

Step-by-step Client Onboard

1. As you are engaging a provider that is **planning to use All In Won for billing** please initiate an INTRO email with Ariana@allinwonmed.com & Claudia@allinwonmed.com

COPYING Krystal@allinwonmed.com & **THE PROVIDER.**

Ariana & Claudia handle onboarding providers and scheduling calls for Krystal **ONLY**.

If a provider is using their own billers there is no need for an introduction with us.

(Please do not give out Krystal's personal cell phone number or send her an intro text message, I have a CRM tracking system to follow up and track the progress of onboarding which requires the intro email to come from us directly)

2. Ariana will send the client an initial onboarding intake form to be completed. Once this form is completed, she will reach out to the provider to go through the next steps regarding an access manager request from Pecos. **We need to verify 3 things:**
 - A. They have active billing rights under the entity listed on the intake form
 - B. Retrieve the proper PTAN (most offices have no idea which is the billing one)
 - C. Obtain the proper LBN to be added to the agreements from All in Won.

3. Once steps 1 and 2 are completed All in Won Agreements will be generated in 3-5 days if the provider has active billing privileges. ***In the event they do not I will discuss the options with them in the quickest way to get them set up to bill. (The timeline on this step varies depending on which option the provider chooses)***

4. When agreements are signed and returned back to us the provider will be registered to submit claims which take anywhere from 7-10 days depending on the state they are providing services. Each Mac Jurisdiction handles this process differently, so the time frames vary.

5. After claims registration is initiated – provider will receive access to AIW Citrix ShareFile where they can drop their billing and consult notes. (*Not all providers need this feature as some have given me access to there EMR to pull the notes if necessary*)
6. Billing Tracking forms should **ONLY** be submitted to AIWBilling@rxwound.com – they should **NOT** be sent to my personal All In Won email or anyone else.

Tips:

1. It's a good idea to confirm with Myself or Ariana directly that the provider is ready to start providing services before ordering product if they are using me for billing!!
2. If a provider is not using All In Won for billing, there is no need for an introduction email!
3. Ariana & Claudia should be CC'd on all emails addressed to me especially to set up calls for questions or clarifications.
4. Extensive Clinical questions should be directed to a Dr. or provider not to me; while I can answer some of the simple clinical questions, I am not a doctor. There are specific items that are required for a patient to qualify for Xwrap, Complete FT and Restorigin that should be in the given literature or discussed with another medical provider.
5. In relation to IVR's – please do not schedule the patient for any service until you have received the verification back from us.
6. When sending an IVR via email it should go to Rxwoundivr@allinwonmed.com unless it is a Stability product, then IVR goes directly to Stability.

7. IVR's shouldn't be checked on prior to 48 hours from the time it's added to the board. The exception is if it's added on a Friday, it may require up to 72 hours. While there is a weekend team, commercial carriers are not open to verify.
8. AIWbilling@RXwound.com is for clients who are billing with All In Won **ONLY** - I do not need billing tracking forms for accounts that are not billing through me.
9. If you are requesting a consultation call for a client who does not bill with All In Won and/or a billing company who is receiving denials the below items must be received before the call can be scheduled/confirmed.

Copies of the actual claim submission – printed on a HFCA-1500
Full copy of the claim denial – with remit and reason codes listed.

***PLEASE DO NOT GIVE CLIENTS MY PERSONAL CELL PHONE NUMBER.**

AIW office line: 718-362-1411

Ariana contact: 845-584-6605

AIW fax line: 718-362-1651

Billing Tracking Forms to be submitted ONLY
to: AIWBilling@RXWound.com