

DO THIS NOW:

- **AS SOON AS POSSIBLE:** Determine your immediate and longer-term **needs**. The Financial Toolkit [HERE](#) can help. Chose an SBA option (compare [HERE](#)), CMS accelerated payment, line of credit, etc.
- Consider reducing staff or staff hours in non-essential roles or reducing hours. **Repurpose staff** to fit virtual model.
- Ask for **deferrals on rent or mortgages**, business and personal loans.
- Assess **space needs. Reduce, including secondary locations.**
- Manage **fixed and variable expenses**. Learn more [HERE](#).
- Talk to your CPA about **available tax credits**. Learn more [HERE](#).

THEN CONSIDER...

- Review insurance policies for **business interruption coverage**
- Review equipment, software, recurring supplies and service contracts. **Negotiate lower payment**, extensions, holds or terminations.
- **Expand virtual capabilities** to include more appointment types, ACP, COVID Peak preparation
- **Schedule new patients** - they could potentially make up 40 – 50% of practice virtual visits
- Drive **visits volume** through text, email and social media campaigns

AFTERWARDS...

- **Work Accounts Receivable** Assess outstanding balances owed to your practice, repurpose staff to increase receipts
- Prepare patient for **virtual visits with provider**, check connection, get pharmacy and HPI data
- **Collect all time-of-service payments and past due balances**, even for virtual visits
- Ensure **charts are completed**, coding is appropriate for level of service and charges sent daily (monitor 99213:99214 ratio)
- Confirm **payment parity** (virtual visits)
- **Manage rejected claims** promptly
- **Reschedule upcoming patient appointments to telehealth** visits when possible. (e.g. convert Physicals to check-ups)