

# AAOE Collaborate: Get Answers – Fast!



Members find the Collaborate community helpful for real-time and near real-time answers to a variety of questions.



Lyndsay Sullivan, Business Development Manager for the Bone and Joint Institute of Tennessee says,

“I love the AAOE Collaborate community because I can toss idea off of my colleagues that are in a different market... just to know that I'm not the only one struggling with this issue.”

## What can you post to Collaborate?

We've listed just a few types of queries that members have posted.

### ■ Data

Looking for average number of patients seen per therapist and per PTA

### ■ Recommendations

Our group is currently evaluating a few options to provide 24/7 access, and I was hoping to see if anyone has experience with Hatch?

I'm looking for ideas or suggestions on what others are doing for their office parking lots during severe weather. We apply ice melt to our sidewalks, but we're seeing more complaints about the slick conditions in the parking lot.

### ■ Advice

Has anyone recently updated and attested on CAQH? We came across a new question asking whether we accept new Medicaid patients (Yes or No), and I'd appreciate any insights on how to respond.

How does your practice manage refund requests?

What pitfalls have you encountered when managing patient overpayments or credit balances?

In one of our financial round table meetings it was mentioned that many offices were using Collagen Dressing for wound care after surgery through DME. I'm trying to get a feel for how many are doing this? And if you are, how is it going for you?

## ■ Vendor help

Is anyone else having issues with ModMed reporting incorrect figures? This has happened quite a bit since we migrated. They can't tell us what the issue is, but offer other reports that lack additional needed information. We can't seem to make those numbers line up when it spits out a report. We absolutely cannot reply on their reporting system. I'm at a complete loss.

Just curious what platform folks are using if you are not using your EMR for dictation.

## ■ What can't you post?

Discussions of price, price levels, terms of sales, discounts, and profit margins/mark ups are prohibited. In addition, no discussion is permitted about any elements of a company's operations which might influence price. See our Antitrust policy.

Protected Health Information

Any post that demeans the credibility and dignity of the orthopedic management profession or individuals.

## ■ Sample documents

Would anyone mind sharing their maternity leave policies/procedures? This would be for normal, non-exempt employees (not partners or providers). TIA!

We are a group of 14 physicians and we have a by law that allows physicians to age out of call at age 55. However we have no retirement protocol. This is creating stress on the younger partners as over half the group is over 55. I was wondering what other practices are doing about aging out of call and slowdown/retirement protocols.

I am wondering if any of your practices have a total joint admission stratification tool that you use and are willing to share? Looking for something that helps determine if the patient will be admitted, under 23 hour stay or outpatient status. The one we started exploring is below. Curious if anyone has something else to share. Thanks!

## How to post to Collaborate

**1** Log in to [aaoe.net](http://aaoe.net)

**2** Visit [collaborate.aaoe.net](http://collaborate.aaoe.net)

**3** Click All Communities

**4** Choose AAOE Main Street

**5** Click Add where it says Latest Discussion Posts

**6** Fill in the form provided to start a new thread – it works just like writing an email

**7** Click Post

[collaborate.aaoe.net](http://collaborate.aaoe.net)