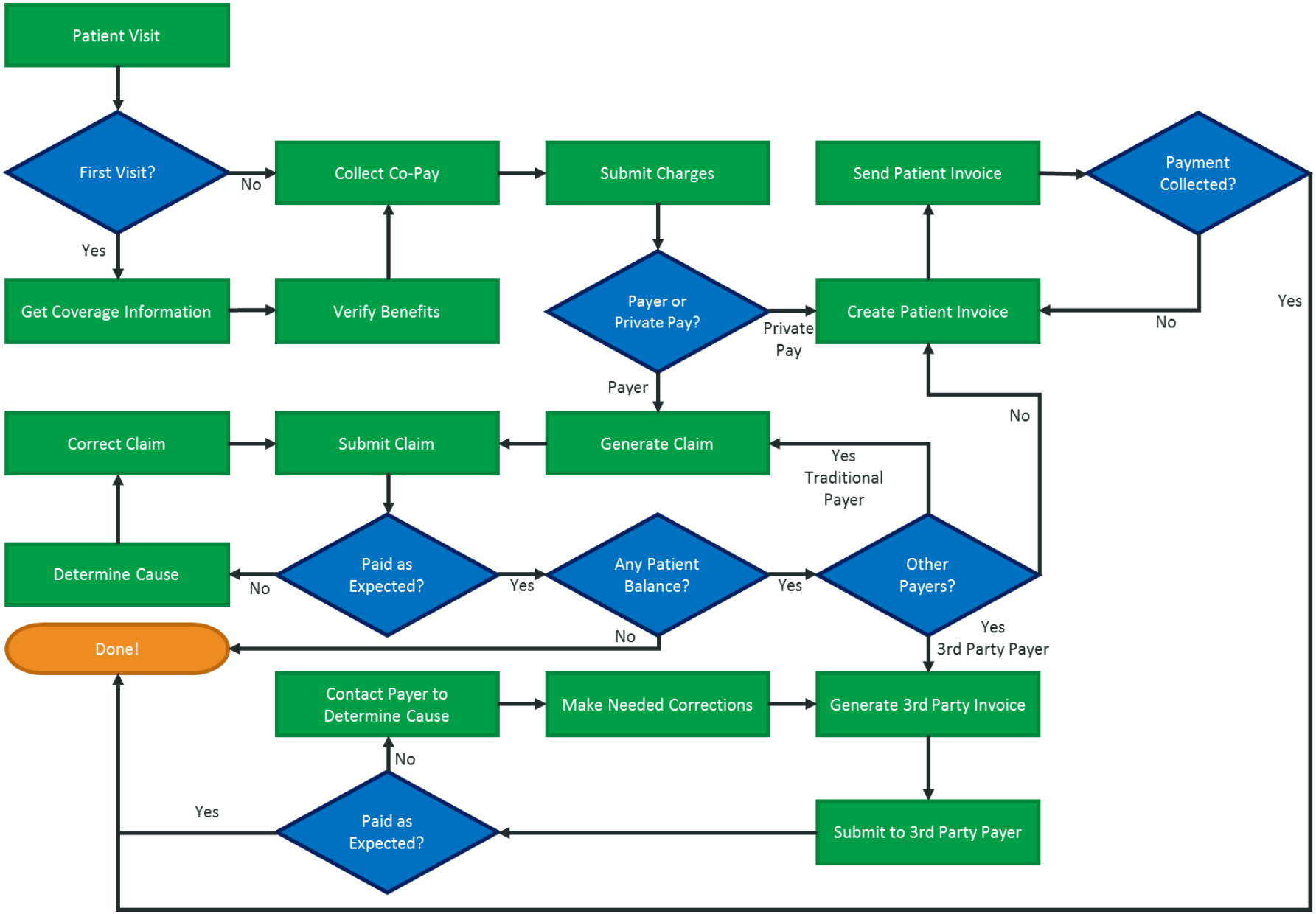
Patient Visit
First Visit?
No
Yes
Collect Co-Pay
Get Coverage Information
Verify Benefits
Submit Charges
Payer or Private Pay?
Private Pay
Payer
Send Patient Invoice
Payment Collected?
Yes
No
Create Patient Invoice
No
Yes
Correct Claim
Submit Claim
Generate Claim
Yes Traditional Payer
Determine Cause
Paid as Expected?
No
Yes
Any Patient Balance?
Yes
Other Payers?
Yes 3rd Party Payer
No
Done!
Contact Payer to Determine Cause
Make Needed Corrections
Generate 3rd Party Invoice
No
Yes
Paid as Expected?
Submit to 3rd Party Payer