THE BUSINESS OF SPINE
The Spine Coding & Reimbursement Experts

SERVICE MANUAL
Spine-Specific Education & Consulting Services

ABOUT US

The Business of Spine provides a full range of spine-specialized education and consulting services performed by seasoned experts in practice management, spine coding & billing, and hospital financial management.

OUR MISSION
At The Business of Spine, our mission is to provide the spine industry with professional development, training and customized education through spine-specific consulting services, training programs and educational tools.

We aim to raise the bar in the spine industry through increased business and financial awareness for all spine professionals, while promoting national compliance within industry and federal standards.

INDUSTRY SERVICES

PRODUCT ANALYSIS
This analysis is a customized evaluation of spine products with the objective of providing findings compliant coding and reimbursement information.

Additional Services include:
- Reimbursement Training
- Onsite Representative Training
- Web-based course
- Live Lectures

CONSULTING SERVICES

CLAIMS REVIEW
Our Basic Claims Review provides valuable insight into the coding, billing, and collections processes specific to spine surgeries or interventional procedures.

Key components include:
- Coding and Documentation Issues
- Timeliness of Claims Submission
- Appropriate Receipt of Reimbursement
- Review Collection Methods
- Denial and Appeal Process

Upon completion, a conference call, counseling and a detailed written report containing comments, analysis and recommendations are provided to the client. Next steps to higher reimbursement is the goal!

COMPREHENSIVE RCM ASSESSMENT
This assessment includes a full Claims Review and an in-depth evaluation of the billing office processes and protocols, including:

- Insurance Dependency Analysis
- Submission/Collections Protocols
- Denial Management
- Appeal Strategies
- Accounts Receivable Management

CUSTOMIZED CONSULTING SERVICES
These services are based on the needs of the spine professional and/or facility. Prospective customers include individual doctors, practices, hospitals, ASCs, and spinal instrumentation manufacturers.

The continued challenges and distractions often interfere with the ability to grow the business. TBOS is able to bring about some corrections with programs that are directly related to the issues at hand with customized services.

THE SPINAL CORD HOTLINE
Our Certified Professional Coders and spine specialists who are considered experts with national coding guidelines, offer real-time, live support to physicians and spine industry professionals for spine coding, collections and reimbursement issues.

In addition, this service also includes Documentation Review and EOB Analysis.

All work is done in the US.

EDUCATION & TRAINING

THE SPINAL CORD HOTLINE
In an effort to fill the void in training, TBOS has set the standard for both live and online education for the industry. With full in-depth webinar series and coffee breaks, to live lecture series, each course will take the student to a new level!

Educational Seminars Include:
- Revenue Cycle Dynamics for the SRS;
- Reimb. Education for the Spinal Implant Rep;
- Spine Appeals for the RCM Specialist;
- Considering Concierge;
- The Essential Coding Package;
- Auditing & Coding for the Reimb. Specialist;
- Coding Controversies; and so much more!

TBOS NETWORK
Gain exclusive access to an elite network of experts in the field of spine coding and reimbursement; membership is free and you will receive monthly emails containing unique content, video shorts on spine coding and reimbursement and coding updates. Also included in these monthly emails is a spine coding and reimbursement question answered from a members' submissions.

CONTACT US TODAY!
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Website: www.thebusinessofspine.com

THE BUSINESS OF SPINE
The Spine Coding & Reimbursement Experts

WHO ARE WE?

Certified Professional Coders

Spine Specialists

Experts In National Coding Guidelines

Real-time, Live Support

ABOUT US

We develop top agents in the field of spine coding and reimbursement with advanced education and training. Our hands-on experience and knowledgeable staff deliver insight to help spine professionals grow and succeed in this ever-changing environment while maximizing reimbursement and increasing office efficiency for our clients.

DELIVER INSIGHT TO:

- SPINE PRACTICES
- SPINE HOSPITALS & FACILITIES
- PHYSICIANS
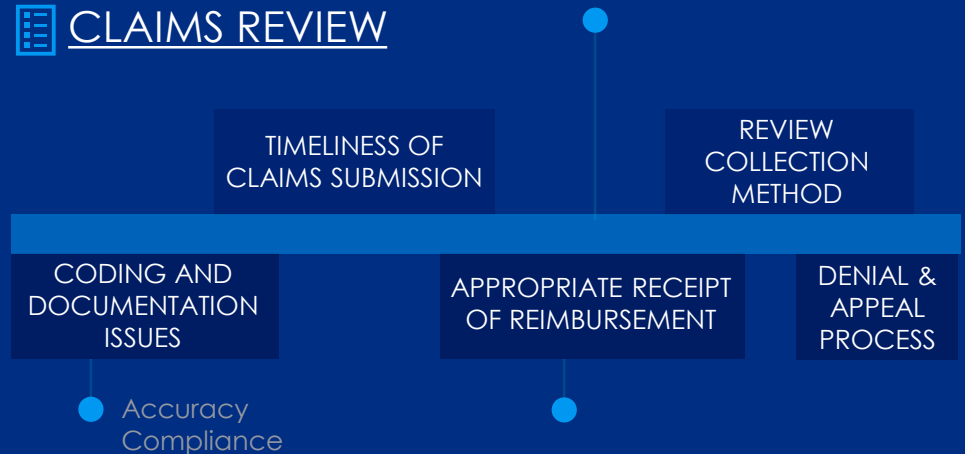- ALL OTHER STAFF MEMBERS

STATS

25+
Years Experience

#1
In Spine Education

100%
Client Satisfaction

CLAIMS REVIEW

TIMELINESS OF CLAIMS SUBMISSION

REVIEW COLLECTION METHOD

CODING AND DOCUMENTATION ISSUES

APPROPRIATE RECEIPT OF REIMBURSEMENT

DENIAL & APPEAL PROCESS

Accuracy
Compliance

CONTACT

PHONE
866-859-7759

EMAIL
contact@thebusinessofspine.com

WEBSITE
www.thebusinessofspine.com

GET CONNECTED

SPINAL CORD HOTLINE

Provides assistance with regard to…

Spine Coding

Reimbursement Issues

Collection Issues
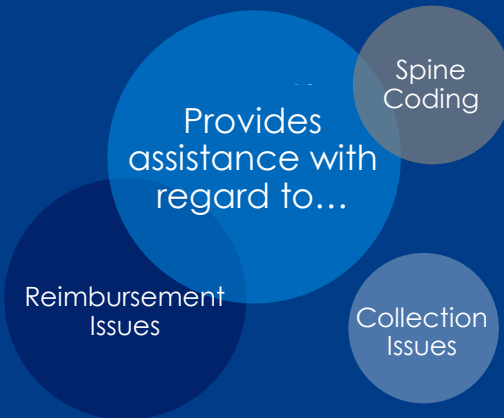
THIS SERVICE OFFERS

EOB ANALYSIS

CODING ASSISTANCE

DOCUMENTATION REVIEW

CODING ADVISORIES

TBOS NEWSLETTER

OTHER CODING SERVICES

ICD-10 CONSULTING

BILLING OFFICE ASSESSMENT

THE BUSINESS OF SPINE

SPINE-SPECIFIC
ONLINE COURSES & LIVE EVENTS

In order to fill the void in training, TBOS has set the standard for online education in the spine industry. With full in-depth webinar series, coffee break videos and educational lectures tailored to your spine business, each course takes the student to a new level!

(866) 859-7759 · tadair@thebusinessofspine.com
www.thebusinessofspine.com

LIVE EVENTS

The Essential Coding Course — 18.5 CEUs
- Advanced Principles of Spine Coding: Part 1
- Advanced Principles of Spine Coding: Part 2
- Mastering Modifiers
- Cadaver to Coding
- Coding Scenarios
- Coding Workshop
- Maximizing Reimbursement

Advanced Principles of Spine Coding — 5.0 CEUs
- Spinal Anatomy
- Diagnosis Coding
- Coding Fundamentals
- The Four Elements of Spine Coding
- Procedural Coding
- Coding Workshop

Spine Coding Boot Camp — 2.0 CEUs
Our Cervical Spine Coding Boot Camp course will solidify your knowledge in spine coding as it pertains to the cervical spine, providing you with a strong foundation to become a top agent in this most complicated field.

Cervical Spine Coding Boot Camp — 2.0 CEUs
This challenging, yet interactive training involves advanced coding for 25 cervical spine cases, in addition to 4 bonus cases that will allow you to uncover the proper coding technique to maximize reimbursement.

Reimbursement Specialist Challenge: Coding — 2.0 CEUs
- Coding Bootcamp

All About Appeals — 6.5 CEUs
- Putting Up Our Dukes
- Identify the Appeal
- Types of Appeal Letters
- Appeal Type

Spine Appeals for the RCM Specialist — 10.0 CEUs
- Putting Up Our Dukes
- Medical Policy Guidelines
- Identify the Appeal
- Types of Appeal Letters
- Appeals Workshop
- Appeal Type

Considering Concierge
- Managing Change and Meeting Expectations
- Setting Up the Financial Shop
- Developing Fee Structures and New Options
- Successful Out-of-Network Appeals
- Managing Negotiations
- Guiding Staff through a Successful Transition

ON-DEMAND WEBINARS

ICD-10 Webinar
This presentation will go in-depth with the ICD-10-CM book in order to give you a better understanding of diagnosis codes and how to utilize them. We will also review ICD-10 applications and cite examples to further improve upon your knowledge base.

The Lasting Effect of the 22851 Coding Change
In this presentation we will discuss the key to managing the changes to code 22851. Utilization of these products will ultimately be driven by the surgeon's choice of new technology vs. standard technique and finally, by reimbursement.

Spinal Anatomy
This course reviews the complex array of muscles, tissues, nerves, bones and all of the other intricate elements of the spine. This basic understanding of spinal anatomy that can help your spine business improve their coding, promote clear operative report dictations and enhance the reimbursement process.

Spinal Diseases & Surgical Procedures
This course provides an understanding of how the spinal diseases and surgical components are intertwined. We will explain the difference between disc herniation, degenerative disc disease, stenosis, spine fractures, types of scoliosis, spondylosis kyphosis and tumors that can occur in any age group and the various procedure options for the best result based on the individual case.

Anatomy of an Operative Report
In this course we'll take you through several Operative Report examples while emphasizing the necessary documentation that is needed. This will allow the reimbursement specialist the ability to be able to read the report and apply the appropriate CPT codes. The coders responsibility will be carefully outlined, and the proper protocols will be reviewed.

COFFEE BREAK VIDEO SHORTS

- **Preparing for Spine Surgery Claims Submission**
- **Developing CPT Category Codes**
- **Mind Your P's & E's** *(Primary & Exempt Codes)*
- **Introduction and Basics of CPT**
- **Modifier 59**
- **CMS 59 Modifier**
- **Understanding the 62 Modifier**
- **Life Cycle of an Insurance Claim**
- **Claim Submission Guidelines**
- **Overpayments**
- **Global Surgery Facts**
- **Medical Policy Guidelines**
- **Restructuring Your Office for Success**
- **Practice Reporting for Increased Productivity and Revenue**
- **MI Spine Reimbursement Challenges**