

### **Compliant Discounts** (Contractual Agreement)

- If we are a participating provider in your health plan.
- If you are a member of a Discount Medical Plan Organization you will be entitled to network discounts similar to our insured patients. Ask our staff for more information.



In 2009, the O.I.G. issued an opinion that discounts of 5% to 15% were "reasonable" for prompt pay discounts.

Anything over 15% is risky!

CASH PRACTICE

### **Compliant Care Plans**

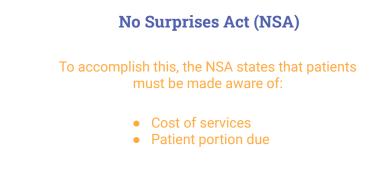
- Have all services and fees clearly itemized.
- Applies compliant discounts to non-covered services only.
- Has a compliant Terms of Agreement, including how refunds are handled.
- Includes all Good Faith Estimate Disclaimers

CASH PRACTICE

### **No Surprises Act (NSA)**

The "No Surprises Act" is meant to prevent patients from getting a large bill as a "surprise" when they assumed the provider was in network and turned out to be out of network.

CASH PRACTICE





Simple answer is Yes! Whether the patient has insurance or not or is self-pay or not, does not matter.

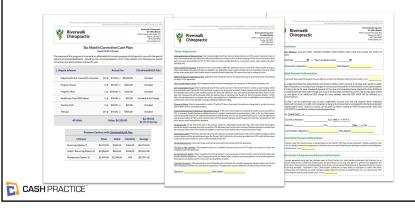
CASH PRACTICE

	mis Good Path Estimate Care Plan was created b	y Dr. Miles Bodzin as a licensed member o Riverwalk Chiroprac	CP for Mrs. Alyson Andrews and p tic Four Month Corrective Care Pla	orinted on Monday, April 58.3 n ID:1148053-1650313933
ų	8		1234 Main :	Riverwalk Chiropract Dr. Miles Bodz St.9550 Cuyamaca St. # 90 Santee, CA 920 (877) 343-89
	Four Month Co	rrective Care Plan		
	of this program is to provide an affordable all-inclusive progra ndations of Dr. Miles Bodzin, the following four month correct			vstabilization. Based
	-	ith Estimate	• • • • • •	
	1: Mrs. Alyson Andrews	Actual Fees	ChiroHealthUSA Pla	an
	Adjustments Not Covered by Insurance 98941	36⊗\$65.00⇒\$2,340.00	\$1,778.40 36@\$49.40	(
	Progress Exams 99212	3 @ \$75.00 ⇒ \$225.00	\$8.55 1 @ \$2.65	
	<ul> <li>Therapy 1 97012</li> </ul>	\$35.00 ⇒ \$420.00	\$31.35 12@\$2.61	

## <section-header><text><text><image><image><section-header><text><text><text><text><text><text>

### **NSA - Good Faith Estimate Requirements**

Ŷ	Rivervalik Chiforgan Dr. Ni Mille Boddi 1234 Mais 9:5950 (ouyvaus 24 = 10 500 (B77) 343-992 (B77)
Plan Enrollment	
I. Mrs. Alyson Andrews hav	ve read and accept the terms of agreement.
Plan Members: Mrs. Alyson	n Andrews DOB:02/03/1987
Plan Start Date:	
Signature:	Date Signed:
Auto-Debit Payment	Authorization
I hereby authorize Riverwa	alk Chiropractic to auto-debit my account for \$455 per month for three months. (initial
information or termination understand that Riverwall	the authorization mill memoin in effect and il cancel it is writing and large to notify 60xerosit Chorgestic is writing and share honge in my account on the authorization at least 3 days point to the next schedule apprent. In the scan of a transaction bing rejected for in-order Chiropestic may at its discretion attempt to process the charge again within 30 days, and agrees to an additional \$25 charge for each attempt initiated as a separate transaction.



### Forecasting Care with Care Plans

1: 1	Mrs. Alyson Andrews	Actual Fees	Payment Plan	ChiroHealthUSA Plan
			\$2,470.00	\$1,976.00
	Adjustments Not Covered by Ins 98940 Series	40@\$65.00⇒\$2,600.00	40 @ \$61.75 \$130.00 Savings	40 @ \$49.40 \$624.00 Savings
			\$285.00	\$228.00
~	Exams Not Covered by Ins 99212	4 @ \$75.00 ⇒ \$300.00	4@\$71.25	4@ \$57.00
			\$15.00 Savings	\$72.00 Savings
			\$142.50	\$114.00
	X-Rays Not Covered by Ins 72040	1 @ \$150.00 ⇒ \$150.00	1@\$142.50	1@\$114.00
			\$7.50 Savings	\$36.00 Savings
	Healthcare Class (\$50 Value)	1 @ \$50.00 ⇒ \$50.00	Include at No Charge	Include at No Charge
			\$332,50	\$266.00
*	Therapy (Traction) 97012	10 @ \$35.00 ⇒ \$350.00	10 @ \$33.25	10 @ \$26.60
			\$17.50 Savings	\$84.00 Savings

1: Mrs. Alyson Andrews	Actual Fees	Payment Plan	ChiroHealthUSA Pla
Adjustments Not Covered by Ins 98940 Series	40⊜\$65.00⇒\$2,600.00	\$2,470.00 40 @ \$61.75 \$130.00 Savings	\$1,976.00 40 g 549.40 \$624.00 Savings
Exams Not Covered by Ins 99212	4 @ \$75.00 ⇒ \$300.00	\$285.00 48,\$71.25 \$15.00 Savings	\$228.00 40 557.00 \$72.00 Savings
<ul> <li>X-Rays Not Covered by Ins 72040</li> </ul>	1 @ \$150.00 ⇒ \$150.00	\$142.50 1@\$142.50 \$7.50 Savings	\$114.00 1@\$114.00 \$36.00 Savings
Healthcare Class (\$50 Value)	1 @ \$50.00 ⇒ \$50.00	Include at No Charge	Include at No Charge
Therapy (Traction) 97012	10 @ \$35.00 ⇒ \$350.00	\$332.50 10 @ \$33.25 \$17.50 Savings	\$266.00 10 @ \$26.60 \$84.00 Savings
Therapy (Heat) 97010	10 @ \$25.00 ⇒ \$250.00	\$237.50 10 @ \$23.75 \$12.50 Savings	\$190.00 10 @ \$19.00 \$60.00 Savings
Therapy (E-stim) 97032	10 ⊚ \$40.00 ⇒ \$400.00	\$380.00 10 @ \$38.00 \$20.00 Savings	\$304.00 10 g \$10.40 \$96.00 Savings
Visits: 40	\$4,100	\$3,847 \$252.50 Savings	\$3,078 \$1,022.00 Savings
The estimated costs	s of this good faith estimate are valid fo	or up to 12 months.	

### **Offer Affordable Payment Options**

Payment Opti	ons with <u>(</u>	<u>ChiroHeal</u>	thUSA Plan	
1 Person	Total	Initial	Monthly	Savings
Recurring (Option 1)	<mark>\$3,078</mark>	\$513	\$513	(\$1,022.00)
Initial + Recurring (Option 2)	\$2,924	\$964	\$392	(\$1,175.90)
Prepayment (Option 3)	\$2,739	\$2,739	N/A	(\$1,360.42)

		Good Faith Estimate		
	1: Mrs. Alyson Andrews	Actual Fees	Payment Plan	ChiroHealthUSA Plan
	Est Adjustments to Meet Deductible 98940 Series	10 g \$65.00 = \$650.00	\$650.00 10@\$45.00	\$650.00 30@\$65.00
	Est Adjustments Cov by Ins (Copays) 98940 Series	15@\$35.00⇒\$525.00	\$525.00 15@\$2500	\$525.00 15@\$2500
	Adjustments Not Covered by Ins 98940 Series	15 g \$65.00 ⇒ \$975.00	\$926.25 13/0 541.73 \$48.75 Savings	\$741.00 13 0 549.40 \$234.00 Savings
	Exams Not Covered by Ins 99212	4 @ \$75.00 ⇒ \$300.00	\$285.00 4@\$71.25 \$15.00 Savings	\$228.00 40.537.00 \$72.00 Savings
	- X-Rays Not Covered by Ins 72040	1⊜\$150.00⇒\$150.00	\$142.50 18 \$142.50 \$7.50 Savings	\$114.00 10511400 \$36.00 Savings
	Healthcare Class (\$50 Value)	1 @ \$50.00 ⇒ \$50.00	Include at No Charge	Include at No Charge
	Therapy (Traction) 97012	10 @ \$35.00 ⇒ \$350.00	\$332.50 10.0 \$20.25 \$17.50 Savings	\$266.00 10@526.00 \$24.00 Savings
	· Therapy (Heat) 97010	10@\$25.00=\$250.00	\$237.50 10-0 \$2375 \$12.50 Savings	\$190.00 10.0519:00 \$60.00 Savings
	Therapy (E-stim) 97032	10 @ \$40.00 ⇒ \$400.00	\$380.00 10 g \$3800 \$20.00 Savings	\$304.00 30@\$20.40 \$96.00 Savings
	Visits: 40	\$3,650	\$3,478 \$171.25 Savings	\$3,018 \$632.00 Savings
	The estimated costs of	this good faith estimate are valid fo	up to 12 months.	
CASH PRACTICE	For illu	stration purpo	ses only. Thi	s is NOT a reco

CASH PRACTICE

For illustration purposes only. This is NOT a recommendation for your fees.

Payment Options with ChiroHealthUSA Plan								
1 Person	Total	Initial	Monthly	Savings				
Recurring (Option 1)	<b>\$</b> 3,018	\$503	\$503	(\$632.00				
Initial + Recurring (Option 2)	\$2,925	\$960	\$393	(\$724.15				
Prepayment (Option 3)	\$2,815	\$2,815	N/A	(\$834.67				

### **Transitioning from Insurance to Cash-Based**

- 1. Apply New Systems & Procedures to NEW PATIENTS.
- 2. Get good at it with the new patients.
- 3. Over several months, schedule your old patients for re-exams.
- 4. Make new clinical recommendations after re-exam.
- 5. Recommend your new financial program for the care plan.

Let the patient know that they can either go on the new program, or they can stay on their old program, but the fee will be going up if they do. Explain to them that due to the rising costs of healthcare, you are forced to raise your fees - unless they elect to go on your new automated payment plan.

### CASH PRACTICE

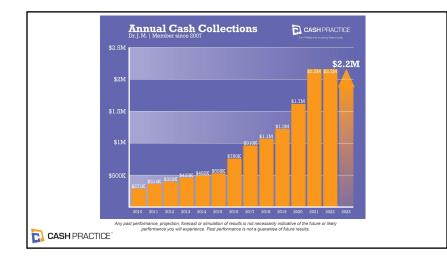
### Thanks to our Sponsor

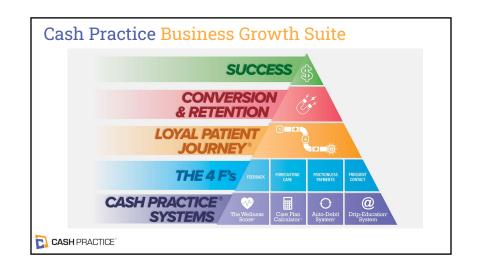


# <section-header><complex-block><complex-block><complex-block><complex-block><complex-block><complex-block><complex-block><complex-block><complex-block><complex-block><complex-block><complex-block><complex-block><complex-block><complex-block>









### Membership Bonuses

- CP Power Hour Group Coaching (2x/m) (\$2,500 value)
- Day 1 & 2 Video Training Library & Script (\$2,500 value)
- Account Success Manager (\$1,500 value)
- New Team Member Training (\$1,500 value)
- Ongoing Live Support (\$1,500 value)

### Total Value: \$9,500

CASH PRACTICE

# Membership Options (Includes 500 Active Clients) Option 1 \$949 Today \$1,448 Today (Includes Setup) \$149/month CISCH PRACTICE\*





