

CA's in Non - Primetime

Front Desk CAs

- Calling to confirm patients for later appointments that tend to miss
- Calling to reschedule on any missed appointments from earlier prime time
- Verify insurance for new patients
- P2P for the day - confirm how you did in earlier session and review the heart spaces for later sessions
- Warm fuzzy calls with Drs
- Initiate patient calls- CA warm fuzzy calls
- Help financial CA with answering patient questions
- Review patient financials
- TRAIN, listen to TLC audios/videos

Tech CAs

- Completing all documentation from prime time
- Inputting re-exams into computer
- Exporting x-rays or scans
- Marking x-rays or scans (if applicable)
- Printing x-ray reports for patients
- Reviewing exercises, traction, homework for patients in upcoming prime time
- Following up on patient/Dr requests
- Checking on supplies
- Confirming SWS attendees
- Helping front desk with any patient calls
- TRAIN, listen to TLC audios/videos

Financial CAs

- **Preparing NPR finances**
- **Reviewing AR finances**
- **Reviewing re-report finances**
- **Checking on monthly swipes**
- **Resubmittals**
- **Calling insurance companies on claims submitted**
- **Submitting insurance claims**
- **EOBs**
- **Reviewing stats**
- **TRAIN, listen to TLC audios/videos**